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The purpose of this policy is to ensure the College meets its responsibilities in terms of learner recruitment, induction, curriculum planning, teaching and learning, assessment, support whilst on programme, giving learners access to appropriate information advice and guidance from first contact to progression.

All information, advice and guidance will be presented in line with the College's Equality, Diversity and Inclusion Policy.

The Policy supports the College's achievement of the Matrix Accreditation.

Information is available via a variety of methods including:

- Website
- Printed course guide
- Face-to-face onsite or online
- Live webchat
- Leaflets and posters
- Social media

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| | <p>Information about special facilities and resources for learners with learning difficulties and/or disabilities will be included on the website.</p> <p>Key documents are available in other formats upon request.</p> <p>An Equality Statement will appear on the College website.</p> <p>The College's website provides Accessibility Tools.</p> |
| | <p>WM College will:</p> <p>Provide multiple opportunities for accessing information and advice regarding the curriculum offer.</p> <p>Communicate clearly and promptly to all enquiries using a variety of methods including telephone, email, online chat and face-to-face.</p> <p>Provide an accessible and efficient admissions process and provide individual support for prospective learners in need of additional help.</p> <p>Signpost applicants/enquirers to careers and information, advice and guidance delivered by qualified staff as follows:</p> <ul style="list-style-type: none"> National Careers Service Employability support Curriculum Specialists Level 2/4 Information Advice & Guidance qualified staff <p>Provide opportunities for virtual meetings with staff where visiting the College is not available.</p> <p>Provide information about financial support for assistance with payment of fees and bursaries whilst studying.</p> <p>Provide information about additional learning support and signpost to the Additional Learning Support team as appropriate.</p> <p>At point of application and/or enrolment there will be an opportunity to declare any additional support needs and a check on previous qualifications including English and maths (for learners under 19).</p> <p>Treat all applications and enquiries fairly, consistently and with respect, giving due regard to our duties and obligations including under the Equality Act and the General Data Protection Regulations (GDPR)</p> <p>Hold regular open events, including virtually, to allow potential learners to view the College facilities and meet staff.</p> <p>Ensure that all entry requirements for courses relate to standards laid down by the appropriate awarding body or to objective criteria relating to course content. The entry criteria for each course is outlined on the relevant course page on the College website.</p> |

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| | <p>Clearly indicate where a pre-course interview and whether evidence of previous qualifications is required.</p> <p>Clearly indicate where an offer of a place on a course requires participation in assessed activities, for example, initial assessment, submission of portfolio work, a written task or an audition (this list is not exhaustive).</p> <p>Clearly indicate where a course has a mandatory work placement as part of the overall fulfilment and successful completion of a course, and where there may be a requirement for an applicant to complete checks using the Disclosure and Barring Service (DBS). (The college reserves the right to refuse entry to a course or withdraw a course offer where a notification via a DBS check would mean that an applicant would be unable to practise or pursue their career ambition as a result of the check.)</p> <p>Ensure the Additional Learning Support team are invited to join interviews where an applicant has declared a support need. Where the ALS team are not able to join, a follow-up meeting will be arranged with the prospective learner.</p> <p>Provide information in respect of progression/next steps prior to enrolment via the course information page on the College's website.</p> |
| Enrolment | <p>When College opens enrolment for the following academic year, early enrolment incentives will be clearly communicated.</p> <p>During their enrolment journey, prospective learners will have the opportunity to:</p> <ul style="list-style-type: none"> Speak to a curriculum specialist to discuss the most suitable course based on their aspirations and current qualifications and/or experience Have access to impartial advice & guidance if they are not able to study their preferred subject or level Speak to an Additional Learning Support specialist where a declaration of a support need is made Receive advice and guidance on fees and finance options based on their current status. Advice could include instalment options, reduction of fees based on income or previous qualifications or applying for an Advanced Learner Loan. Receive advice and guidance on their eligibility to study and the level of fees applicable where they are a non-UK/EEA citizen Receive advice and guidance on welfare support such as bursaries to help stay on course. Information in respect of the College's Refund Policy Declare their ability to access digital equipment (internet, computer, webcam) to allow the College to assess whether loan of equipment would be appropriate to support learning (note: not all courses qualify) <p>Where a learner is enrolling online, it will be clearly signposted as to where and how to access all of the above.</p> <p>On the completion of the enrolment and fee-paying process, learners will receive:</p> <ul style="list-style-type: none"> Their Learning Agreement including start and end date of course Details of the planned timetable, where it is available |

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| <p>Transfers</p> | <p>We are committed to ensuring that students are happy on their chosen course, but we understand that sometimes individuals may want to change their course or career pathway.</p> <p>During the induction period, College staff will provide advice and support, including careers guidance, where a learner or the tutor believe the chosen course is not suitable.</p> <p>If a suitable alternative course is identified and a place on the course is available, it may be possible to transfer. This would be subject to any additional course or material fees being paid where applicable.</p> <p>Where a suitable alternative cannot be found, the College will signpost the learner to external providers.</p> |
| <p>Teaching, Learning and Assessment</p> | <p>Teaching and assessment may be a combination of blended, online and classroom/workshop delivery.</p> <p>Learners will have an individual learning plan (ILP) which identifies goals on course, and records progress against those goals.</p> <p>Learners' digital skills will be assessed and where appropriate the learner will be referred for digital support in the Learning Centre and/or they will have access to the loan of digital equipment should their course qualify.</p> <p>On accredited courses that use internal assessment, marking of work and feedback will be timely and in line with standards set by awarding bodies.</p> <p>Marking of learner work and feedback will be timely and developmental, enabling learners to understand how well they are progressing and what they need to do to improve.</p> |

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| | <p>Improve Your CV Application Forms Writing Cover Letters Preparation for Interview Job Search</p> |
| <p>Withdrawing learners / refusal of a place</p> | <p>The College has the right to refuse to offer a learner a place at the College or withdraw them from their course. Circumstances where this may occur are:</p> <p>The entry requirements for the course have not been met Inaccurate or falsified information (including personal information) The applicant has a severe learning difficulty or profound and complex needs. (The College does not have the facilities or resources to provide appropriate support and in this instance the applicant will be supported to find an alternative institution where sufficient support is available.) Refusal to undertake reasonable assessments which may help to ascertain academic level or skill level to ensure success on a course or to meet with external requirements. Failure to meet requirements of current or previous course(s), e.g. attendance & punctuality The learner has completed too many courses at same level Learner has failed to complete two courses in a row and adequate support has been provided The learner has found to have committed plagiarism (see Disciplinary Policy) Failure to disclose additional learning support needs which subsequently impacts on the individual (e.g. access and support needs) The applicant or learner has been assessed as not ready to learn under the College's Fitness to Learn Policy (in progress) Learner is excluded under the terms of the College's Disciplinary Policy</p> |

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| | <p>Additional Learning Support Policy Single Equalities Scheme Complaints Policy & Procedure Learner Disciplinary Policy Fitness to Learn Policy Learner Code of Conduct</p> |
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