



# Learner Support Policy

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## Introduction

Courage Consultants UK Limited has a well-developed Inclusion & Support team who are committed to inclusive learning and widening participation across all programmes. Courage Consultants UK Limited also takes its responsibilities under the Equality Act 2010 very seriously.

Learners will be supported to develop an insight into their personal barriers and to develop strategies and skills that will encourage them to become independent learners. Courage Consultants UK Limited aims to be proactive in identifying and supporting learners requiring additional support, calling on strong partnerships with external bodies as necessary.

Additional Support will be available to all learners with a disclosed medical condition, disability, sensory or physical impairment, learning difference or language support need if they meet the entry requirements of their chosen course, and can access their chosen course with the help of “reasonable adjustments” by Courage Consultants UK Limited.

## Aim

The aim 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.

In order to achieve this, Courage Consultants UK Limited will ensure that:

- All learners receive advice or information specific to the course on which they wish to enrol.
- Endeavour to make the courses and learning as accessible as possible, in line with our Equality & inclusion Policy
- Be proactive in identifying, understanding and addressing learner support needs

## Action

- All learners will be encouraged to disclose their additional support needs before starting a course
- Information on Learning Support will be provided to learners in the Learner Handbook

- All learners will be introduced to the Inclusion & Support team and offered a consultation with a member of staff to discuss their individual needs
- 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.
- 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 and specialist equipment.
- The Inclusion & Support Team will liaise regularly with tutors to discuss individual learner progress and the provision of support, accessing external additional support services as necessary.
- All learners will receive regular and constructive feedback from tutors on their progress.
- All learners will receive comprehensive advice on progression routes.
- All learners will have the opportunity to evaluate the advice, guidance and support they have received.