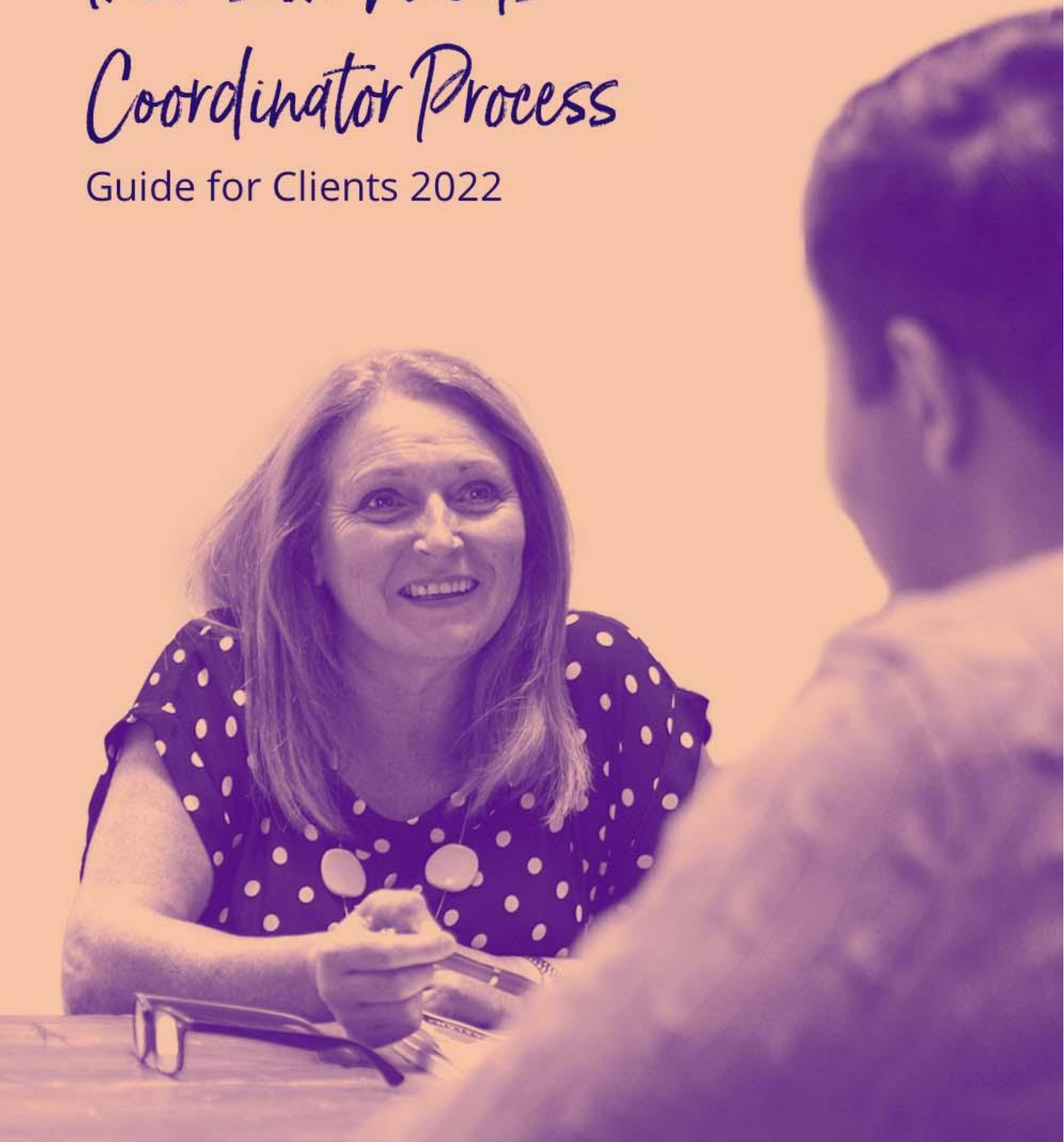


# Inclusion Needs Coordinator Process

Guide for Clients 2022



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# Introduction

Inclusion Needs Support is a service that is provided to help learners who have disclosed a disability, learning difficulty or medical condition, whilst they are studying for their apprenticeship or non- apprenticeship courses at Kaplan. The Inclusion and Diversity Coordinator aims to remove any potential barriers to learning to ensure that all our learners develop their personal skills and confidence and become as independent as possible in their learning and achieve their learning goals, personal goals and employment ambitions. The Inclusion and Diversity Coordinator works closely with Talent Coaches, Tutors, Student Services to make learning accessible to all learners.

