



Date approved	February 2021
Approved by	Managing Director
Accessible to	Learners, Staff, External Stakeholders

Introduction

The purpose of this policy is to ensure that all learners receive the necessary advice, guidance and support in order to optimise their achievement on courses that are appropriate to their needs.

Ethos & aims

- All learners will receive advice or information specific to the course on which they wish to enrol. All Learners will receive an initial and diagnostic assessment and an induction.
- The procedures and practices which fall under Learner Guidance and Support will reflect the Mission Statement, Values and Strategic Objectives of the Service.
- The Service endeavours to make the courses and learning as accessible as possible, in line with our *Equal Opportunities Policy*.

Responsibility & scope

This policy covers all learners and all academic, learner support and enrolment staff who are involved in learner guidance and support.

Implementation

1. All learners will be encouraged to disclose their additional support needs before starting a course.
2. The need for Learning Support will be captured through telephone, enrolment form, initial assessment, and tutors' monitoring of learners during the course.
3. Learning Support will be included in the staff induction process.
4. All learners who identify additional support needs will be invited for a personal interview (wherever appropriate) where the learner will discuss and agree to a learning support plan.
5. All learners will receive regular and constructive feedback from tutors on their progress. Progress of learners will be clearly documented.
6. All learners will receive comprehensive advice on progression routes.
7. CPD training will be made available to all staff and learners who require it.
8. When it is not possible for the Service to meet the support needs of a learner then that learner will be referred to other provision.
9. All learners will have the opportunity to evaluate the advice, guidance and support they have received.

Monitoring

The policy is reviewed every year by the Managing Director.