

Learner Support Policy

1. Policy Statement

Francis James is committed to providing a supportive and inclusive environment that empowers learners to achieve their full potential academically, professionally and personally. This policy outlines key aspects of learner support that Francis James commits to provide, ensuring consistent and equitable provision for all learners.

2. Programme Support Team

Each learner with Francis James will be allocated a Programme Support Officer; a dedicated staff member who can offer consistent advice, guidance and support throughout the learner's studies. Typically the Programme Support Officer will remain the same for the learner throughout the duration of their study with Francis James.

Programme Support Officers should be the first point of contact for a learner for any personal or academic concerns at any point in their programme. They will support learners, deal with questions and signpost to other services and support where appropriate. Programme Support Officers will also schedule meetings to review progress - these will usually be once every three-four months.

3. Additional Academic Support

To support and enhance learners' experiences, Francis James will offer academic support that complements regular lectures and workshops. These may include:

- Study skills workshops: Sessions may be offered covering skills such as time management, communications, referencing and working on assessments.
- Academic writing and language support: Specialist tutors and drop-in clinics may be offered to help improve writing skills.
- One-to-One Tutoring: Personalised sessions for learners requiring targeted academic help in specific subject areas may also be offered.

Some sessions are scheduled by Francis James for all enrolled learners. Learners may also request additional academic support through their Programme Support Officer. Programme Support Officers and course tutors may also suggest support interventions for learners where they have identified any potential challenges or issues.

4. Virtual Learning Environment

All learners will access all programme materials and information through Francis James' virtual learning environment (VLE), Moodle. Francis James is committed to using this VLE so that learners have a single, consistent point of access to their learning activities.

Learners will be provided with guidance on using Moodle as part of their induction.

5. Documentation

All learners have access to a Learner Handbook through Moodle. This will be updated annually to provide information that supports study with Francis James.

All learner activity is governed by a range of policies and procedures. In order to maintain transparency, Francis James will publish all policies on their website.

6. Equality, Diversity and Inclusion (EDI)

Francis James is committed to creating a learning environment that respects diversity, ensuring equal opportunities for learners.

Francis James aims to embed EDI principles in its course design, teaching materials and assessment methods, and to provide reasonable adjustments for learners with disabilities or specific learning differences, ensuring equitable access to facilities and services. Francis James has zero tolerance for discrimination, and has in place a 'Learner Code of Conduct' that clearly sets out expectations.

7. Policy review

This policy will be reviewed annually by Francis James to ensure accuracy and continued consistency with broader institutional assessment regulations

Written By	Revision Date	Revision Number	Approved By	Review Date
K Tucker	19/12/2024	1	 S Graham	19/12/2025
H Barratt	30/09/2025	2	 S Graham	30/09/2026