Student Support Policy

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1. Purpose

This policy sets out how Achieve UK Training Ltd supports learners throughout their educational journey—from enquiry to completion. It outlines our commitment to:

- Providing impartial and accessible **advice and guidance**
- Ensuring all learners benefit from a clear and inclusive **induction process**
- Protecting the interests of learners in the event of **course withdrawal or centre closure**

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2. Scope

This policy applies to:

- All prospective and current learners
- All teaching, administrative, and support staff
- All accredited and non-accredited training programmes

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3. Commitment to Learner Support

Achieve UK Training Ltd is committed to:

- Ensuring learners receive the information and support they need to make informed choices
- Promoting equality, inclusion, and access for all
- Offering a high-quality learning experience
- Safeguarding learner interests under all circumstances

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4. Advice and Guidance

Pre-enrolment Support

We provide free, impartial advice and guidance to help prospective learners choose the most suitable course. This includes:

- Course content and structure
- Entry requirements
- Learning outcomes and progression routes
- Fees and funding options
- Support available (e.g. for learning needs or disabilities)

Ongoing Advice

Once enrolled, learners have access to:

- Personal tutors or course leads for academic guidance
- Administration team for practical issues (attendance, records, funding)
- External referral for careers, welfare, or specialist support as needed

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5. Learner Induction

All learners participate in a structured induction programme during their first week, covering:

- Welcome to Achieve UK Training Ltd and tour of the facilities
- Overview of course structure, timetable, and assessment methods
- Introduction to key policies: Safeguarding, Equality & Diversity, Plagiarism, Complaints
- Information on learner support, health & safety, and emergency procedures
- Issuance of learner handbooks, contact details, and access to resources

Special adjustments are made for learners with additional learning needs or language barriers.

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6. Ongoing Support and Welfare

We actively support learners by offering:

- Academic progress reviews
- Pastoral and wellbeing support through our learner support team
- Assistance with UCAS or job applications
- Help with digital skills and access to learning platforms
- Referrals for external support with housing, benefits, or counselling where needed

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7. Protection of Learner Interests – Course Withdrawal / Centre Closure

In the rare event that a course or programme is discontinued, or the centre is temporarily/permanently closed, Achieve UK Training Ltd will:

Communication

- Inform all affected learners in writing as soon as possible
- Explain the reason for closure and outline next steps
- Provide a point of contact for questions and ongoing support

Continuity of Learning

- Work with awarding bodies and partners to identify suitable **transfer options** to other centres
- Facilitate completion of learning through alternative delivery methods (e.g. online)
- Issue statements of progress, transcripts, and evidence of prior achievement
- Refund fees where applicable, in accordance with our Refund Policy

Learner Support During Transition

- Provide tailored advice and one-to-one guidance
- Assist with applications to alternative providers
- Maintain contact during the transition period to ensure continuity and wellbeing

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8. Monitoring and Evaluation

- Learner feedback is regularly collected through surveys and reviews
- Complaints and support requests are monitored for patterns or issues
- Policy effectiveness is reviewed annually and updated as required

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9. Responsibilities

Role	Responsibility
Centre Manager	Overall implementation and review of support services
Tutors/Trainers	Day-to-day learner support, referrals, and pastoral care
Admin Staff	Enrolment, funding, advice, and learner record management
Safeguarding Lead	Supporting vulnerable learners and coordinating referrals

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10. Review of Policy

This policy will be reviewed **annually** or in response to:

- Changes in legislation or funding
- Feedback from learners or staff
- Issues arising from course changes or centre operations

📧 For learner support or enquiries:
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Policy Owner: Manav Arora
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