## Aims

At Kaplan we want all our learners to gain as much independence and autonomy as possible. We aim to do this by delivering an inclusive learning environment which makes learning accessible to all our apprentices and students studying a work-based qualification who have learning difficulties, disabilities or those that need mentoring support to help them complete their qualification and achieve their learning goals [Inclusion Needs Client Guide \(v1 April 21\)](#)

Inclusion and Diversity Needs Support is a key element of Kaplan's mission of removing barriers and raising achievement for everyone to ensure learners are getting the correct support. To ensure the correct support is in place, all apprentices that have declared their learning needs during the induction call or after will complete the [Inclusion Needs Questionnaire](#) as part of the Inclusion and Diversity process.

## Objectives

- to ensure that we are aware of learners who may require additional support or access arrangements
- to ensure that learners with additional learning needs and disabilities are able to access all learning materials and teaching is differentiated where possible
- to ensure that resources such as assistive technology is available to promote independent learning
- to ensure that learners express their views and are fully involved in decisions which affect their learning
- to meet the training needs of all staff involved with learners who have support needs

## Identification of Support Needs

It is the learners responsibilities to declare any special educational needs and disabilities, this can be done through the following methods

- Self-referral (on an application form, or at induction, or throughout their programme of study)
- Relevant outside agencies referrals, including previous school, College or other educational provider
- Consultation with Talent coaches or academic tutors
- Disability Support Allowance applications (please ensure you inform Kaplan about your application during induction)

## Summary of Roles & Responsibilities

- Talent Coach to complete Inclusion Needs referral form as soon as they have the knowledge of a learner requiring additional support
- Quality Improvement Officer to input all Inclusion Needs related on the necessary documentation and inform Inclusion and Diversity Coordinator
- Inclusion and Diversity Coordinator to make contact with learner as soon as the need becomes apparent and set up a meeting to discuss provisions to be put in place
- Inclusion and Diversity Coordinator to create support plan for those learners that have requested it
- Inclusion and Diversity Coordinator to monitor/review progress of those with support plans
- Inclusion and Diversity Coordinator to support learner with exam access arrangements which should be reflected by their normal way of working

Non disclosure: Many students will not disclose an additional learning need upon enrolment and often this only becomes apparent at some point during their time studying with us. If this is the case, the member of staff who has identified the Inclusion needs with the learner must complete either an [apprentice student referral form](#) or a [student referral form](#). Remember that any such information should be treated confidentially and with sensitivity. Again, the learners will have to give permission to allow academic staff access to this information.

