

Student Support Policy

Statement on Student Support

OnBoarding Group Limited is committed to ensuring that all learners are provided with both academic and pastoral support to fulfil their academic and personal potential.

OnBoarding Group Limited has adopted a learner-centred approach to the delivery of education that caters for individual needs. Learners will be supported throughout their studies and have access to a range of facilities, information and advice which will enable them to progress through their course of study in a safe and inclusive learning environment.

Access

The Staff and learners are made aware of the existence of this policy and have open access to it:

- On paper in a folder at OnBoarding Group Limited's office.
- On our website at <https://www.onboardingofficers.co.uk/privacy-policies/>.

This policy is reviewed annually and may be revised in response to feedback from OnBoarding Group Limited personnel and external organisations.

Objectives

To provide high-quality learner support in all the following areas:

- Initial advice and guidance to enable learners to make well-informed choices about their intended course of study.
- Thorough induction process to introduce learners to their learning environment.
- Academic guidance on informal and formal curriculum assessment.
- Support for personal and professional development where possible.

Support

The first point of contact for learners who have academic-related issues should be their course tutor/administration team. However, learners are advised that they have the opportunity to discuss issues on an ad hoc basis at the following points of contact:

- **Enrolment and Registration:** learners who have questions regarding course enrolment or registration should initially speak to the administration team.
- **Course deferment or withdrawal:** learners who have extenuating circumstances and feel they cannot complete their course should initially discuss the matter with the administration team. Where learners want to defer their course, they must request this in writing to OnBoarding Group Limited. If learners want to withdraw from their course, they must request this in writing to the OnBoarding Group Limited.

- **Changing course:** if a learner feels that they are enrolled on the wrong course then they must initially speak to the administration team who can advise them on another course of study.
- **Complaints:** learners who have a complaint about teaching and learning at OnBoarding Group Limited should initially try to resolve the issue with their course tutor. Where complaints cannot be resolved or where the complaint is regarding the course tutor, the learner must make their complaint in writing to the Internal Verifier.
- **Study skills:** if a learner feels that they need help with study skills they must initially discuss this with their course tutor. Their tutor may refer the learner to local known support resources and online resources.
- **Appeals:** learners who wish to appeal against an assessment or examination decision must initially discuss this with the Management Team and then complete the appeal in writing to the Internal Verifier.
- **Special educational needs:** learners can declare a special educational need by completing the relevant section in the booking form and initial individual learning plan during induction. Course tutors will work closely with the learner to determine the special support required.

Advice and Welfare

Learners will have the opportunity to gain advice and discuss welfare issues at tutorial sessions with their course tutor who will also act as their personal tutor. This information will be recorded on their Individual Learning Plan which may be referred to as required where specialist advice and guidance are suitable.

Spiritual Support

OnBoarding Group Limited welcomes learners from all faiths and will provide opportunities for worship and when necessary, support will be made available.