



Bromley Adult Education College Support Policy 2024-2025

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, or by email. 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 for learners with free access to devices during opening times. Computer use is subject to learners' signing and agreeing to the BAEC Computer & Internet User Agreement
- Free wireless connectivity at the Kentwood and Poverest Centres (subject to reasonable usage for learning purposes)
- Google Workspace Education, including Google Classroom, to facilitate exchanges between learners and tutors outside the classroom, upload homework and assignment and receive feedback
- BAEC email accounts created for learners as appropriate, gmail based, which gives access to the Google Workspace for Education including Google Platforms such as Google Classroom, Meet and a range of online tools and applications
- Drop In Digital Sessions at both Kentwood and Poverest centres
- Ongoing support to access learning for courses delivered remotely
- Comprehensive programme of safeguarding and wellbeing workshops
- Dedicated classroom support assistants for SEND Learners and in other subject areas, as appropriate
- Support via volunteers in English and maths courses
- Specialist rooms for clothes making, cookery, drawing and painting, etching, stained glass and upholstery
- Demonstration of equipment in some specialist rooms e.g. art rooms, sugar craft and cookery
- Full compliance with government guidelines in response to national and local emergencies

Financial support

Financial help may be available from the Learner Support Fund for books, equipment, child care or travel 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 give clear reasons in cases of refused learner support applications.

If a course is 16 weeks or over, learners may be able to pay their course fees in two instalments. Further information is available 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 support assistants and/or volunteers. There is also progression support for learners who achieved Level 2 but are not sufficiently ready for GCSE in Pre-GCSE courses.

ESOL learners are supported through additional learning opportunities in workshops aimed at strengthening skills in spelling, literacy, numeracy, employability and Digital Skills.

All learners 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.

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 specific for their subject areas.

Probationary period

All new members of staff are required to successfully complete a probationary period before becoming permanent members of staff. The findings of probationary meetings are used to inform further development needs. Managers and Curriculum Development Managers 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 Bromley Adult Education College 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.

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 promote this all BAEC staff, including volunteers, are given an annual entitlement to free tuition.

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 for staff, including loan of devices according to criteria and/or free access to devices 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, gmail based, which gives access to the Google Workspace for Education including Google Platforms such as Google Classroom, Meet and a range of online tools and applications
- Staff development opportunities including 1:1 support
- Google Shared Drives 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
- Full compliance with government guidelines in response to national and local emergencies

BAEC has various policies and procedures in place to support staff. These are regularly updated and available in ALL BAEC Shared Drive.

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

For further information about anything relating to Learner Support, please contact Izabela Lecybyl, Head of Learner Support Services. izabela.lecybyl@baec.ac.uk