

SUPPORT FOR LEARNERS

This section of the Quality Assurance (QA) Handbook outlines the policy for the provision of appropriate supports for enrolled learners who have additional learning needs in areas such as mental health, literacy and numeracy and English language.

This section of the QA Handbook also outlines the policy for supporting enrolled learners to set realistic career goals and make informed career decisions, through the provision of guidance services. This policy and the associated procedures do not exist in isolation, so cross reference will be made to other related policies and procedures where appropriate.

PURPOSE

The purpose of this policy is to ensure that the appropriate supports in areas such as literacy, numeracy and English language, academic integrity, and guidance to address the needs of individual learners and to enable such learner's to successfully participate in Kerry ETB FET programmes. This policy also has the purpose of complying with the following:

- a) The requirements of QQI, as set out in its Core Statutory Quality Assurance Guidelines and its Sectoral Specific Quality Assurance Guidelines, that Kerry ETB documents and implements a policy for Quality Assurance.
- b) The requirements of QQI, as set out in its Topic Specific Quality Assurance Guidelines for Blended Learning, that Kerry ETB documents and implements a policy for Quality Assurance.

SCOPE

This policy applies to the promotion and provision of non-academic support, additional tutorial support, English language support, and guidance services across FET provision in Kerry ETB.

POLICY

Kerry ETB provides appropriate supports to enrolled learners on Kerry ETB FET programmes, to support their retention and attainment of intended programme learning outcomes.

Learner Induction

Following enrolment, learners will complete a course induction. Information will be provided on Non-Academic Support, Academic Support, Internet Usage Protocols, and Guidance Services as part of course induction.

This information will also be provided in the Learner Handbook. As part of course induction, learners will confirm that they have received the Learner Handbook, and understand their role and responsibilities in relation to their course and their participation in their college/centre community. Confirmation of this understanding will be obtained through agreement and signing of a Learner Contract.

Learner Wellbeing and Pastoral Support

A designated contact person will be assigned from the staff team at each College/Centre as a 1st point of contact for learners who require wellbeing support. The College Principals and Campus Manager at Kerry College will liaise with the pastoral support team, to organise wellbeing support. Wellbeing support will also be provided to learners registered with FET Centres. The FET Centre Manager will liaise with relevant counselling support services in Kerry, to organise wellbeing support.

Additional tutorial support for learners

In addition to timetabled learning hours and where a need has been identified, the College Principals and Campus Manager at Kerry College will liaise with the relevant campus tutorial support person, to organise such tutorial support. Additional tutorial support will also be provided to learners registered with FET Centres, where a need has been identified. The FET Centre Manager will liaise with the relevant Adult Literacy and Basic Education Coordinator, to organise such tutorial support.

Learners will come together with a tutor, to work on particular areas in more detail- specifically numeracy, structuring written responses, oral presentation skills, and basic information technology skills.

Additional tutorial support does not focus on specific assignments or programme topics, and proofreading or advice on dealing with programme assessment fall outside of the remit of this support.

Additional tutorial support will be offered to learners who request it or are identified by programme staff as requiring such additional support.

Additional tutorial support will be promoted actively by the College Principals/Campus Manager/FET Centre Manager and to ensure that learners are aware of its existence.

Learners will be surveyed annually for their overall impression of additional tutorial supports.

English-language support classes

In addition to timetabled learning hours and where a need has been identified, English-language support classes for learners registered with Kerry College will be provided. College Principals/the Campus Manager will liaise with the relevant campus language support person to organise English-language support classes. English-language support classes will also be provided for learners registered with FET Centres, where a need has been identified. The FET Centre Manager will liaise with the Adult Basic Education Coordinator to organise such English-language support classes.

Learners will engage with an English language tutor and work on particular areas in more detail- specifically reading, writing and speaking in English (second language literacy).

English language support classes do not focus on specific assignments or programme topics, and proofreading or advice on dealing with programme assessment fall outside of the remit of this support.

English language support classes will be offered to learners who request it or are identified by programme staff as requiring such additional support.

English language support classes will be promoted actively by the College Principals/Campus Manager/FET Centre Managers to ensure that learners are aware of its existence.

Learners will be surveyed annually for their overall impression of English language supports.

Guidance

In addition to timetabled hours, guidance services will be provided to learners registered with Kerry College. College Principals/the Campus Manager will liaise with the relevant campus guidance person, to organise the necessary guidance services to support registered learners to plan progression and career pathways. Guidance services will also be provided to learners registered with FET Centres. The FET Centre Manger will liaise with the relevant guidance counsellor at the Kerry Adult Guidance and Information Service, to organise the necessary guidance services to support registered learners to plan progression and career pathways.

Learners will be surveyed annually for their overall impression of guidance supports.

RESPONSIBILITIES

- The Quality Council is responsible for approving this policy and procedure for ratification by the Chief Executive Officer.
 - The FET Director has overall responsibility for the learner support services managed by Kerry College and FET Centres.
 - College Principals, the Campus Manager and Managers of FET Centres, are responsible for ensuring the accuracy of information related to the learner supports provided, and for ensuring the accuracy of updated information if and when any changes are made.
 - College Principals, the Campus Manager and Managers of FET Centres, are responsible for organising Learner Induction and for ensuring that the records are maintained of signed Learner Contracts.
 - College Principals, the Campus Manager are responsible for liaising with the pastoral support team to organise wellbeing support. FET Centre Managers are responsible for liaising with relevant counselling support services in Kerry, to organise wellbeing support.
- College Principals, the Campus Manager and Managers of FET Centres are responsible for liaising with the relevant support person to organise the additional tuition or English language support classes.
 - College Principals, the Campus Manager are responsible for liaising with the college/campus guidance person to organise the necessary guidance services to support registered learners to plan progression and career pathways.
 - Managers at FET Centres are responsible for liaising with the Kerry Adult Guidance and Information Service, to organise the necessary guidance services to support registered learners to plan progression and career pathways.

CONTROL SHEET

Policy and Procedures Title	Learner Support
Responsible Officer(s)	FET Director
Issuance Date	
Effective Date	
Last Revision Date	
Supersedes	Version 1.0
Next Revision Date	September 2024
Relevant Kerry ETB Policies	
Designated Reviewers	Senior Management Team; Quality Council
Scope	All learners enrolled in Kerry ETB FET Programme

REVISION HISTORY

Revision	Approval Date	Revision Description	Originator	Approved by
New Policy Version 1.0		New policy	Quality Assurance Officer	