



ABM Training Centre

Learner Support Policy

Version: 1.1

Date: 05/02/2025

1. Purpose

This policy outlines our commitment to providing an inclusive and supportive learning environment for all learners. It details the provisions in place to ensure accessibility, track learner progress, and support learners throughout their learning journey.

2. Accessibility and Inclusion

- Our centre is committed to ensuring that learning and assessment are accessible to all, including individuals with disabilities and additional learning needs.
- We provide reasonable adjustments and special considerations including in line with ILM requirements when appropriate.
- Learners are encouraged to disclose any additional needs at the start of their programme to ensure appropriate support is in place.
- We actively promote equality, diversity, and inclusion in all learning activities. Further details are available in the ABM Training Centre's Equality & Diversity Policy.

3. Learner Journey Support

- **Tracking Progress:** Learner progress is monitored using the Canvas Learning Management System (LMS), ensuring timely support and intervention where necessary.
- **Early Interventions:** Where a learner does not meet key milestones, does not meet the expected level of engagement or attainment, or when they are missing repeated in-person meetings, an early intervention may be triggered. This Early Intervention may include 1-1 support, additional content, an improvement plan or repetition of a module or section.

- **Assessment Support:** We provide guidance on assessments, including unit completion, awarding of credits, and recognition of prior learning (RPL/APL).
- **Guidance & Mentorship:** Each learner has access to tutorials where appropriate. For learners requiring additional support, they will be offered a mentor to assist with their learning journey.
- **Feedback & Continuous Improvement:** Regular learner feedback is collected and reviewed to enhance the learning experience.

4. Quality Assurance & Compliance

- **Administrative Systems:** Learner records, assessments, and credits are accurately recorded and maintained within Canvas LMS.
- **Compliance:** Our policies align with our ABM Training Centre IQA Manual and ILM requirements.

5. Review of Policy

This policy will be reviewed every three years to ensure its effectiveness in supporting learners. Updates will be made in response to feedback, regulatory changes, or organisational improvements.

| Document Version History | | | |
|--------------------------|------------|------------|---------------------|
| 1.0 | 04/02/2025 | Liz King | First Draft |
| 1.1 | 05/02/2025 | Ben Jacobs | Early Interventions |
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