



# Study Support & Wellbeing Review Policy

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## **1.0 Introduction**

### **1.1 Purpose**

Innovate Learning Centre CIC recognises the critical importance of supporting learner wellbeing and providing robust academic support throughout their educational journey. This policy outlines the institution's approach to ensuring all learners have equitable access to success.

### **1.2 Scope**

This policy applies to all learners enrolled in programmes offered by Innovate Learning Centre CIC, including both on-site and remote learning contexts.

## **2.0 Guiding Principles**

### **2.1 Holistic Support**

Support mechanisms are designed to address academic, emotional, social, and psychological dimensions of learning.

### **2.2 Inclusivity and Equity**

All support services are accessible to every learner, irrespective of background, ability, or individual need.

### **2.3 Confidentiality**

Wellbeing and support services are delivered in a manner that respects learners' privacy, dignity, and autonomy.

## **3.0 Study Support Services**

### **3.1 Academic Mentoring**

Qualified tutors and mentors provide structured academic guidance, assignment planning, and study skills coaching.

### **3.2 Learning Needs Assessment**

Upon enrolment or by request, learners can access assessments to identify additional learning needs and receive tailored support plans.

### **3.3 Access to Resources**

All learners are provided with access to digital libraries, learning materials, and assistive technologies as appropriate.

## **4.0 Wellbeing Initiatives**

### **4.1 Mental Health Support**

Learners can access internal mental health champions or be signposted to external counselling or therapy services.

#### **4.2 Physical Wellbeing**

Information and encouragement regarding healthy lifestyles, exercise, and nutrition are integrated into student life.

#### **4.3 Pastoral Support**

Wellbeing officers are available to provide one-to-one support, help manage stress, and support learners in crisis.

## **5.0 Monitoring and Review**

### **5.1 Individual Progress Reviews**

Learners' academic and personal progress is reviewed regularly. Any issues are addressed with tailored interventions.

### **5.2 Feedback and Surveys**

Anonymous learner feedback is collected termly to evaluate the effectiveness of support services.

### **5.3 Early Intervention**

Indicators of disengagement or struggle are monitored to ensure timely outreach and support is offered.

## **6.0 Staff Responsibilities**

### **6.1 Tutors and Assessors**

Expected to identify learners who require support and liaise with internal wellbeing teams to initiate action.

### **6.2 Support Teams**

Deliver structured interventions and follow-up plans based on individual needs assessments.

### **6.3 Centre Leadership**

Ensure systems and resourcing are in place to maintain a supportive environment and remove barriers to success.

## **7.0 Collaboration and Partnership**

### **7.1 Parents and Guardians**

Where appropriate, families are involved in support planning, particularly for young or vulnerable learners.

## **7.2 External Agencies**

We collaborate with local health services, educational psychologists, and community organisations to ensure wraparound support.

## **7.3 Peer Support**

Peer mentoring schemes and group sessions are encouraged to build a supportive and inclusive learning culture.

# **8.0 Evaluation and Continuous Improvement**

## **8.1 Annual Review**

This policy is reviewed annually with input from staff, learners, and safeguarding representatives.

## **8.2 Strategic Planning**

Findings from support evaluations are fed into strategic planning and quality assurance processes.

## **8.3 Learner Success**

The ultimate goal of all support services is to foster learner success, wellbeing, confidence, and independence.