LEARNER SUPPORT AND GUIDANCE PROCEDURE

Strategic Outcome	We will enable people to build their independence and confidence in a supportive environment
Responsibility	Vice Principal, Learning and Skills
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LEARNER SUPPORT AND GUIDANCE PROCEDURE

1. PURPOSE

The procedure aims to:
- Provide all learners with a range of support and guidance options, from application through to exit with Dumfries and Galloway College.
- Provide all learners with the opportunity to discuss their academic progress.
- Discuss learner absence and its impact on academic progress with the aim of agreeing on further support and actions.
- Signpost learners to appropriate services.
- Provide opportunities for all learners to receive guidance on career and further learning opportunities.
- Provide all learners with an opportunity to be involved in the self-evaluation process.

2. SCOPE

Dumfries and Galloway College is committed to supporting learners achieve their academic goals and empowering them to realise their personal potential.

The Learner Support and Guidance procedure involves four stages:
- Pre Entry
- On Entry / Induction
- On Programme
  Pre Exit

This procedure covers all learners on any campus location or of any learner who is involved in any college sponsored activity or service.

3. REFERENCES

- Admissions Policy
- Admissions Procedure
- Anti-Bullying Policy
- Code of Conduct Policy
- Retention and Learner Outcome Policy
- Learner Behaviour Policy
- Learner Discipline Procedure
- Admissions Policy
- Anti-Bullying Procedure
- Students with Additional Needs Procedure
- Assessment Arrangements for Students with Additional Support Needs Procedure
- Curriculum Strategy
- Safeguarding Policy
- Safeguarding Procedure

4. DEFINITIONS

None

5. PROCEDURE

5.1 TRANSITIONS
Pre –Entry, on Entry/Induction

- Learners will attend a pre-entry advice session conducted by Course Teams, where advice will be given on the most appropriate level of course for the applicant. If the applicant disagrees with the course offered they then have the option to appeal via the Admissions Policy.
- Where necessary, learners may be required to attend a summer school to develop their study, learning skills and confidence. Coordination for this will be through a Guidance Coach.
- The Guidance Coach will instigate and manage the relationship with learners on behalf of the College. They will work with a Curriculum Manger to contact learners, when necessary, regarding attendance or any action schedules arising from non-attendance to ensure learners are at the heart of what we do.
- All full-time FE learners will be allocated time to meet with their Personal Tutor as part of their timetable. Meetings with the Guidance Coach will not be allocated but will be arranged when necessary and agreed by both learner and coach.
- Personal Tutors and Guidance Coaches will meet during the first 4 weeks of term to identify those learners in most need of support and at high risk of leaving using the learning analytical tool.
- Curriculum Managers will liaise with Guidance Coaches and the Student Support and Guidance Team to identify those learners who require additional support from a Guidance Coach or Adviser. This liaison will continue on an ongoing basis ensuring all learners who require support are identified.
- The Educational Support Team will follow the Assessment Arrangements Policy and Procedures for any additional support requirements.
- The Personal Tutor will ensure all induction checklists are completed and passed to the Quality office for storage.

5.2 On Programme

- The Guidance Coach, in conjunction with staff from the Quality Team will encourage and support class representation. Curriculum Managers will be advised of the Class Representatives' names before the October holiday period.
- The Curriculum Manager will establish a meeting schedule with Class Representatives for all groups for the purpose of the self-evaluation process.
- The Guidance Coach will meet specific identified learners and provide support to set goals and identifying barriers that the learners may feel will curtail their progress.
- The Guidance Coach will assist with the at risk learners.
- The Guidance Coach will promote positive measures to support learner attainment including, liaising with Student Advisers, Educational support, Lecturers and other appropriate agencies involved with specific learners.
- Lecturers will monitor progress and set individual targets for their areas of delivery in

- agreement with learners, to ensure a positive outcome.
- The Personal Tutor will check learner progress and action accordingly.
- For all learners who are at risk of not achieving on their course, the Personal Tutor will address / and discuss with the Curriculum Manager.
- Information given to the Personal Tutor is confidential unless the learner gives agreement. In certain circumstances, however, it may be necessary to inform the learner that disclosure will be made to a third party without their consent.
- The Guidance Coach will contact a learner should they not attend college for two consecutive days without reason.
- The Guidance Coach will liaise with the Student Support team to identify the additional support already in place prior to discussing any further adjustments or arrangements with the Curriculum Manager.
- The Guidance Coach will attend course team meetings, if possible, to discuss learner progress and attendance and will contact learners where necessary.
- Personal Tutors will follow the Learner Disciplinary Procedure when dealing with disciplinary matters and record the details on AdminNet.
- Where relevant, the Personal Tutor/Guidance Coach and Curriculum Manager will attend internal meetings with external agencies and parents/carers if required when addressing learner progress issues.
- The Guidance Coach will support course teams on ensuring learners develop their citizenship, enterprise and employability skills.
- For those courses whose course content does include a work experience unit, the Personal Tutor will be a point of contact for the Work Placement Coordinator.
- The course team will agree jointly the placement preparation prior to learners attending work placement opportunities.

