# Learner Services Policy

<table>
<thead>
<tr>
<th>Procedure Number:</th>
<th>KC/APLT/019</th>
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<tbody>
<tr>
<td>Date of Issue:</td>
<td>May 2012</td>
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<td>Date of Approval:</td>
<td>May 2012</td>
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<tr>
<td>Responsibility for Review:</td>
<td>Learner Services Service Leader</td>
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<td>Date of Last Review:</td>
<td>November 2011</td>
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<td>Date of Next Review:</td>
<td>June 2014</td>
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<tr>
<td>Impact Assessment:</td>
<td>Yes</td>
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1.0 PURPOSE

The purpose of this document is to define the College’s policy on the provision of information, advice, guidance and support delivered by Learner Services which will enhance the learner experience.

2.0 POLICY STATEMENT

Kilmarnock College is committed to the provision of curricular, personal, vocational information, advice, guidance and support that focuses on the individual needs of all learners. It aims to offer a cohesive service to all students and potential students which maximises recruitment, retention and success by:

- Providing information and guidance on all aspects of the College's provision.
- Facilitating access to other College services such as inclusive learning, student funding etc
- providing general, current information about College facilities and programmes of study
- To ensure learners have access to guidance and support from appropriate members of staff or other agencies.
- To ensure that all learners have an appropriate induction.
- To provide the opportunity for each individual student to develop an individual learning log.
- To provide opportunities for learners to express their views on any aspect of the College experience with an entitlement to an appropriate response.
- To provide learners with a comprehensive programme of workshops which develop Skills for Learning, Life and Work.
- To ensure a positive recognition of learner achievement.
- To provide learners with access to counselling support and guidance.
- To provide learners with guidance and support throughout the transition process to college and from college onwards

In particular emphasis is placed on the importance of an Individual Learning Log for all learners. This Learning Log will be used as the basis for the on-going review of the learner’s progress. This service will be delivered to agreed quality standards (Appendix 3) and in a caring and supportive manner that seeks to reflect the college’s core values, the four capacities of a Curriculum for Excellence and assists
the learner to assess personal strengths and set targets and make informed course and career decisions.

3.0 SCOPE

This policy applies to all learners on all programmes of study. This learner service will take place within a formalised structure of dedicated timetabled slots and in the context of a range of support services offered out with the timetable. It will be flexible to meet all modes of learning and incorporate on-line resources.

The college recognises that there will be varying information, advice, guidance and support needs for different categories of learners. The college has thus established a Learner Services entitlement for learners on different types of provision. (Appendix 1). However the Learner Services Area aims to provide information, advice and guidance in a range of formats which will allow all students to access their comprehensive service irrespective of their mode of attendance.

4.0 RESPONSIBILITY

4.1 Information, advice, guidance and support are the fundamental role of all Learner Services staff. Liaison between curriculum staff and Learner Services staff is essential to ensure that learners are supported effectively. A named Learner Services Advisor for each Curriculum Sector will be established to facilitate this liaison.

4.2 Learner Services staff have a specific responsibility to be learner – centred in the delivery of their service; and to liaise promptly and supportively in response to learner referrals.

4.3 Course Tutors have a specific responsibility in terms of the delivery, reporting and monitoring of academic guidance and referral to Learner Services staff for further information, advice, guidance and support.

4.4 The Learner Services Service Leader is responsible for the management and promotion of, and reporting on all college information, advice, guidance and support delivered by Learner Services.

4.5 Overall responsibility for the provision of information, advice, guidance and support delivered by Learner Services rests with the Head of the Learner Enhancement Sector.

4.6 Responsibility for the review of information, advice, guidance and support and learner services arrangements rests with the Board of Management Learning and Teaching sub-committee.

