

Learner Support

Owner	Head of Centre		
Version	1.0		
Changes	Updates for clarity and accuracy		
Approval date	May 2026	Approved by	Academic Council
Implementation	June 2026	Date of next review	May 2027
Purpose	This policy outlines the duties of staff and learners in order to guarantee that enough support is provided to satisfy learners' needs. The Policy also intends to aid in the identification of learners who require additional personal or academic support, as well as ensuring that appropriate interventions are made to help these learners reach their full potential.		

Contents

1- Purpose	2
2- Responsibilities	2
The institution will:	
The Academic team will:	
Learners are expected to:	
3- Monitoring	3
4- Review	3

1.0 Purpose

This policy outlines the duties of staff and learners in order to guarantee that enough support is provided to satisfy learners' needs. The Policy also intends to aid in the identification of learners who require additional personal or academic support, as well as ensuring that appropriate interventions are made to help these learners reach their full potential.

2.0 Responsibilities

The institution will:

- have in place strategies to identify learners who require additional support to achieve their academic potential.
- support the mental health and well-being of its learner body through a range of educational and support initiatives.
- make information available about support services to staff and learners, which can be readily accessed.
- encourage learners with academic or personal support needs to access support from relevant internal and external support services.
- improve staff understanding to assist in the development of informed views, behaviors and attitudes towards learners requiring additional academic or personal support.
- have effective procedures in place for the disclosure of information about learners with academic or personal support requirements, which comply with Privacy legislation.
- have in place effective procedures for dealing with learner incidents.

•The academic team will:

- Implement processes for the monitoring of the progression of learners, considering matters such as:
 - progression rate.
 - overall progress towards completion of qualification.
 - previous failure to complete subjects.
 - English language proficiency.
 - failure to complete the subject assessment.
 - allegations of academic misconduct; and
 - attendance where it is a requirement.

Learners are expected to:

- carefully consider their choice of subjects.
- have an awareness of learner conduct issues.
- Seek relevant support/professional assistance where a physical or mental health issue is having or is likely to have an impact upon their academic progress.
- Seek and follow advice from RCL MUMBAI advisors, academic staff and/or the Director of Studies.
- Fulfil academic requirements, including enrolment, class registration and any other requirements by the relevant due date(s).
- Achieve the minimum progression requirements as defined in the academic regulations and by RCL MUMBAI; and
- Make contact as soon as possible with the relevant functional team should they receive any formal notifications regarding concerns for their progress or well-being.

3.0 Monitoring

Staff Members Involved

Academic Staff

Functional Leads

4.0 Review

- This Policy will be reviewed annually by the RCL MUMBAI Senior Management Team.
- It will also be reviewed annually by the Head of Programme in the light of attendance, retention and achievement data, learner and tutor feedback, as well as
- lesson observations.

For advice and support, please get in touch with the Head of Programme