

Student/Learner Support Policy

1.0 Purpose

This policy outlines the duties of staff and learners in order to guarantee that enough support is provided to satisfy learners' needs. The Policy also intends to aid in the identification of learners who require additional personal or academic support, as well as ensuring that appropriate interventions are made to help these learners reach their full potential.

2.0 Responsibilities

The institution will:

- have in place strategies to identify learners who require additional support to achieve their academic potential.
- support the mental health and well-being of its learner body through a range of educational and support initiatives.
- make information available about support services to staff and learners, which can be readily accessed.
- encourage learners with academic or personal support needs to access support from relevant internal and external support services.
- improve staff understanding to assist in the development of informed views, behaviours and attitudes towards learners requiring additional academic or personal support.
- have effective procedures in place for the disclosure of information about learners with academic or personal support requirements, which comply with Privacy legislation.
- have in place effective procedures for dealing with learner incidents.

The academic team will:

Implement processes for the monitoring of the progression of learners considering matters such as:

- progression rate.
- overall progress towards completion of qualification.
- previous failure to complete subjects.
- English language proficiency.
- failure to complete subject assessment.
- allegations of academic misconduct; and
- attendance where it is a requirement.

Learners are expected to:

- carefully consider their choice of subjects.
- have an awareness of learner conduct issues.

- Seek relevant support/professional assistance where a physical or mental health issue is having or is likely to have an impact upon their academic progress.
- Seek and follow advice from RCL advisors, academic staff and/or the Director of Studies.
- Fulfil academic requirements, including enrolment, class registration and any other requirements by the relevant due date(s).
- Achieve the minimum progression requirements as defined in the academic regulations and by RCL; and
- Make contact as soon as possible with the relevant functional team should they receive any formal notifications regarding concerns for their progress or wellbeing.

3.0 Monitoring

Staff Members Involved

Academic Head

Academic Staff

Functional Leads

4.0 Review

This Policy will be reviewed annually by the RCL Senior Management Team.

It will also be reviewed annually by the Academic Heads in the light of attendance, retention and achievement data, learner and tutor feedback as well as lesson observations.

For advice and support please contact the Academic Head.

Policy Information

Purpose	Policy Information
Title	Student Learner Support Policy
Document Number	0169/85
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Audience	Staff; Learners
Category	Academic
Next review date	March, 2026

Version Control

Version	Author	Amended by	Date	Comments
1.01	DoS	DGS	18/3/2024	Policy approved by RCL Governance Committee
2.01	AH	QAC	18/3/2025	Policy approved by RCL Quality Assurance Committee