

STUDENT SUPPORT 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 other supports 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 Programme 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 additional 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.

The College offers a Student Support Service and Student Support Officer described in the current 'Guide' which accompanies this policy.

6. Definitions

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

- Supported Open Learning (SOL) Model
- Guide to Learning Support 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
- Programme Director consultation
- Student Support Service
- Student Support Officer

Policy Title:		Student Support Policy
OTC Policy No		1807
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Date approved: Jan 2022	Date policy will take effect: Jan 2022	Date of Next Review: 2 years
Approving Authority:		Academic Council
Document Owner/Contact:		Head of Quality & Academic Affairs
Supporting documents, procedures & forms of this policy:		<ul style="list-style-type: none"> ▪ Supported Open Learning (SOL) Model ▪ Guide to Learning Support 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)