



Learner Guidance and Support Policy

Updated: December 2015

Next revision date: December 2016

1. Objectives

- 1.1. To provide effective support to learners through appropriate information, advice and guidance.
- 1.2. To provide support to learners through monthly reviews of learner progress.

2. Scope

- 2.1. To cover all activities carried out by Develop.

3. Key Principles

- 3.1. To ensure that, where appropriate, assessors, tutors and satellite staff can demonstrate how learners experience growth of motivation, self-confidence and personal effectiveness through the established review process.
- 3.2. To ensure that learners are provided with appropriate pastoral or tutorial support.
- 3.3. To ensure that where it is appropriate for expenses to be paid in order to overcome barriers to learning these expenses are paid in full. This will relate to childcare and travel costs and will only apply to those programmes where funding is supplied for these purposes.

4. Staff Responsibility

- 4.1. All individuals involved with the learning programmes, e.g. staff, volunteers, employers, consultants and learners.
- 4.2. CEO has overall and final responsibility for all matters relating to learner guidance and support.
- 4.3. The day-to-day management of learner guidance and support is delegated to the Apprenticeship Manager who will ensure that:
 - a. Adequate resources are made available to implement this policy
 - b. Adequate arrangements are made available to bring this policy to the attention of all staff, learners, satellite staff and visitors

Document name		Location/File path	
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Mark Pike	01/12/2015		Mark Pike

- c. The effectiveness of this policy is reviewed annually or more frequently if deemed necessary.

5. Monitoring and Evaluation

- 5.1. Guidance and support are sensitive to Equality and Diversity.
- 5.2. Partnerships with other providers and relevant agencies involved in advice and guidance are effective.
- 5.3. Procedures are in place for recognising poor punctuality, attendance and performance early and for taking appropriate action.
- 5.4. Support arrangements are planned and managed coherently.
- 5.5. Self assessment is carried out annually.
- 5.6. This policy is liable to full equality impact assessment annually.

6. Supporting Documents

- 6.1. This policy should be read in conjunction with the following policies and procedures:
 - o Equality and Diversity Policy
 - o Health and Safety Policy
 - o Quality Policy

Policy signed by CEO: *Mark Pike* Date: 01/12/2015

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