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| AP-021 Support for Learners | Rev No: 0 | Issue Date 15/12/2020 | Written By: Charlie O'Donovan | Approved By: Colette Horgan |
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1 Purpose and Scope

Purpose

The purpose of this policy is to ensure that the Chris Mee Group supports our learners and ensure successful participation in our courses.

Scope

The scope of this policy is to ensure the Chris Mee Group offers equality of opportunity for staff, learners and stakeholders and takes a pro-active approach to accommodating diversity.

2 Responsibilities

- The Quality and Training Manager will be responsible for implementing this policy.
- The Training Manager will be responsible for ensuring the training team follow this policy.
- Training Administrators to monitor applications for support requests.

3 Policy

It is the policy of the Chris Mee Group that we are committed to providing the necessary resources and supports that our learners need to ensure successful participation in our courses and that the resources necessary for delivery of our courses to a high standard are identified, resourced, allocated and maintained. The Chris Mee Group is committed to equality of opportunity for staff, learners and stakeholders and takes a pro-active approach to accommodating diversity. We recognise our responsibility to learners who have a disability/specific need and do our best to provide reasonable accommodation when it is practicable and feasible to do so (an accommodation is a modification of classroom or an evaluation procedure designed to address particular needs).

We invite learners who have any special needs/requirements to speak to either a Trainer or Training Administrator in confidence before or as soon as the programme begins. We will do our best to accommodate special requirements and assist those who may need special assessment arrangements – e.g. additional time or the provision of special equipment.

We invite international learners to contact the training department if needed and we will accommodate any reasonable request to the best of our ability.

Our trainers are available to meet learners on a one-to-one basis if a learner has a particular concern or an issue they wish to raise in confidence. As well as direct support with course content, we recognise that learners sometimes need help and guidance on administrative or personal issues e.g. cancel enrolment and postpone it to another date. We do all we can to ensure to accommodate applicants and learners. We offer email and telephone support to learners in addition to classroom activities prior to and on completion of our courses. Learners who present any issues during the course are invited to contact the Training Administrator to discuss any outstanding issues.

We ensure that the premises we use for training delivery are comfortable, well-serviced and maintained, fit-for-purpose and conducive to learning.



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4 AppendicesN/A

N/A

5 Related Documents

- AP-034 Equality and Diversity Policy
- AP-044 Occupational Health and Safety Policy

5 Revision History

| Rev | Date | Reason for Change | Author | Approver |
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| 0 | 15/12/2020 | Initial Release | Charlie O'Donovan | Colette Horgan |
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