

# **Param Qualifications Learner Support Policy**

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## **1. Purpose**

This Learner Support Policy sets out Param Qualifications' commitment to ensuring that learners are supported throughout their learning journey and are able to access learning and assessment fairly and effectively. The policy explains how learner support is identified, provided, and monitored to promote progression, achievement, and positive learner experience.

Param Qualifications recognises that learners may experience a range of academic, personal, or accessibility-related challenges and is committed to ensuring that appropriate support arrangements are available and clearly communicated.

## **2. Scope**

This policy applies to all learners engaged in learning or assessment activities delivered within the Param Qualifications framework. It also applies to staff members and delivery partners who are involved in learner engagement, guidance, assessment oversight, or support activities.

The policy covers learner support arrangements related to learning access, academic guidance, reasonable adjustments, and information provision. It does not replace employer responsibilities or external welfare services, but may include signposting where appropriate.

## **3. Principles of Learner Support**

Param Qualifications is committed to providing learner support that is:

- Fair, inclusive, and accessible
- Responsive to individual learner needs
- Confidential and respectful
- Consistent with equality, diversity, and inclusion principles

Learner support arrangements are designed to remove unnecessary barriers to learning while maintaining the integrity of learning and assessment requirements.

## **4. Identification of Learner Support Needs**

Learner support needs may be identified at different stages of the learner journey, including during induction, on-programme activity, or prior to assessment. Learners are encouraged

to disclose any support needs at the earliest opportunity; however, disclosure may take place at any point.

Param Qualifications ensures that learners are informed about available support arrangements and the process for requesting support. Information is provided in a clear and accessible format.

## **5. Types of Learner Support Available**

Learner support may include, but is not limited to:

- Guidance on learning requirements and expectations
- Support in understanding assessment processes and criteria
- Access to learning information in alternative or accessible formats where appropriate
- Signposting to additional support services where learner needs extend beyond the scope of Param Qualifications

Support is provided in a manner that respects learner dignity and promotes independent learning wherever possible.

### **5.1 Examples of Reasonable Adjustments**

Reasonable adjustments may include, for example:

- additional time in assessments where supported by appropriate evidence
- provision of learning or assessment materials in accessible formats (such as large print)
- use of assistive technology or screen-reading software
- supervised rest breaks during assessments where required
- adaptation of assessment location where this does not compromise assessment integrity

All reasonable adjustments are implemented in line with the Reasonable Adjustments and Special Consideration Policy to ensure that fairness and assessment standards are maintained.

## **6. Reasonable Adjustments and Accessibility**

Param Qualifications is committed to ensuring that learners are not disadvantaged due to disability, health conditions, or specific learning needs. Where a learner identifies a need for reasonable adjustments, these will be considered in line with equality and accessibility principles.

Reasonable adjustments may relate to learning access, assessment arrangements, or communication methods. Any adjustments implemented are intended to remove barriers to access and do not alter the required learning outcomes or assessment standards.

Requests for reasonable adjustments are considered on an individual basis, and appropriate evidence may be requested where necessary. Decisions regarding adjustments are communicated clearly to the learner.

## **7. Confidentiality and Data Protection**

All information relating to learner support needs is handled confidentially and in accordance with data protection requirements. Information is shared only with those who need to be aware in order to provide appropriate support.

Learner consent is respected at all times, and personal information is retained only for as long as necessary to support the learner effectively. All personal data is processed and protected in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## **8. Roles and Responsibilities**

Param Qualifications ensures that staff members and delivery partners involved in learner support understand their responsibilities and act in accordance with this policy. This includes:

- Providing accurate information to learners
- Responding appropriately to disclosed support needs
- Implementing agreed support measures
- Maintaining confidentiality

Appropriate guidance and training are provided to ensure that learner support arrangements are applied consistently.

## 9. Complaints and Appeals

Learners who are dissatisfied with learner support arrangements or believe that support needs have not been appropriately addressed may raise the matter in accordance with Param Qualifications’ Complaints and Appeals Policy.

Concerns relating to learner support are handled fairly and transparently and are reviewed in line with established governance procedures.

## 10. Monitoring and Review

Learner support arrangements are monitored to ensure they remain effective and appropriate. Feedback from learners, staff, and delivery partners may be used to inform improvements.

This policy is reviewed periodically to ensure continued alignment with regulatory expectations, organisational practices, and learner needs.

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