



**GBS HE Malta Limited
Malta Campus
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GBS Learner Support Policy

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Related policies
<ul style="list-style-type: none"> • GBS Student Complaints Policy and Procedure ▪ GBS Student Charter ▪ GBS Student Code of Conduct ▪ GBS Equality and Diversity Policy ▪ GBS Extenuating Circumstances Policy and Procedure ▪ GBS Good Academic Practice and Academic Malpractice Policy
External Reference
N/A

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GBS HE Malta Limited Learner Support Policy

1. Policy Statement

1.1 Learners at GBS HE Malta Limited will be supported to develop an insight into their personal barriers and to develop strategies and skills that will encourage them to become independent learners. GBS aims to be proactive in identifying and supporting learners requiring additional support, calling on partnerships with external bodies as and when necessary.

2. Scope

2.1 The aim of this policy is to ensure that all learners receive the necessary advice, guidance, and support to optimise their achievement on GBS programmes that are appropriate to their needs. To achieve this, GBS will ensure that:

- All learners receive advice or information specific to their programme on which they wish to enrol.
- Endeavour to make the programmes and learning as accessible as possible, in line with our Equal Opportunities Policy.
- Be proactive in identifying, understand and addressing learning support needs (both academic and non-academic).

3. Responsibilities

3.1 This policy covers all learners at GBS HE Malta Limited and all academic, learner support and enrolment staff who are involved in learner guidance and support.

4. Definition of Additional Learning Support

4.1 The term additional support means some form of educational provision that is over and above (or significantly different to) the education normally provided to learners.

4.2 Additional support is provided in order that learners with additional support needs can benefit from an education which is directed to the development of their personality, talents, and mental and physical abilities of that learner to their fullest potential.

5. Identification of need

5.1 At each stage of the learner's journey, learners are encouraged to disclose any learning needs, before starting a programme at GBS.

5.2 Student Success Tutors and Programme Leaders will liaise regularly with tutors to discuss individual learner progress and the provision of support.

5.3 At any stage of the learning journey, a learner can refer themselves for support. Assessor staff may also identify a potential support need and ask for a referral for their learners.

6. Provision of Support

6.1 Student Welfare Support

6.2 The Welfare Support Service at GBS provides confidential, specialist advice and guidance regarding a wide range of mental health difficulties and conditions such as depression, anxiety, personality disorder and PTSD.

6.3 Support for students can be offered through many different avenues such as reasonable adjustments, advice and information, monitoring of students with mental health difficulties and where appropriate liaison with external agencies. The Welfare Officer/Manager may also assist, advise and liaise with academic school staff on how best to support students' mental health.

6.4 The Student Welfare Officer is the first point of contact in supporting students with low-level emotional, psychological or mental health difficulties. The Welfare Team will refer students to more specialist services when this is appropriate and liaise closely with the relevant teams.

6.5 Academic Support

6.6 Academic Support Team offer one-to-one tutorials to help students to improve their academic writing, essay, research, and presentation skills. The Team can also provide individual learning support to help students take control of their learning and develop confidence.

6.7 The Team recognises that some students require support that is additional to or different from, that received by the rest of the students. Therefore, the team support the development and implementation of both long-, and short-term personal learning plans or adjustments as required on individual basis. Learning plans are reviewed regularly to ensure that the support outlined meets the need of the student.

6.8 Signposting to other services

6.9 If GBS do not have the expertise in house to help learners, staff will point learners to an expert that can help them with issues such as counselling, financial and housing support, and benefits. GBS have regular guest speakers providing talks and support for learners: topics including mental health and wellbeing awareness, budgeting advice and careers talks.

7. Disclosure and Confidentiality

7.1 GBS has a duty to anticipate needs wherever possible, to make reasonable adjustments accordingly and to treat all learners equally. Information on a learning need cannot be passed on to third parties without explicit informed consent from the learner.

If a learner requests complete confidentiality, then information cannot be passed within GBS or to external agencies from that point. It is acknowledged however, that where a learner has disclosed a learning need, GBS is deemed to be aware of their individual needs. Data will be treated with the strictest of confidence in line with the General Data Protection Regulation (EU) 2016/679 (GDPR).

8. Monitoring and Review

8.1 This policy may be amended by GBS at any time.

9. Alternative Format

9.1 This policy can be provided in alternative formats (including large print, audio and electronic) upon request. For further information, or to make a request, please contact:

- **Name:** Student Welfare Management Team
- **Position:** Student Welfare Officer/Manager