



## *Learner support procedures*

### 1.0 Purpose

The main aim of this policy is to:

- Establish a simple, integrated institutional approach to providing support for learners, which meet legal and regulatory obligations in relation to different types of risk.

The objectives of the policy framework are to:

- Outline why learner support is a necessary and appropriate responsibility for the institution and all its staff and partners.
- Set out a coherent approach to providing support for learners who need it for whatever reason, incorporating existing staff responsibilities for Personal Tutoring, Safeguarding, Wellbeing and following PHA policies into this integrated framework.
- Indicate an increased focus on:
  - o identifying support needs at an early stage
  - o sharing information appropriately
- Specify that appropriate processes, systems, guidance and training are needed in order to enable staff to perform their role in supporting learners.

### 2.0 Scope

This policy framework applies to all Private Hire Academy staff, partners and contractors, in relation to all PHA learners.

### 3.0 Policy Statements – Underpinning principles

3.1 PHA reaffirms its commitment to freedom of speech, academic freedom and freedom of religious expression. Inclusivity, change and challenge are integral to the educational experience.

3.2 As well as any pre-existing or developing personal, physical or mental health issues, individual learners can face many challenges and changes in relation to study and learner life, may be removed from their usual support networks, and may be actively targeted by certain groups.



3.3 Some learners will endure or address problems and challenges by themselves, however many learners may need or benefit from additional support.

3.4 Providing additional support to learners who need it contributes to PHA agendas including learner satisfaction, learner retention, staff satisfaction and professional body requirements.

3.5 Supporting learners is a shared responsibility of all staff, although some members of staff - such as personal tutors and professional support services staff – already have specific responsibilities for supporting learners and are more likely to have the opportunity to notice if a learner may need additional support.

3.6 There may be apparently minor signs that can indicate at an early stage that a learner is in need of additional support, and staff should make an effort to notice these signs and act on them, before the problem becomes more chronic or critical.

3.7 If a staff member thinks a learner may need additional support, they should take appropriate and timely action.

3.8 Staff are not expected to diagnose or provide specialist support to learners, (unless that is part of their role), but to familiarise themselves with how to access guidance for themselves and support for their learners.

3.9 Learner concerns will be handled sensitively and in compliance with the Data Protection Act 1998.

3.10 Responses to concerns will be proportionate and appropriate, taking into account equality duties and learners' legal rights, and the prejudices which can surround topics such as mental health.

3.11 Some learners may require continuing support and/or adjustments to continue their studies.

Relevant Professional Services staff will help identify what these should be, but academic and administrative staff a connection to the learner, and/or a relevant role such as Personal Tutor should also expect to play a part in on-going support and resolution of any issues.

3.12 The systems and information-sharing processes shall be fit for purpose and facilitate the sharing of items of information which, taken together, could show that a learner may be in need



of additional support.

3.13 Staff may expect to have guidance and training made available to them. Staff in key roles may be required to familiarise themselves with guidance and attend training.

3.14 Learners may wish to seek additional support for themselves. Learners may also be in a position to notice if one of their peers may need additional support. The institution will therefore make use of all the channels for communication with learners, including working with the Learners' Union, to provide simple information about how learners can access additional support and guidance.

#### 4.0 Policy Framework Enforcement

Failure to follow the provisions of this policy framework shall be addressed through the usual staff management mechanisms.

Private Hire Academy