



London Education Management

Student / Learner Guidance & Support Policy

1. **Title:** Student / Learner Guidance & Support Policy
2. **Purpose:** 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.
3. **Responsibility & scope:** This policy covers all learners and all academic, learner support and enrolment staff who are involved in learner guidance and support at London Education Management (LEM)

Ethos & aims

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

Implementation

❖ The following are the responsibility of admissions and enrolment staff & tutors:

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: the telephone hotline, the enrolment form, initial assessment, the ILP process and tutors' monitoring of learners during the course.
3. Additionally, information on Learning Support and other support services will be provided to learners in the Prospectus, Learner Handbook and in other leaflets displayed at the information desks. Learning support staff will visit classes to explain the services available to learners.
4. Learning Support will be included in the staff induction process. Tutors will also have relevant information in their handbooks.
5. Learning Support Coordinators will liaise regularly with tutors to discuss individual learner progress and the provision of support.
6. 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.

7. Learning support will be provided on an appropriate basis which will include 1:1 support, group support, classroom support, specialist assessment, drop-in sessions, IT support.
8. The Learning Support ILP will document the type of the support provided and progress towards agreed goals. The Learning Support ILP will be reviewed regularly by learner and tutor who will sign and date each review.
9. All learners will have access to the Learning Centres for open and flexible learning, careers guidance information and inexpensive photocopying and printing. Staff will be on hand to assist, advise and support learners and provide induction sessions on the computers.
10. Free careers guidance will be available to all learners and prospective learners from an experienced Careers Adviser. Learners will be entitled to attend a personal interview and regular workshops.

❖ **The following are the responsibility of staff in the Directorate of Teaching & Learning**

1. Heads of Studies/ Education will ensure Learning Support staff are involved in termly Course Review meetings where appropriate.
2. All learners will receive regular and constructive feedback from tutors on their progress. Progress of learners will be clearly documented.
3. Drop in/study skills workshops will be offered to all students.
4. All learners will receive comprehensive advice on progression routes.
5. Basic Skills awareness training will be made available to all staff who require it.

❖ **The following are the joint responsibility of staff in Learner Support and Teaching & Learning**

1. 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.
2. All learners will have the opportunity to evaluate the advice, guidance and support they have received.
3. The Learning Support Staff will regularly monitor provision through: learner, tutor and program leader feedback, line management meetings and achievement data.

Monitoring

The operation of this policy is monitored and evaluated through:

- The Annual Self-Assessment Report
- Reports to the Senior Management Team (SMT)

This policy was reviewed and adopted by	LEM Senior Management Team (SMT)
Review Date	June 2020
Next Review Date	June 2021
Version	1.1