4.7 Detailed roles and responsibilities for the management, co-ordination and delivery of information, advice, guidance and learner support are specified in the “Learning Development Model: Roles and Responsibilities.” (Appendix 2)
## Learner Services Policy: Appendix 1
### Learner Services Entitlement

<table>
<thead>
<tr>
<th></th>
<th>Full time</th>
<th>Pt day and evening, Short courses</th>
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<tbody>
<tr>
<td><strong>Pre-Entry</strong></td>
<td>General advice on course choice and selection from Learner Service Staff</td>
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<td></td>
<td>Assistance with applying to college with Learner Services Advisor</td>
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<td>Optional pre-entry meeting with Learner Services staff</td>
<td>Optional pre-entry meeting with Learner Services staff</td>
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<td>On application a pre-entry interview with curriculum staff/Learner Services staff to discuss prior achievement and career intentions.</td>
<td>Discussion on progress monitoring.</td>
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<tr>
<td><strong>Induction</strong></td>
<td>An induction to College session and college tour provided and arranged by Learner Services staff. This will provide information on:</td>
<td>Induction with designated class lecturer.</td>
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<td></td>
<td>Funding</td>
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<td></td>
<td>How to access support services, additional support and advice and guidance</td>
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<tr>
<td></td>
<td>Use of the College VLE</td>
<td></td>
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<tr>
<td></td>
<td>College arrangements for absence etc</td>
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<tr>
<td></td>
<td>A tour of key college facilities</td>
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<td></td>
<td>An induction to course provided by the Curriculum Area</td>
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<tr>
<td></td>
<td>Creation of Individual Learning Logs on completion of Induction and a review of personal aims and goals.</td>
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<tr>
<td><strong>On Programme</strong></td>
<td>Subject specific guidance by delivering lecturer to include overall progress in the subject/unit.</td>
<td>Class lecturer reviews and reports on progress for individual/unit/subject providing appropriate advice and support as required.</td>
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<td>Two formal progress reviews with a course tutor where ILL is updated in relation to progress and attainment.</td>
<td>The same support and advice service is available through Learner Services on a personal request basis.</td>
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<tr>
<td></td>
<td>Interventions as necessary to ensure acceptable retention and progress.</td>
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<td>A range of workshops on topics relating to Skills for Learning, Life and Work such</td>
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as:
confidence building
money skills
study skills
exam techniques
skills testing
learning styles

A dedicated named contact Learner Services Advisor for each academic sector.

Career Guidance provided by Learner Services.

A range of other facilities/services is available through learner services

- UCAS Applications
- CVs
- Job Applications/job seeking skills
- Funding Applications
- Information and advice on such topics as housing, finance, sexual health, personal finance
- Access to personal counselling
- Access to chaplaincy service

A dedicated drop in, telephone and email contact service with learner services Monday to Friday.

| Pre-Exit | Formal meeting with Course Tutor/ Learner Services staff to discuss progression or career option. Learner Services also provide assistance and access to: SDS My World of Work Job Seeking Skills Job Applications UCAS Applications Interview Preparations | Where requested a meeting with Course Tutor or with a Learner Services Adviser to discuss progression or career option. |
Learner Services Policy: Appendix 2
Roles and Responsibility

Curriculum Leaders
- To ensure the appointment of sufficient, skilled Course Tutors to aid the effective and efficient delivery of the Learner Services Policy.
- To ensure that Individual Learning Logs are completed, retained and available for audit.

Learner Services Service Leader
- To manage the college Learner Services provision
- To review, monitor and develop the learner services function
- To co-ordinate Induction to college programme for all full-time students.
- To liaise with the Staff Development Co-ordinator to ensure that all staff have appropriate Learner Services skills and awareness of Learner Service issues.
- To establish effective relationships with key stakeholders and partnership agencies in order to identify appropriate support solutions which will enhance the learning experience
- To allocate a Learner Services Adviser to each Curriculum Sector
- To develop and maintain robust day to day operational processes with the Learning Resource, Inclusive Learning and Student Funding services to ensure that all students are supported appropriately in their learning aspirations

