



**the root of it** The Mentoring School

# Student Support

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This statement is to be provided to all learners at the start of our courses and qualifications. It describes the support available for them as they progress through the course/qualification and onto assessment.

### **Information, Advice and Guidance**

Information – our website, staff and trainers are able to provide information on the different learning and career options, this information is not tailored to individual.

Advice – a trainer can offer advice on the options available to a learner based on consideration of their particular circumstances.

Guidance – our headquarter staff are able to offer guidance to learners on courses or career progression based on a more in-depth conversation or series of conversations. This advice is available by phone or by email.

### **Unique learner number (ULN)**

If you are accessing a regulated qualification delivered by us or our partner organisations, then it is a requirement that you will be given an ULN. This is a record run by the Education and Skills Funding Agency in order to provide a comprehensive record of qualifications. Your data is shared with both the Awarding Body and the Education and Skills Funding Agency in order to administer your qualification.

### **Induction**

On the first session of your training, you will be given your induction into the course or qualification, any specific requirements of the training or venue and also assessment information.

### **Reasonable Adjustments to the course or assessment**

There are times, when due to personal circumstances, disability or external forces that an adjustment might need to be made to the delivery method of the course or the written assessments. These can be discussed prior or during your course with your trainer. They may need you to complete a form or provide evidence and submit it to us for approval.

### **Special Considerations**

There are times, when due to illness, injury or another event outside the Learner's control has had a material impact on their ability to evidence the levels of attainment required for the assessment. In these circumstances Learners may be able to request an extension through discussion with their trainer, this involves completing a form and returning it to us, possibly with suitable evidence.

This policy does not cover maternity periods, where students automatically get a pause in their deadline of 26 weeks. A learner who is pregnant, or has given birth within the last 26 weeks, is protected from unfavourable treatment in the areas of education and provision of services by the Equality Act 2010.

Things that are not covered:

- Failing to plan in time;

- Not undertaking the required activities, despite being in a suitable role;
- Foreseen events, such as a wedding;
- Domestic inconvenience;
- The consequences of committing a crime;
- Long term illness that was present prior to the training.

### **Withdrawal of course or qualification**

In rare circumstances our Governing Body, possibly with an Awarding Body, may decide that a course is to be withdrawn. It is the duty of our Governing Body and our team to ensure that this is done in a fair and transparent manner to ensure our Learners are not negatively affected. In that unlikely event that the course or qualification is withdrawn for any reason, then you will be contacted by us at the earliest opportunity with details of:

- which courses or qualifications are being withdrawn and why
- how it could affect them
- date for final registration for new Learners and retakes for existing Learners
- information about deadlines for assignment submissions
- any arrangements to swap to alternative courses or qualifications

Your interests will be protected and we will work to ensure that you are kept informed of all decisions which would have any impact.

### **Contact details**

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