

1.10.11

Statement on student support:

- Advice and guidance procedures
- Initial assessment and induction

Initial assessment:

Learners will attend interview for levels 2, 3 and 4 where an assessment is carried out to identify learning needs, physical and emotional/mental disabilities. This will assist Insight Maidstone in helping the individuals to achieve and succeed on their course.

Advice and guidance:

Tutorials will be offered once over the duration of each term for levels 3 and 4, or once in the Level 2 Counselling Concepts course, for learners to discuss any issues or problems they may be having with the learning or content. Tutorials will be on level appropriate tutorial forms, given to the learner at least one week prior to the tutorial, or downloaded from the website and completed by the tutor in the tutorial session. The completed tutorial form will be copied for the learner and Insight Maidstone will keep a copy in the tutorial file.

Tutors will be responsible for the upkeep and safety of the tutorial files for their groups.

Advice on criteria and anything course related will be discussed with the learners as Insight Maidstone has a very open policy and extra support can be sourced outside of tutorials and inside the classroom.

Induction:

Each learner will be shown an induction programme detailing the course contents and expectations of Insight Maidstone and ABC for successful completion of the course.

They will be informed of:

- The content of each unit
- Types of assessment of units
- Potential time required to complete journals and assignments
- Options for progression
- Expectations of Insight Maidstone
- Expectations of ABC

1.10.11

- Independent learning resources
- Learners will have the opportunity to ask questions at induction and interview

All supporting information will be accessible on the www.insightmaidstone.com website and updated periodically.

A page dedicated to FAQs will be available and a queries submission form will also be in place once it is fully operational.