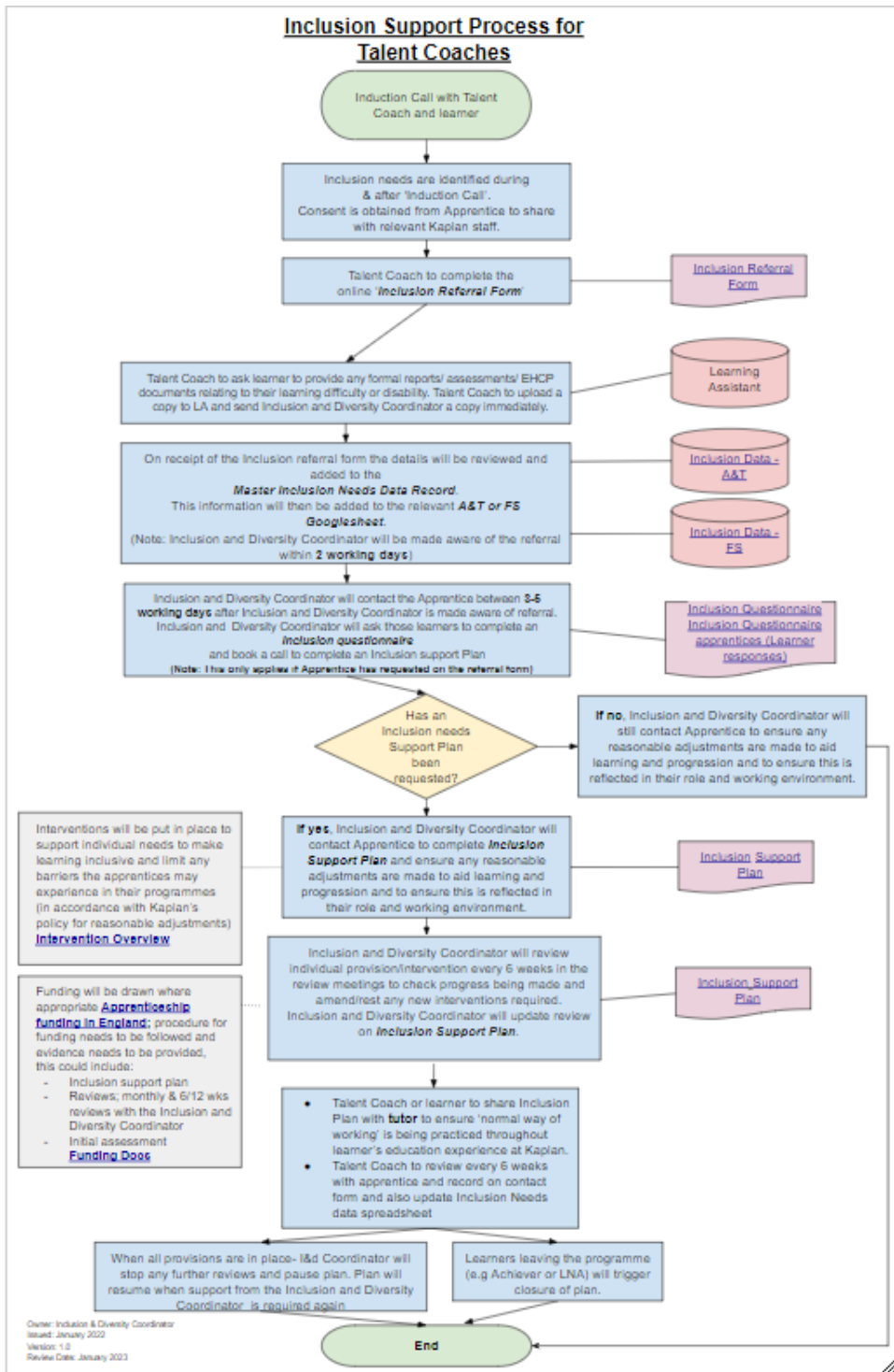
## Reporting Concern & Complaints

Given the sensitive nature of the issues surrounding learners with support needs, any learner with a specific concern or complaint relating to the provision of support is welcome to address these directly to our Inclusion and Diversity Coordinator who will note any complaints and arrange a suitable follow up meeting to discuss the situation. If this does not solve the issue or allay the complaint, then the learner is welcome to follow the procedures in the Complaints Policy found in the terms of conditions:

