



YMCA **Wales** Community College



Learner Support Services Policy





Information and Advice

The College provides free information and advice about all learner support services. If the College does not provide its own service or does not have the information learners require, contact details for specialist organisations or alternative local providers will be given. If the College cannot answer an enquiry immediately, the College will respond within 5 days. The College complies with data protection legislation. Information and advice are delivered in English with some printed materials available in Welsh. If learners require other language versions or formats, College staff will endeavour to meet their needs. Learners can obtain information and advice in a variety of ways:

- Telephone 02920 755444
- Email info@ymca-wales.ac.uk
- Website www.ymca-wales.ac.uk
- Face to face via the tutor or by visiting the College offices

Course Tutor

Each learner will have a course tutor (including those on distance learning programmes). The tutor will help learners to review their progress and deal with course related enquiries. The tutor will be responsible for assisting learners with academic problems and monitoring their attendance and progress.

Study Skills Support

The College understands that many learners have been away from formal education for some time and offers a range of resources to help learners to develop their study skills:

- Course tutors can help learners to review their study skills
- The College does not have its own library service but does provide a list of contact details for libraries across Wales via the College website.
- Links to a variety of study skills websites and materials are available via the College website.

Additional Learning Support (see diagram on page 5)

Additional learning support is available to learners with disabilities, specific learning difficulties such as dyslexia, basic skills or language needs. Learners can talk to their tutor about the help that they require or they can give details of the support they need on the College enrolment form or Individual Learning Plan. The tutor will talk to learners individually to find out what arrangements need to be made. The tutor will also contact the College to discuss additional support requirements. The support offered may include:

- Adjusting the way the course is taught
- Making special assessment arrangements
- Providing additional handouts
- Providing specialist equipment
- Offering extra tutorial time or classroom support
- Providing contact details of organisations that can provide specialist help e.g. basic skills, language support

Child Care

The College does not provide childcare however some of the venues that the College uses do offer crèche facilities. Learners can contact the venue to find out about the availability of places and crèche fees. If learners are unable to join, continue or complete a course due to the costs of childcare they can apply to the College's Financial Contingency Fund. Details of the fund and the eligibility criteria are included in the 'Financial Information' section of this document.

Counselling Service

YMCA Wales Community College does not have a counselling service for learners. However the College is aware that learners' ability to learn can be adversely affected by a variety of situations. If learners have personal issues that they would like to discuss with a trained helper, they are signposted to the following organisations which offer free confidential advice or can provide contact details for counselling services in their local area.

- The Citizens Advice Bureaux
- The Samaritans
- The Counselling Directory

Learners with Disabilities

The College offers support to learners with disabilities. This can include:

- Information about venue accessibility / facilities for people with disabilities.
- Advice about special assessment arrangements
- Provision of specialist equipment and/or resources

The College will seek advice from specialist organisations where specific support is required. Learners are also signposted to Skill - the National Bureau for Students with Disabilities.

Financial Information

The College's Financial Contingency Fund can be accessed by learners who may be unable to join, continue or complete a course due to financial factors. Financial Contingency Funds may be available to help with:

- Childcare costs
- Purchase of course essential materials
- Travel costs
- Examination / awarding body registration fees
- Disability related expenses

Learners may be able to access the fund if:

- Their income is low
- They are unemployed
- They are receiving job seekers allowance
- They are receiving means tested state benefits e.g. working tax credit

Application forms are available from the course tutor or the College. Evidence may be required to prove learners' eligibility.

Careers Information

The College provides free information and advice about the suitability of its courses and the progression routes available. Learners can contact the College on 02920 755444, visit the website at www.ymca-wales.ac.uk or email info@ymca-wales.ac.uk.

The College does not have a careers guidance service however learners are signposted to Careers Wales who offer free careers information and advice for adults across Wales.

Learners from Probation Services

The Probation Services are responsible for providing learner support to their learners. All learners from the Probation Services complete the Basic Skills Agency assessment and have an individual learning plan prepared. This is carried out and responded to by the Probation Services.

Additional Learning Support (ALS) System

Learners request additional support via their tutor, the enrolment form, the **Individual Learning Plan (ILP)** or as a result of completing the **Skills for Learning and Work Checklist** (or similar activity).

Tutor reviews enrolment forms and ILPs. Tutor talks to learners to determine support required. The discussion is recorded on the **ILP**.
On arrival at main office, the enrolment forms are reviewed by SMT member. Requests for support are highlighted and (where appropriate) an **Additional Learning Support letter** is sent to the tutor.

Tutor contacts SMT member to discuss learner requirements. This may include:

- Additional learning needs being met by the tutor through teaching methods/materials. Guidance information is located in **Tutor File**.
- Arranging to loan or purchase specialist equipment.
- Making special assessment arrangements.
- Agreeing funding for additional tutorial time or specific classroom support.
- Providing signposting information to other agencies.

Arrangements are recorded and monitored on an **Additional Learning Support form** by SMT member.

SMT member monitors the effectiveness of additional support arrangements. Monitoring mechanisms will include:

- Carrying out teaching observations. This will include talking to learners and tutors about additional support arrangements.
- Asking learners to evaluate the additional support that they received using **Learning Support Evaluation form**.
- Asking tutors to evaluate additional support arrangements as part of the **Internal Moderation / Course Review form**.
- Collating annual retention and attainment statistics for learners receiving ALS and comparing them with the College average retention and attainment rates. Data to be presented at the Curriculum and Quality Standards Committee (December)

Supporting Documentation: Learner Support Services Policy, Guide to Learner Support Services (Learner Version), Enabling Learners to Achieve (Mental Health), Tutor File.