Course Tutors
- To be responsible for the induction of students to college and college courses.
- To distribute appropriate documentation and products to students.
- To establish a partnership relationship with case-loaded students to actively engage them in setting and reviewing goals in their learning activity and areas such as core skill, employability and citizenship.
- To record the learning development and progress of case-loaded students in Individual Learning Logs.
- To ensure that student difficulties identified in Individual Learning Logs have been actioned.
- To liaise with Learner Services Advisors about the delivery of workshops during the one hour Skills for Learning, Life and Work slots.
- To follow college procedures for reporting on disciplinary issues (students)
- To assist in the identification of course committee class representatives

Lecturers
- To participate in the induction of students to college and college courses.
- To distribute appropriate documentation and products to students.
- To follow college procedures for reporting on disciplinary issues (students)
- To undertake appropriate guidance and support staff development.
Learner Services Advisors

- To participate in the Induction to college process in order to introduce all students successfully to College life.
- To liaise with Course Tutors about the content of workshops during the one hour Skills for Learning, Life and Work slot and to develop and deliver those workshops.
- To work closely with curriculum staff to identify and deliver pastoral support to students throughout the learning and teaching experience.
- To deliver a range of information, advice and guidance to students using a variety of formats including one-to-one and group sessions.
- To assist individual students using the appropriate tools to identify the level and range of support required.
- To work with key partners in order to facilitate support for students.
- To liaise with colleagues in Inclusive Learning, Learning Resources and Student Funding to provide a one stop shop service to students in relation to information, advice and guidance.
- To provide a range of services to students to help them with the transition from college to higher education and employment.
### Learner Services Policy: Appendix 3
#### Quality Standards

<table>
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<tr>
<th>Key Principles</th>
<th>Key Prompts</th>
<th>Indicative Evidence</th>
<th>Responsibility</th>
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| Course Tutors are expected to ensure that every learner participates in an **appropriate induction** to the college and to their programme. | • College policies and procedures  
• Induction Checklists  
• Sector booklets; College Diary; On-line Induction | Completed and signed Induction checklist; full value contract or Learning Agreement and Disclosure of Information Agreement are held in learner's file. Record of learner feedback on the induction process. | Sector Heads, Curriculum Leaders and Course Tutors |
| Course Tutors are expected to assure that every learner has an early opportunity to discuss their learning needs and agree a clear individual learning plan. | • Selection Interview Referral  
• External references  
• Pre – Entry Core Skills assessment  
• Additional Support Checklist  
• DAS test  
• Personal Learning Support Plan  
• Individual Learning Plan/Action Plan | Additional support checklist where appropriate and signed learning agreement as well as an individual timetable held in the learner’s file. A record signed and dated by the Course Tutor and the learner confirming the individual learning plan to be held in the learner’s file and a copy to the learner. | Sector Heads, Curriculum Leaders and Course Tutors |
| Course Tutors are expected to ensure that every learner has at least two individual review meetings during the course of the programme to action plan, set targets and review progress. | • Individual Learning Log  
• Support Needs Referral Record  
• Student Progress Record  
• Two weeks notice to the learner of planned meeting with Course Tutor | A record signed and dated by Course Tutor and learner that the learner has had the opportunity to set goals, talk targets, self assess, review learning, set targets and review learning and set targets to be held in the learner’s file and a copy to the learner. | Sector Heads, Curriculum Leaders and Course Tutors |
| Course Tutors are expected to ensure that where a learner has a Personal Learning Support Plan, that the support provided is evaluated. | • Personal Learning Support Plan  
• Additional Support Evaluation Record | A record signed and dated by the Course Tutor, evaluating the effectiveness of the additional support measures put in place to enhance the learning process. | Course Tutors |
| Course Tutors are expected to ensure that every learner has **timely advice** and guidance to prepare them for progression to employment or further study. | • Records/notes showing evidence of careers/progression support provided/set up by the Course Tutor | Records denoting careers input/advice from Course Tutor | Course Tutors |