**Servisource Training Policy on the Support for Learners**

1. **Purpose/ Scope**

The purpose of this policy is to ensure those with disabilities or additional support needs have the opportunity to access our programmes and maximise their learning opportunity.

1. **Procedure**

* The learner support policy will comply with the basic principles of ethics, legality, equality, safety, timeliness, fairness, transparency and simplicity. In order to ensure that the provision of learner support is appropriate to meet the principles set out above, our policy is to ensure that:
* We provide relevant pre-entry information about the contents, assessment and demands of each programme to enable effective selection of programmes.
* We provide information on the range of support services available and how to access these services. The level of support provided will be in accordance with an individual’s needs, the type of programme followed and the resources available.
* We encourage all prospective learners to highlight their learning needs with staff prior to selection of their programme to assist in planning appropriate learner support. Learners have an opportunity to disclose any additional support needs on application and/or at any time during their programme.
* Individual learner needs are reviewed and identified at the start of their programme and appropriate resources and/or strategies provided to respond to those needs effectively.
* During their programme, tutor support is available to monitor progress.
* On-going support and advice is available to support individuals to follow the appropriate progression route.
* Reasonable adjustments are made to ensure that all learner needs are met at every stage of their programme pre-entry and during etc.

**Key Steps**

* All applicants are asked to disclose any support needs they may have on the programme application form.
* Those identified with additional support needs are then contacted by email or phone to make the necessary arrangements.
* Learners who encounter difficulties during their programme are advised to inform their tutor or the programme administrator immediately.
* Learners will be provided with the opportunity to meet with a member of staff on a one to one basis.
* The following supports will be available to learners.
* Venues checked to ensure accessibility and appropriate facilities.
* Physical modifications to the training and assessment location e.g. seating arrangements etc.
* Learning materials provided in accessible format where possible.
* Additional time allocated to complete assessments.
* Alternative assessment formats.
* Support from a scribe to complete examinations.
* Support from a reader to complete assessments.

This list is not exhaustive and any learner presenting with any other supports needs will be accommodated within reason to the best of our ability.

1. **Responsibility**

* CEO,
* Training Manager
* Administration
* Tutor(s)

**Approved:**

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