<https://kaplan.co.uk/about/terms-conditions#annex-1-complaints-policy/>

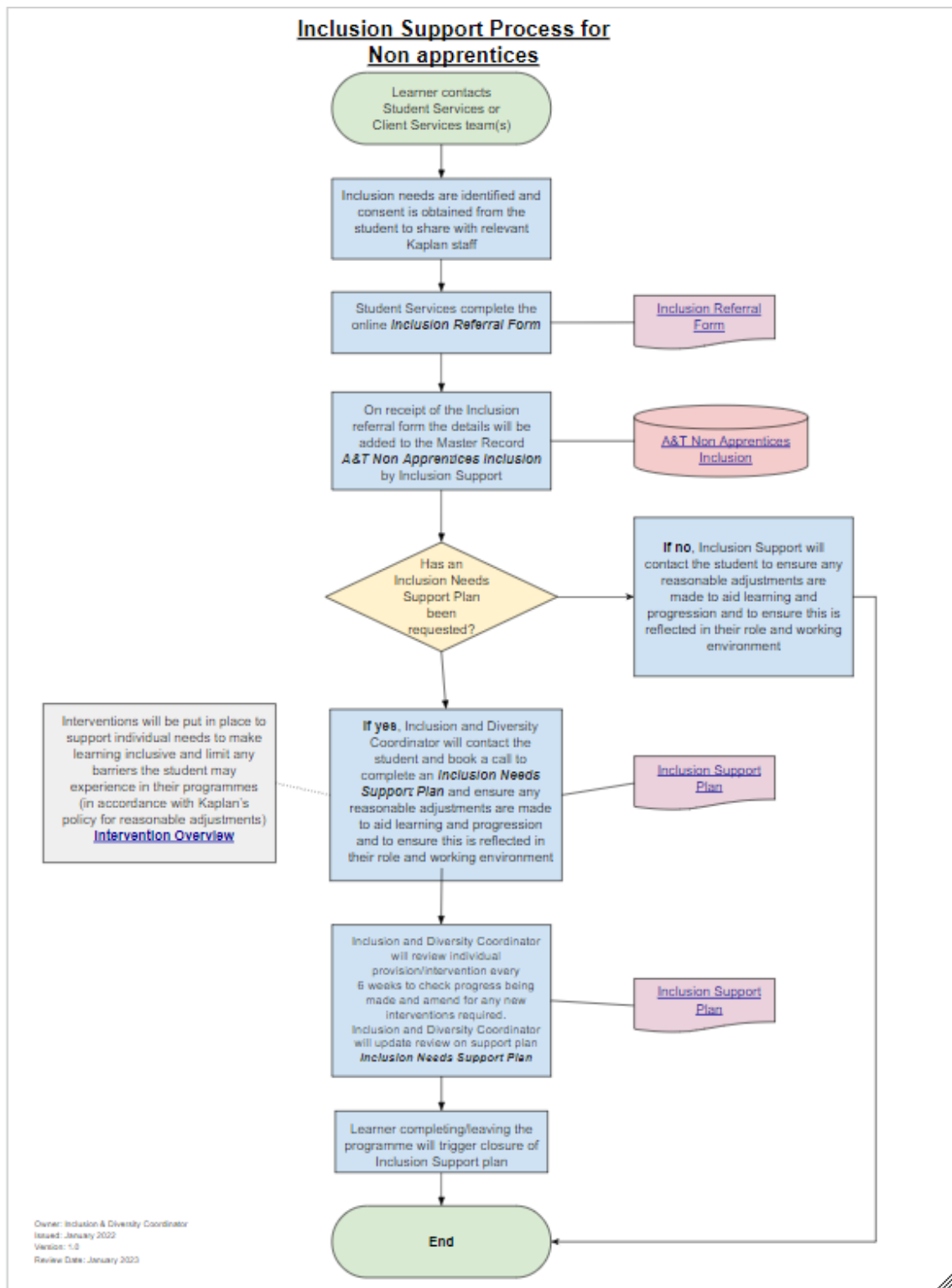
# Appendix 1 – Inclusion and Diversity Process/Overview for apprentices

Learner applies to Kaplan for an apprentice course and declares their support needs at induction.



# Appendix 2 – Inclusion and Diversity Process/Overview for non apprentices

Learner applies to the Kaplan for a course and declares their support needs to student services or client services



# Appendix 3 – Inclusion and Diversity questionnaire & Support Plan & Appendix 4 Inclusion and Diversity Referral Forms

## Inclusion Needs Questionnaire

Learner is referred to the Inclusion and Diversity Coordinator and completes the Inclusion and Diversity questionnaire to give more background information regarding ALN.

[Inclusion Needs Questionnaire link](#)

## Inclusion Needs Support Plan

Learner completes Inclusion and Diversity questionnaire, Inclusion and Diversity Coordinator invites learner, talent coach, line manager, career coach and parents if applicable to attend an initial support plan meeting to establish what additional support/provision the learner has in place or would like to be in place to make their apprenticeship more inclusive.

[W support plan template apprentice](#)

**The following will be discussed in the meeting:**

- **background information regarding their diagnosis**
- **barriers they are facing due to their needs**
- **formal reports/assessments or letters from doctors**
- **Support they are receiving at work, including work based assessments**
- **Exam access arrangements, mock exams, EPA, adapted materials...**
- **long term goals**
- **strengths/accomplishments**
- **Learner voice**
- **review preference**

## Inclusion Needs referral for apprentices

Talent coaches will complete this form at induction when the learner declares additional learning needs or disability. Talent coaches will also complete this form if the learner is identified as having additional learning needs later on the apprenticeship. The referral will enable the learner to be added to the Inclusion and Diversity data tracker (register) and for the Inclusion and Diversity Coordinator to make contact to discuss further support

[Inclusion and Diversity referral form apprentices](#)



## **Inclusion and Diversity referral for non apprentices**

Student services or Client services will complete an inclusion needs referral form for non apprentice learners (fee paying) when a learner contacts them and declares an additional learning need or disability. This will enable the Inclusion and Diversity Coordinator or the inclusion and diversity support assistant to add the learner to the Inclusion needs tracker for non apprentices. The Inclusion and diversity support assistant will make initial contact with the learner and refer them to the Inclusion and Diversity Coordinator if a support plan is required.

### **[Inclusion and Diversity Process non apprentice](#)**