

Learner Support Policy

Theme

This policy is developed to state the rights for all learners to receive the needed support and assistance to be able to achieve their learning targets and goals. The policy is addressing dealing with any risks that might face the learners and how BITFORD/LSBE will manage and handle the expected risk.

Aims

- Highlighting the significance of providing assistance to learners and state the responsibilities of all staff and partners to adhere with the policy regulations.
- Building symmetry between all instructions and regulations referring to providing all learners with support and help when needed to be integrated and harmonized in an independent policy that acts as a reference to how the school is setting regulations to achieve the maximum level of supporting and assisting students.
- Stress the importance of having a close attention towards detecting early stages of areas for helping and supporting students and to be proactive in predicting any issues that might face the learners.
- Identify the steps needed to enable all the school's members to perform their duties regarding supporting the learners and assisting them when needed.

Description

Regulations and instructions are applicable to all BITFORD/LSBE subordinates and any external bodies and persons providing services that are interacting with the learners.

Concepts

1. BITFORD/LSBE with good will and great professionalism understands and respects any developing health conditions either preexisting or occurred during the registration and enrollment and learning.
2. It occurs that some learners may require additional support and assistance to enhance their levels to be eligible to attend a certain program that requires certain numerical and language level.
3. Giving more help to learners who requires it adds value to BITFORD/LSBE plan including learner excitement, learner commitment, and employees' wellbeing and awarding body regulations.
4. Assisting learners is main concern of all people working with BITFORD/LSBE, while instructors should be the first line to detect that the trainee needs assistance and set the plan to provide the needed support once they notice the trainee need.
5. There may be apparently minor signs that can indicate at an early stage that a learner is in need of additional support, and staff should make an effort to notice these signs and report and act on them, before the problem becomes more chronic or critical.
6. If it is noticed at any time by any of the school's team members that a trainee requires assistance, an immediate action plan should be articulated to address the trainee's requirements.
7. Any assistance provided to any learner will be treated under the confidentiality policy and it is not allowed to be shared with any party.
8. Handling Interests will be accurate and immediate, putting in consideration the equal and fair bases concept as well as the legal rights of the trainee.

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9. Appropriate professional training programs will be conducted to the school’s employees to be able to handle learners required assistance.
10. Appropriate tools for communication will be provided to the learners to be able to communicate any request for assistance or drive the school’s attention towards assisting any of their colleagues who might need assistance and find difficulty to communicate this to the school.

Document Control (Learners' Assistance Policy)				
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BITFORD/L SBE	DTMG	Nov 2024	BITFORD/LSBE President	Feb 2025
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