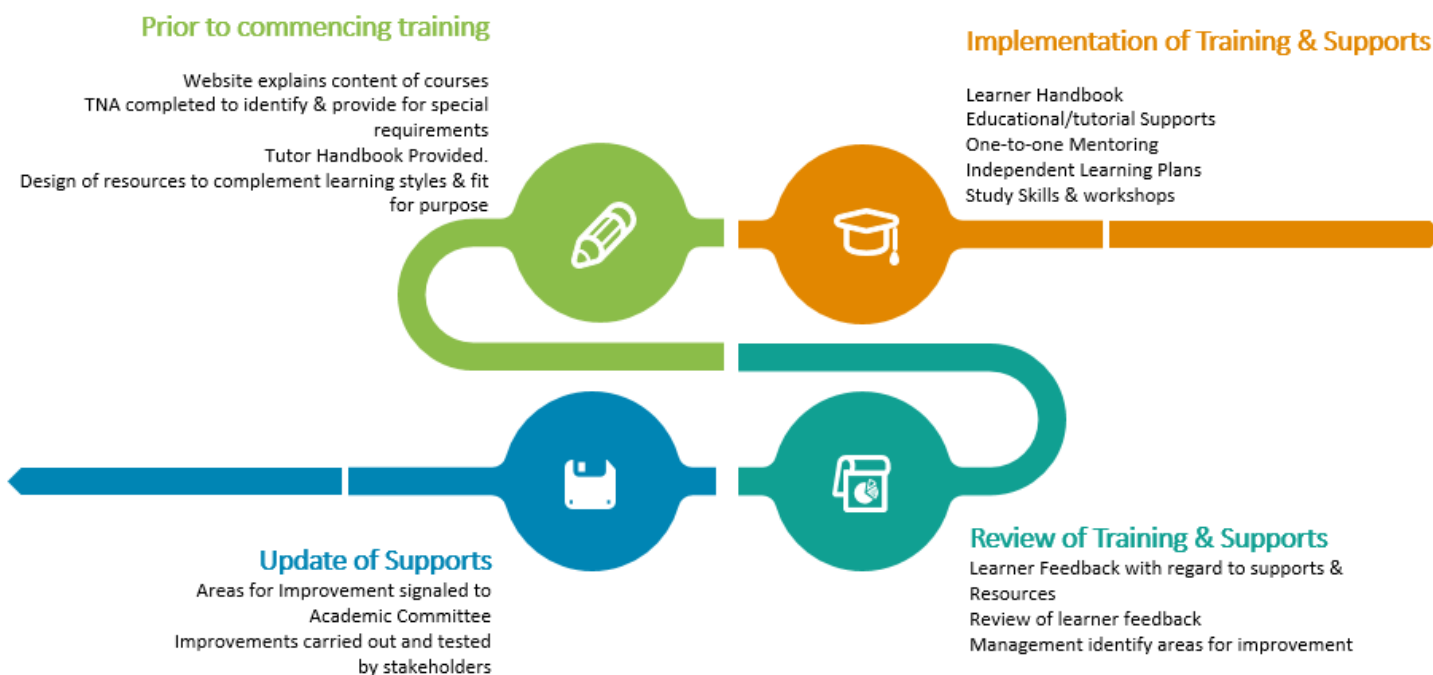


## POLICY 7: SUPPORTS FOR LEARNERS

MIDAS Group is committed to providing all learners with a range of supports and resources which will suit a variety of learning styles and enable the learner to achieve their training and learning goals.

Supports will be put into place.

1. At planning and delivery stage of the course itself, when MIDAS Group understand the criteria needed to deliver the course, whether accredited or not
2. Prior to the delivery of a specific contract and on completion of TNA
3. At review stage during and after delivery of a course when we review and get feedback from learners, tutors, or stakeholders.
4. At our continuous development process when we engage in self-evaluation or draw from the evaluative process



**Examples of supports in place include the following:**

- Learners receive a clear explanation of the different types of resources and learning that they will experience, and the level of commitment required of them to complete the programme/course.

- Learners are provided with a Learner handbook at the commencement of their training which provides information on supports available.
- Learners have access to all course materials and resources through the course LMS and other forums as requested prior to course commencement.
- IT Supports are available for learners not familiar with LMS.
- Email support and support through LMS is provided by course tutors.
- Learning styles of learners are considered when allocating the blend of resources and training methods to be used in each programme.
- Course manager, experts and/or trainers are responsible for ensuring that all training and learning resources used in a programme are up to date and reflect correct practice. To achieve this, resources are reviewed on an ongoing basis.(Planning Phase and Review / Close Phase)
- Course material is examined by subject matter experts during the programme review process carried out on an annual basis. This ensures the integrity of contents and the quality of the resources, guaranteeing that they are fit for purpose.
- Class notes are designed using MIDAS Group bespoke templates. These templates are in the same format across all courses and consequently learners find it easier to assimilate new content.
- Lessons include a combination of practical elements and workshops, as well as exposition to ensure integration of different learning styles.
- Resources are provided on general educational areas such as referencing, study skills etc.
- MIDAS Group provides access to reasonable accommodations to learners and inform them of the ranges of services available.
- A cohesive approach is maintained to ensure learning supports are as coherent and integrated as possible
- A Training Needs Analysis is completed with all learners prior and as part of the recruitment phase of learners, ascertaining prior learning, support needed and additional resourcing. Reference is made to engaging an internal coach to ensure that all eventualities are covered with regard to additional supports and needs of learners
- Learners are surveyed for impression of learning resources through completion of course evaluation forms which are completed mid / end of the programme.
- There are mechanisms for learners to make representations to MIDAS Group through the Course Manager regarding the implementation of Individual Learning Plans and tutorials.
- Assessments are cross moderated to ensure consistency of standards.