

London Brookes College Learner Entitlement Policy

LONDON BROOKES COLLEGE will provide an effective framework and range of learner support and services at all stages of learning, from entry, through on-programme, to achievement and progression. Learner support means those facilities which enable the learner to participate – ranging from information, advice and guidance, quality tuition, access to resources and learning support.

Rationale

LONDON BROOKES COLLEGE will act to identify, develop and provide high quality learning opportunities to address the specific needs of individuals through an inclusive approach to learning.

The policy aims to provide a caring and supportive learning environment where individual learners can achieve their potential. To this end, and in line with its commitment to equality of opportunity, LONDON BROOKES COLLEGE offers a wide variety of support and methods of curriculum delivery to provide for the needs of individual students. LONDON BROOKES COLLEGE will provide an effective learning framework and a range of learning support services that underpin every learner's experience at all stages of the learning process – pre-entry, entry, on-programme through to achievement and progression.

LONDON BROOKES COLLEGE Policies and Operating Statements

The following LONDON BROOKES COLLEGE policies and quality standards underpin the learner entitlement:

- *Information Advice and Guidance policy*
- *Learner Admission Policy*
- *Equality and Diversity Policy*
- *Comments, Compliments and Procedure*

Implementation

Pre-Entry

- *A centralised admissions process is available for learners. It offers the following services and facilities:*
- *Comprehensive printed course information*
- *An information service to deal with enquiries over the telephone, via email, or face to face*
- *A range of open evenings and special events*
- *A Careers and Educational Guidance Service to provide impartial advice about course choice and career direction by personal interview, e-mail or by telephone*
- *Identification of additional support needs for students with learning difficulties and disabilities.*

On-Programme

To support the learning process, LONDON BROOKES COLLEGE will:

- *Provide a comprehensive induction to LONDON BROOKES COLLEGE facilities and the curriculum area.*

- *Identify the need for learning support through an initial screening assessment, including English speaking, listening and writing skills*
- *Address learners' individual learning needs through a tutorial process of target setting, action planning and regular evaluation of progress*
- *Offer a range of teaching and learning strategies to address individual learning needs*
- *Review progress with learners at regular intervals and facilitate the process of recording achievement*
- *Provide support to help individual learners develop the skills and knowledge necessary to become effective learners.*
- *Offer appropriate additional support on a group or individual basis and closely linked to the demands of the course and the English skills needs.*
- *Identify and provide appropriate support for learners with other learning difficulties and/or disabilities*
- *Offer all learners support in learning how to access the Internet.*
- *Provide careers and educational guidance for individuals and class/tutor groups to inform students' decision-making and choice of progression routes.*
- *Provide careers information to help students make informed choices*
- *Provide information, advice and guidance service for students on progression to: higher education, further education, employment or work-based learning.*
- *Ensure that access to buildings, mobility support and adapted environments are planned and provided wherever possible, for both staff and students.*

Exit: *Exit guidance and progression advice is available for students.*

Learning Resources: *LONDON BROOKES COLLEGE provides access to a range of resources to support learning including access to the internet via networked computers to allow students access to shared resources*

Quality Assurance

- *All support services are subject to review and evaluation on a continuous basis.*
- *The Vice Principal who has line management responsibility for Quality (including IAG) provides reports for the Principal, Board and Governors and appropriate committees of LONDON BROOKES COLLEGE and where applicable, third-party organisations and stakeholders. This process incorporates a procedure to allow students to give information on the level of customer satisfaction with LONDON BROOKES COLLEGE services.*

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