



## Bromley Adult Education College Support Policy 2020-2021

The purpose of the Support Policy is to ensure that learners and staff have access to appropriate and effective support, enabling them to fulfil their role within the organisation. BAEC is committed to making **reasonable** adjustments to support all learners and staff with support needs.

### Aims of the policy

- To ensure an accessible and welcoming environment for all users
- To ensure a fair and consistent approach to providing the necessary support for all
- To ensure that all learners and staff have access to the information about support available
- To ensure equality of opportunity

### Scope

- Financial support for learners
- Practical support in and outside the classroom for staff and learners

### Section One – Support for learners

#### Information, advice and guidance

All learners will have access to information, advice and guidance via BAEC's website, from tutors and the administration office in the main centres verbally, by telephone, by email or via the chat facility on BAEC website. All learners will be given the opportunity to discuss their learner support needs confidentially. BAEC will ensure that all learners are provided with clear guidelines about eligibility for learner support funds.

#### Induction

To provide all learners with the important information about their course, the first session includes an induction. This covers essential course information as well as key information about BAEC and centre, safeguarding, customer care, additional learning support, emergency / evacuation procedures and other BAEC policies.

#### Supporting learning

BAEC is working continuously to provide improved learning facilities in class and support for learners outside the classroom. This includes:

- Computers with internet connection, speakers and interactive whiteboards in all standard classrooms in the main centres
- Computers with free access for learners during opening times
- Free wireless connectivity at the Kentwood and Poverest Centres (subject to reasonable usage for learning purposes).
- Computer use is subject to learners' signing and agreeing to the BAEC Computer & Internet User Agreement
- Google Suite of Apps for Education, including Google Classroom, to facilitate exchanges between learners and tutors outside the classroom, upload homework and assignment and receive feedback
- BAEC email accounts for all tutors and learners, gmail based, which gives access to the G Suite for Education including Google Platforms such as Google Classroom, Meet and Hangout
- Drop In Digital Sessions at both Kentwood and Poverest centres

- Comprehensive programme of safeguarding and wellbeing workshops: Action Counter Terrorism, Internet Safety, or mindfulness sessions
- Dedicated classroom support assistants for Learners with Difficulties and Disabilities
- Support via volunteers in English and maths courses
- Ongoing support to access learning for courses delivered remotely
- Specialist rooms for clothes making, cookery, drawing and painting, etching, stained glass and upholstery
- Demonstration equipment in some specialist rooms e.g. art rooms, sugar craft and cookery
- Enhanced health and safety procedures including social distancing measures, reduced learner numbers in class, hand washing and hand sanitising facilities

### **Financial support**

Financial help may be available from the Learner Support Fund for books, equipment or child care costs for those learners on accredited courses, who meet the GLA (Greater London Authority) criteria. BAEC may be able to provide limited financial help for learners on non-accredited courses, based on individual assessment of needs. We will provide clear information about the process of application and the appeal process and give clear reasons in cases of refused learner support applications.

If a course is 16 weeks or over, learners may pay their course fees in two instalments. Further information is available on the website or via BAEC's reception staff.

### **Support for learners with disabilities**

BAEC will take reasonable steps to support learners with the following: access to buildings or remote learning, pre-course visits, pre-course assessment, completing enrolment procedures, classroom support, adapting course materials, interpreter or note taker and examination support.

### **Extra support**

English, maths, and language learners benefit from additional support from classroom based volunteers. There is also progression support for learners who achieved Level 2 but are not sufficiently ready for GCSE materialised in Pre-GCSE courses.

ESOL learners are supported through additional learning opportunities on workshops aimed at strengthening skills in spelling, literacy, numeracy, childcare and computing.

Learners across the college benefit from opportunities to enhance their CV writing , interview confidence and job seeking skills via Digital Drop In sessions, available at both centres.

## **Section Two – Support for staff**

### **Recruitment and Promotion**

BAEC has interview and appointment procedures in place in accordance with the guidelines laid down by the London Borough of Bromley to eliminate the risk of unlawful discrimination and provide reasonable support for applicants with disabilities.

BAEC is recipient of the Disability Confident Award. The scheme was renewed in September 2019.

BAEC is committed to internal progression. There is an outstanding track record of internal career development.

### **Induction**

All members of staff are required to participate in an induction programme relevant to the post to which they have been appointed. This includes essential information about the post holder's role, BAEC and centre, Bromley Council, safeguarding, emergency and evacuation procedures and other BAEC and Bromley policies. All tutors are required to attend two types of inductions, a general one on BAEC procedures and policies and a curriculum one on specifics of their subject areas.

This information is available to all staff via the BAEC Intranet.

### **Probationary period**

All new members of staff are required to successfully complete a probationary period of three academic terms before becoming permanent members of staff. The findings of probationary meetings are used to inform further development needs. Managers and curriculum leaders will provide enhanced supervision and support during this period.

### **Line management**

All members of staff are provided with a named line manager with whom they will meet regularly to review their progress and any support, training or development needs. This forms part of the on-going staff development process.

### **Leave**

In special circumstances the Head of Adult Learning has the power to grant special paid and unpaid leave in accordance with the guidelines laid down by the London Borough of Bromley for all council staff.

Sick leave is managed in accordance with the guidelines laid down by the London Borough of Bromley. It is BAEC policy to support staff to return to work after a long period of absence. All staff will have a return to work interview with their line manager following any period of sick leave. During this interview there is the opportunity to discuss any support needs or working adjustments that may have arisen as a consequence of the recent period of sickness.

In line with the Government and Public Health England advice on social distancing, staff are required to self isolate as per published guidelines and inform line managers accordingly. Further risk assessments for return to work in the workplace will be completed together with the employee's line managers.

### **Staff training and development**

All staff are expected to take ownership and responsibility for their personal development and have an obligation to participate in continuous professional training and development in relation to their work. A comprehensive programme of safeguarding, Continuous Professional Development (CPD) and wellbeing is offered to all staff during each academic year. Staff are also encouraged to enrol on BAEC courses for the purposes of personal development. To encourage this all BAEC staff, including volunteers, are given an annual entitlement to free tuition.

### **Computing and Digital Skills**

BAEC is working continuously to provide and improve learning facilities in class and support for staff. This includes:

- Computers with internet connection, speakers and interactive whiteboards in all standard classrooms in the main centres
- Computers with free access for staff during opening times
- Free wireless connectivity at the Kentwood and Poverest Centres (it is mandatory that all staff should read and abide by the Acceptable Internet Use – User Agreement)

- BAEC email accounts for all tutors and learners, gmail based, which gives access to the G Suite for Education including Google Platforms such as Google Classroom, Meet and Hangout
- Staff development opportunities including 1:1 support
- A college intranet where staff can share and access resources and college information via a secure website from home or work at anytime
- Portable computer equipment for use when delivery remotely
- Ongoing training and support for staff delivering learning remotely
- Specialist rooms in main centres for clothes making, cookery, drawing and painting, etching, stained glass and upholstery
- Demonstration equipment in some specialist rooms e.g. art rooms, sugar craft and cookery
- Enhanced health and safety procedures including social distancing measures, reduced learner numbers in class, hand washing and hand sanitising facilities

### **Links to other policies**

BAEC has various policies and procedures in place to support staff.

- Safeguarding and Prevent Policy
- Health and Safety Policy
- Staff Training and Development Policy
- LBB Disciplinary Procedure