

Learner Supports Policy (ED-Pol-082)

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Department	Professional Affairs
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Approving Body	Academic Board
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Related Documents	<p>ED-Pol-084 – Reasonable Accommodation Policy</p> <p>ED-T-085 – Reasonable Accommodation Application Form</p> <p>ED-Pol-099 – Education Programme Self-evaluation Policy</p> <p>ED-Pol-083 – Learner Feedback Policy and Procedure</p> <p>ED-F-043 – Module Evaluation Form</p> <p>ED-F-044 – Programme Evaluation Form</p>

1. Purpose

This policy sets out the principles guiding the provision of support for learners who participate in Education Programmes provided by RCPI.

2. Scope

The scope of the policy applies to all learners participating in Education Programmes provided by RCPI.

3. Responsibilities

The Student Support Officer is responsible for the implementation of this policy.

4. Learner Support - Guiding Principles

4.1 An Integrated Approach

- 4.1.1 RCPI is committed to inclusivity for learners attending programmes here in Ireland and those offered by RCPI in other jurisdictions.
- 4.1.2 The needs of a diverse learner population are taken into account when planning and providing learning resources and supports.
- 4.1.3 The Code of Practice for Provision of Education and Training to International Learners is complied with where applicable.
- 4.1.4 Feedback is sought on the quality and adequacy of the supports provided to learners through the [Module Evaluation Form \(ED-F-043\)](#) and the [Programme Evaluation Form \(ED-F-044\)](#) and the effectiveness of learner supports is reviewed as outlined in [Programme Self-Evaluation Policy \(ED-Pol-099\)](#) and in line with the [Learner Feedback Policy and Procedure \(ED-Pol-083\)](#)
- 4.1.5 Learner feedback regarding supports and resources is welcomed and addressed/escalated by the Programme Coordinator in accordance with the standards set in RCPI.
- 4.1.6 Learning resources and supports are updated and further developed as required to reflect new and innovative approaches to teaching and learning learner needs identified through feedback.
- 4.1.7 Feedback is sought whenever a new support or learning resource has been introduced to ensure the need has been addressed.
- 4.1.8 All RCPI policies and procedures are published on the RCPI website.

4.2 Well-being Support

- 4.2.1 The Programme Coordinator is the main point of contact for learners enrolled on programmes to support them for their individual needs. There is a referral pathway that the Programme Coordinator and or Student Support Officer will use to determine which level of support a learner needs.
- 4.2.2 The Student Support Officer will support the learner in their individual needs and if required, will refer to the Health and Wellbeing Department which provides support, training and information to learners or to external organisations where required. Information about wellbeing, why it matters and advice are available for all learners on the Learner Support and Resources webpage.
- 4.2.3 On the RCPI website learners have access to welfare publications.

4.3 Specific supports related to RCPI Education Programmes

- 4.3.1 All learners are given access upon registration to the dedicated Learner Support and Resources webpage.
- 4.3.2 RCPI provides learning materials for its programmes through the virtual learning environment (VLE)
- 4.3.3 RCPIs classrooms and equipment are maintained by RCPI's Facilities Department which oversees the maintenance and accessibility of RCPI venues.
- 4.3.4 Academic staff who provide support to learners are appropriately qualified and have access to opportunities for development.
- 4.3.5 Learners are asked to evaluate each module/programme in terms of their impression and experience of learning resources and learner supports [Programme Evaluation Form \(ED-F-044\)](#). All learner feedback is considered by the assigned Education Specialist in the first instance and reported to the Programme Board.
- 4.3.6 Accurate and relevant information is available to prospective learners on the RCPI website about potential career pathways associated with a programme, where appropriate.
- 4.3.7 RCPI's teaching venues are accessible, equipped with modern audio-visual equipment and maintained to the highest standards by RCPI's Facilities Department.
- 4.3.8 A state-of-the-art virtual learning environment (VLE). RCPI's VLE meets web accessibility standards and is compatible with assistive technologies.
- 4.3.9 Facilities including a prayer room, breast feeding space and baby changing facilities are also available.
- 4.3.10 Once registered, learners are provided with educational resources in advance of commencement of a programme.
- 4.3.11 Learners will be provided access to learning equipment e.g. medical simulation technologies – where relevant.
- 4.3.12 All learners are provided with online library access. RCPI's online library is provided by EBSCO and includes access to text books and full page journals. All learners have access to MEDLINE complete and Health

Business Elite subscription packages. Text books are purchased as required, per programme. Learners can access their online library direct through RCPI virtual learning environment (VLE).

- 4.3.13 Library space is available in the Hearne Room at RCPIs historical building, no.6 Kildare Street
- 4.3.14 Facilities and premises are regularly reviewed to ensure their continuing adequacy and effectiveness.
- 4.3.15 All learners have access to EduRoam (a secure wifi service available in different locations throughout the country)

5. References

ENQA (2015) Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) Brussels, Belgium

https://enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf

Quality Qualifications Ireland (2015) The Code of Practice for Provision of Education and Training to International Learners

<https://www.qqi.ie/Downloads/Code%20of%20Practice.pdf>

Quality Qualifications Ireland (2016) Core Statutory Quality Assurance Guidelines –

<https://www.qqi.ie/Downloads/Core%20Statutory%20Quality%20Assurance%20Guidelines.pdf>