

Learner Guidance and Support Policy

SCOPE

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

POLICY STATEMENT

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 completely appropriate to their needs.

TERMS AND DEFINITIONS

TERM	DEFINITION
SEND	Special educational needs and disabilities
ILP	Individual learning plan

Policy Introduction

ILC Training aims to provide confidential and impartial information, advice and guidance to all learners from initial contact via the registration process, while on a training programme, through to progression into employment/other training routes.

ILC Training is committed to providing equality of opportunity in education, training and employment for all learners and potential learners, staff, employers and stakeholders. This commitment is shared and acted on by all ILC staff and is the overall responsibility

of the management. The effectiveness of our policy, and the importance we place on it, are central to the ethos of our organisational values.

Registration

General advice on course choice and selection from Business Development Team with applying to ILC Training. Any disclosure by the learner at this time of special needs is recorded and brought to the attention of the Quality Assurance Director, Director and Lead Trainers.

On registration to courses in English or requiring English to succeed an English Placement Test is given.

Induction

An induction to ILC Training provided and arranged by Business Development Team and Lead Trainers. This will provide information on:

- Health and safety
- additional support and advice and guidance
- An induction to course

During induction a health form is completed by the learner which indicates any known special needs or disabilities. This is given to the responsible parties and added to the learner file.

Beginning of Qualification or Course

At the start of a learner's programme of study a staff member will be allocated to the class, whose role it is to support learners throughout their time at ILC Training. He or she aims to help learners make the most of their studies by giving them guidance on both academic and non-academic matters. Although the trainer is the first point of contact for any issue related to the qualification or course, the allocated staff member should be contacted if they have any issue they would like to discuss.

During Course or Qualification

Subject specific guidance by trainer to include

- overall progress and continual feedback.
- At least two formal progress reports

If needed SEND support and an ILP

Interventions as necessary to ensure acceptable retention and progress.

A range of workshops on topics relating to Skills for Learning, Life and Work such as:

- confidence building
- study skills
- exam techniques
- skills testing
- Job skills

A dedicated named staff member for guidance on study, career and life.

After the Course or Qualification Has Finished

Formal report with overall feedback on achievement.

The designated staff member will remain available to discuss progression or career options. They may also provide assistance and access to:

- Job Seeking Skills
- Job Applications
- Interview Preparations

Related Policies and Other References

Admissions and Induction Policy

Diversity and Equal Opportunity Policy

Academic Appeals Policy

Malpractice and Plagiarism Policy

Learner Achievement Recording Policy

SEND Policy