5.3 Successful Pre Exit Information to learners will include

- Career Management Skills will be developed throughout the course.
- Lecturing staff, where required, will provide references and where appropriate support learners with UCAS applications.
- The Personal Tutor and Guidance Coach will provide Pre-Exit support to all F.E. learners.
- Where a learner does not receive a positive PLR to move to the next level, the Personal Tutor will discuss this with both the Guidance Coach and Curriculum Manager before feeding back to the learner with a suggested plan of action.

5.4   Main duties and Guidance/ Support provided by a range of staff.

- Learners are provided with guidance, support and advice from a range of college staff. Staff involved include: Lecturers, Personal Tutors, Guidance Coaches, Student Advisors, Educational Support Team, Admission Advisors and Curriculum Mangers.
- All staff will work closely together to ensure a joined up approach for guidance and support and will identify the most appropriate person to provide support and advice for an individual. This will take into account individual needs, context and circumstances.
- Tutorial sessions will consist of a mix of structured group activities and one to one sessions.
- 1 to 1 meetings between learners and Personal Tutors will take place at least once per block (minimum, 3 times per year). These meetings will be recorded with the record being kept on the individual tutorial record on AdminNet. Learners can view these records on LearnNet.

- Any additional individual meetings, instigated by learners or members of staff, will also be recorded using the same system.
- The Guidance coach to record details of students supported through analytics

5.5 The Role of Personal Tutors and the Guidance Coach

- Curriculum Managers will assign a Personal Tutor and the Head of Student Support and Guidance will assign a Guidance Coach to all FE full-time learners.
- The Personal Tutor's main remit will be to provide academic support.
- Curriculum areas will have a Guidance Coach who will provide pastoral support to full time learners, with a particular focus on learners who are identified as being at the highest risk of leaving.
- Curriculum areas will utilise Support and Guidance services as and when required to support learners.

6.   The Role of Support Teams

6.1   The Educational Support Team

Educational Support is available to all learners who require additional assistance, and are of the appropriate academic ability to undertake the Course. The College Student Support and Guidance Team can provide assistance or advice where necessary. The Student Advisers can complete a Needs Assessment to identify the specific needs that may affect progress on the learner's course of study. Examples include ADHD, Asperger's syndrome, autism, physical difficulties, visual or hearing difficulties, dyslexic type difficulties or other learning difficulty and also hidden difficulties which may require support.

6.2   The Admissions Team

Admissions staff are available to provide information and advice to learners in their application process to College as well as assisting with arrangements for progression onto Higher Education or another College or University.

Admissions staff can help potential students to contact and get advice from the appropriate support department. The support departments that might be useful could be Student Finance, Estates (transport) and the department of Student Support and Guidance. They cover issues such as accessing Bursary or Education Maintenance Allowance, additional information related to Childcare and Discretionary funding, travelling to college and transport options.

In Dumfries, the Admissions team are based in the Point and in the reception area at the Stranraer Campus

6.3 Student Association

The Student Association is a small team of elected officers, taken from the student body, who provide information and signposting to all learners. The Student Association have offices at both Campuses.

The Student Association works closely with the College's Quality Team to ensure students receive help and support, and will sign post if need be to pertinent areas to support specific student requests.

The Students Association will:

- Act as an advocate for individual learners and as a collective voice of learners with regard to the quality of service provided by the college.
- Work in Partnership with the College to ensure the range of support and services meet learner needs.
- Work in Partnership with the Quality Team to ensure learners have access to a wide range of external support agencies.
- Provide a safe space and environment for learners within the College.
- Promote a sense of belonging for all learners by establishing appropriate support groups and raising awareness of relevant learner issues.
- Ensure learners have access to advice at all reasonable times by committing to and open door policy.
- Sign post as necessary to external and internal support systems.

## 7.	Distribution

All Staff Member
Quality Manual
LearnNet