



TYPE: Policy
SUBJECT: <b>EQUALITY, DIVERSITY AND STUDENT SUPPORT POLICY</b>  REFERENCE: LWP04
DATE: 1st October, 2020
LAST REVIEWED: 1 <sup>st</sup> October, 2021
APPROVED BY: The Board of Directors
<p><b>POLICY &amp; SCOPE</b></p> <p>It is the policy of Learning Works to provide all students and staff with a safe, inclusive, and equitable environment enabling all individuals to reach their full potential.</p> <p>Learning Works promotes equal opportunities, respects, and adheres to the laws of the country in this respect. Learning Works adopts a zero-tolerance to discriminatory behaviour and harassment at the place of work and study. As an academic institution as well as a company within the Vassallo Group, Learning Works embraces and adheres to the concept of equal opportunities for all irrespective of gender, physical abilities, sexual orientation, age, family responsibilities and marital status as well as political and religious beliefs.</p> <p>Learning Works strives to ensure that there is a consistently high expectation of all students to secure the best possible outcomes and recognises the importance of lecturer commitment, expertise, and enthusiasm to achieve this. Administrative and lecturing staff are expected to be positive role models in their approach to all issues relating to equality and diversity.</p> <p>Equality should permeate all aspects of the institution and is the responsibility of all the staff of Learning Works. Every member of the community at Learning Works, be it the student body</p>

or the staff, should feel safe, secure, valued and of equal worth. Learning Works encourages participation of students with special education needs and disabilities while creating an environment where all students are encouraged to be actively involved in their own learning.

Learning Works provides students with the support required to sustain their development during the learning engagement while engaging in their course of study. Learning Works adopts a student-centred approach respecting the needs of a diverse student population which is taken into account during the planning, programme delivery and evaluation stages of the student life cycle. The student support policy provides a description of the services offered, the referral procedure, the confidentiality clause and a list of the student support services provided by Learning Works.

- **DESCRIPTION OF SERVICES**

Learning Works provides the following services to students:

- 1. Counselling sessions**

Based on a relationship of trust and confidentiality, Learning Works offers its students with support focusing on feelings, emotions, experiences and/or behaviour with the aim of facilitating positive change. Professional counsellors are engaged by Learning Works on a case-by-case basis.

- 2. Therapy sessions**

Based on a relationship of trust and confidentiality, Learning Works offers its students support, focusing on personal and/or family therapy. Professional therapists are engaged by Learning Works on a case-by-case basis.

- 3. Learning support**

Learning Works provides students with additional learning support in cases of learning difficulties. Dedicated teaching staff are engaged on this support service based on a referral process (explained in the next section).

- 4. Assessment support**

Learning Works provides students with additional assessment support in cases of learning difficulties. Dedicated teaching staff are engaged on this support service on the basis of a referral process (explained in the next section).

- **REFERRAL PROCEDURE**

Students are either referred to the administration team by members of the teaching community or following a direct request by the students themselves. The administration team at Learning Works sends the request to the IQA team who evaluate the nature of the case and then refer the case/s to external professional services for the needed intervention.

- **CONFIDENTIALITY**

All cases requiring any form of student support are bound with full confidentiality and non-disclosure. Learning Works adopts a strict policy of confidentiality on all student support services offered to its students.

- **RECORD KEEPING**

Cases which lead to a referral procedure are assigned to a member of the administration staff to maintain a record of the specific case and to ensure that follow-up action is conducted. All records are kept in a confidential database to support student cases.

Charlo Bonnici  
CEO