

STUDENT LEARNING SUPPORT AND PASTORAL CARE POLICY

OPEN TRAINING COLLEGE

1. Introduction

The Open Training College (OTC) seeks to provide a supportive teaching and learning environment that is responsive to individual student needs. Such support is fundamentally based on the Supported Open Learning (SOL) Model and is targeted at all stages of the student lifecycle.

The academic entry levels for each programme are regularly monitored, benchmarked and adjusted where necessary, to ensure that students entering OTC programs have the academic proficiencies which will give them a realistic chance to successfully complete their chosen programme. At the same time OTC recognises that, for a wide variety of reasons, students may not find it easy to achieve the academic results of which they are capable. This document outlines the academic and pastoral care support available to all students.

2. Purpose

This policy defines who can avail of OTC learning support and identifies what services are available within this provision.

3. Scope

This policy applies to all students registered with the OTC who wish to avail of Learning Support.

4. Policy Statement

Our aim is to foster independent learning through the provision of online resources, one-to-one sessions and group workshops.

5. Roles and Responsibilities

The OTC will ensure that our service is responsive to student need and delivered in a timely manner. In addition, we will undertake regular evaluations of our service and address any issues which may arise. At each stage we will respect the student's privacy and confidentiality.

The Course Directors, will liaise with other OTC staff to arrange additional supports such as assistive technology, academic tuition and alternative formats.

Students are expected to disclose learning support or pastoral care needs to the OTC at interview or as early as possible in the student life cycle. College welcomes all feedback from students and see it as a vital element to the development and enhancement of the service we offer to students.

6. Definitions

The OTC defines learning support as the following suite of services:

- Supported Open Learning (SOL) Model
- Guide to Learning Support and Pastoral Care Services
- Orientation Programme
- MyOTC Induction Programme
- Students at Risk Intervention Contract
- Individual Academic Tutor Support Record Template
- Provision of Support for Students with Disabilities and or Specific Learning Difficulties
- Student Progression, Exclusion and Graduation Policy and Procedure
- English Language and Academic Assistance
- Library
- Information Technology
- Individual Academic Tutors
- In-workshop consultation
- E-learning consultation
- Online facilitators
- Course Director consultation

Policy Title:		Student Learning Support and Pastoral Care Policy
OTC Policy No		1807
Version		1.0
Date approved: June 2018	Date policy will take effect: September 2018	Date of Next Review: 3 years
Approving Authority:		Academic Council
Document Owner/Contact:		Academic Affairs Manager
Supporting documents, procedures & forms of this policy:		<ul style="list-style-type: none"> ▪ Supported Open Learning (SOL) Model ▪ Guide to Learning Support and Pastoral Care Services ▪ Orientation Programme ▪ MyOTC Induction Programme ▪ Students at Risk Intervention Contract ▪ Individual Academic Tutor Support Record Template ▪ Provision of Support for Students with Disabilities and or Specific Learning Difficulties ▪ Awards Policy and Procedures.
Audience:		Public – accessible to anyone
Reference(s)		QQI QA and Validation Policies and Guidelines (2016-2018) European Standards and Guidelines (2015)