Public

Learning Support Policy

1.   Introduction

The purpose of this policy is to provide support to individuals who experience barriers to achieve the standards and levels of performance normally expected.

Learning support is an effective and positive method in assisting individuals who have development needs, experience barriers to learning and require additional support. Generally, it is a short-term activity involving a two-way collaboration between the facilitator and the individual being supported. To be effective, both parties need to be fully engaged and motivated.

Our Reasonable Adjustment Policy should also be considered when providing learning support.

2.   Definitions

Facilitator: Xact staff member developing and providing a learning support plan

Individual: Those receiving our services e.g. apprenticeship training, end point assessment, courses, assessment, RPL, mentoring, learning support, qualifications, CPD activities etc. who require learning support

Learning: A process which improves knowledge, understanding and skills and increases the potential for improved performance and future learning

Ofqual: The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments in England. Ofqual is a non-ministerial department.

RPL Activities: A process of obtaining a qualification by Recognition of Prior Learning

Staff: Employee, agency worker, contractor, sole trader, volunteer e.g. manager, supervisor, administrator, tutor, assessor, mentor, internal quality assurer, end point assessor, work experience etc.

Timely: A reasonable duration in each particular case based on the facts and circumstances of the situation

Xact: Xact Consultancy & Training Limited

3.   IQA (Internal Quality Assurance)

This policy must comply with Awarding Body and Ofqual requirements, including:

a) Individual receiving learning support is not given an advantage over other individuals

b) Competent staff providing learning support

c) Process is consistent with national standards

d) Assessments are conducted by suitably qualified assessors

e) Internal quality assurance activities are documented

4.   Competency of facilitator

The learning support is facilitated by a staff member who has the knowledge and skills required in the specified areas of development concerned.

5.   Professional advice

There may be occasional when professional advice is required to provide the appropriate support to individuals who experience barriers to learning. Please refer to our Reasonable Adjustment Policy.

6.   Learning support delivery

Learning support is provided when:

a) Individual concerned has requested support and completed the appropriate request form

b) Professional recommendations and guidance is provided when appropriate

c) An invoice for learning support has been either:

   i)   Paid in full, *or*

   ii) Purchase Order provided

7.   Learning support

Learning support is an effective and positive method in assisting individuals and may be provided at two stages.

7.1   Stage 1: Learning Support

Additional support for individuals to clarify minor matters to complete an activity e.g. course, RPL etc

Note 1: Learning support must be requested at an early stage to ensure that learning support is completed in time to comply with submission deadlines.

Note 2: Submission deadlines will not be extended due to learning support requests.

7.2   Stage 2: Learning Support

Additional support to individuals who have been unable to complete a programme of learning as they have a development need or experience barriers to learning. This includes the following steps for the individual requesting learning support:

a) Assessment of Learning Support

b) Produce Programme of Learning Support

c) Deliver Learning Support Programme

d) Assessment

8.   Responsibilities

a) **Centre Manager**: Oversee implementation of this process

b) **Tutor**: Support the facilitator

c) **Assessor**: Support the facilitator

d) **Facilitator**: Develop and deliver support plan to individual

e) **Individual**: Collaborate with tutors, assessors, Centre Manager and facilitator in the development and delivery of their support plan

f) **Individuals' employer**: Collaborate with process and support individual.

9. Other matters

9.1 Forms

To apply for learning support, email completed appropriate form to: learner-requests@xact.org.uk

a) Learning Support Requests completed by individual concerned:

i) Form 4.3.2: Stage 1: Learning Support Request, *or*

ii) Form 4.3.3: Stage 2: Learning Support Request

b) Provision of Learning Support completed by Xact:

i) Form 4.3.4: Stage 1: Learning Support Provision

ii) Form 4.3.5: Stage 2: Learning Support Programme

9.2 Time frames

Intervention should be applied in a timely manner, once learning support has been requested.

9.3 Delivery considerations

The following matters will also be considered and assessed on a case by case basis:

a) Recording of learning support sessions

b) Observation by Xact staff

a) Observation by a companion of the individual being supported providing a clear rationale is provided

9.4 Learning support fees

Fees are calculated on an individual basis and will be based on:

a) Administration costs

b) Development hours preparing learning support material

c) Anticipated support hours required

d) Assessment costs

e) Travel, accommodation and refreshment costs

9.5 Records

All stages of learning support should be recorded and reviewed to improve services we provide.