



## Learner Support Policy

### Introduction

Tir Coed will deliver National Open College Network (NOCN) accreditation to young people as part of the WICKED (Woodland Initiatives – a Catalyst for Kids' Education & Development) project. To this end, Tir Coed has been registered as an NOCN assessment Centre.

In making the following statement Tir Coed recognises that its staff and Directors have a duty of care to fully support all learners as they progress through their training programmes.

### Policy Statement

- All learning sessions will be for small groups of no more than 12 young people so that all learners can discuss with others and share their experiences and achievements.
- All learning and assessment will be carried out within the learning sessions.
- All learners will be allowed to work at their own pace; encouragement and support will be available according to the individual learner's needs.
- The needs of the learner will be central to their learning plan.
- All learners will be treated in accordance with Tir Coed's Equal Opportunities Policy and Child Welfare & Safety Policy.
- All learners are entitled to lodge a complaint about treatment which they consider to be unfair or to appeal against unit outcomes by taking the following steps:

*Step 1 - Speak with the Course Tutor;*

If not satisfied with this outcome:

*Step 2 – Speak with the Tir Coed Project Officer (contact no on your Induction letter);*

If not satisfied with this outcome:

*Step 3 – Write a letter outlining your complaint to the Tir Coed Chairperson –*

*Mr. Simon Hewitt, c/o Denmark Farm, Betws Bledrws, Lampeter, Ceredigion. SA48 8PB.*