



Policy: Learning Support

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Learning Support Policy

ESL aims to assist learners to progress and achieve their learning objectives. Learners have different needs and we recognize that support can take many forms to help learners through to successful completion of their learning programme e.g. from general motivation, to support with additional learning needs, to technical assistance, to help in achieving qualifications quickly and help with other wider issues like benefits and housing.

Support during the course and enrolment

- Supporting learners includes holding regular reviews of progress with them and all parties involved in their learning programme. At the beginning of the enrolment process we also try to find out if they need any extra support by taking their initial test (BKSB)
- On identification of several learners in the same situation (e.g. disengaged from their learning, struggling with particular modules of the same programme), arrange a focused workshop to support learners overcome their shared difficulties. Prior planned workshops enable delivery staff to think ahead and plan for how to deal with issues by providing focused support/encouragement and learners don't feel that they're on their own in dealing with problems
- Offer subject-specific 'surgeries' for learners to develop and practice their skills in weaker (common) learning areas. These may be 1:1 sessions that enable individual learners to have direct and specific support or group learning sessions that enable a number of learners to get together and tackle a shared weaker area together. Where reasonable and appropriate, ESL consider the use of technology e.g. webcams to provide remote learners with similar opportunities
- Use observations/staff development to assess and improve the way trainers might react to a problem presented by a learner, in order to support them appropriately. Ensure staff are aware of any known issues in a learner's programme
- Hold reviews more frequently for learners who require additional support or those at high risk of dropping off their programme
- Check whether any additional support is required above that being given, including support for assessment.

- Support staff in identifying (negative) 'habits' of conducting progress reviews to ensure that meetings are personalised and relevant to individual learners and the progress they have made in their learning

IT SUPPORT

- All PowerPoint's are available in a format for ease of reference and translation purposes.
- All ESL's Learner may request printed material on different coloured paper or different fonts.
- Student will have laptops for using at the study room and a dedicated IT support member will help them if required or if they need help to use those facilities.

Learner support for all qualifications

- Following referral, an Induction date and time will be arranged during which the Induction procedure will be followed and Basic Skills Assessments (numeracy and literacy) will be completed. Should an additional support requirement be identified and agreed, this will be brought to the immediate attention of the Programme Co-ordinator/Centre Manager. Following Induction, an assessor/tutor will be allocated to the learner and an appropriate programme of learning/support will be agreed and arranged.
- If a situation arises that prevents the support from taking place or when a learner is not progressing through the award as planned, the Learner, Assessor/tutor and IV have a joint responsibility to inform the Programme Co-ordinator.
- If learning takes place via classroom/workshop delivery, the assessor/tutor will be available to provide additional 1-1 support in a manner to enable the learner to continue to understand and progress.