

Teagasc Learner Support Policy

Address Queries to	Head of CDSU
Published on www.teagasc.ie	Yes
Next Review Date	2027
Approved by Teagasc Academic Council	09/04/2025

1. Purpose of the Policy

Teagasc is committed to providing support to all learners to enhance their learner journey and to afford them the best possible chance to complete their programme of study successfully. This policy sets out the principles of support for learners within Teagasc aligned with best practice.

2. Applicability

This policy applies to all learners enrolled on Teagasc education and training programmes. It provides information and guidance for staff and learners.

The policy will be:

- Published on the Teagasc public website and referenced in documents where relevant.

This policy and related procedures should not be implemented in isolation, rather it should be considered as part of a suite of Teagasc education policies.

3. Policy Statement

Teagasc Learner Support Policy:

Teagasc will endeavour to support learners in their learning journey in an accessible and open way, using an impartial and an equitable approach. Teagasc will do so in a caring and confidential manner within the bounds of reasonable accommodation.

Principles underlying this policy

The following principles for learner support guide our interactions with all learners on their learning journey with Teagasc Education from applicant to alumnus.

Accessibility and Openness

- Teagasc will provide equivalent access to support facilities to all learners regardless of their programme, ability, location, mode of study or life circumstances.
- Staff will provide clear information and opportunities for learners to seek support and guidance.
- Staff who become aware, or are made aware, of a learner difficulty in their engagement on their academic programme, will proactively support the learner.

- Teagasc seeks to actively engage learners through learner representation and feedback.
- Learner Support Staff (National Learner Support Specialist and Access Officers/ Learner Support Officers) are represented in strategic and operational decision-making.
- Teagasc will include “Capacity to succeed” indicative statement at course and programme level where relevant to guide applicants and staff ensuring the best chance of completing the programme.

Impartiality and Equitable Treatment

- Learner support is provided to learners on the basis of need within the bounds of reasonable accommodation.

Caring

- Staff will offer guidance, support and information where required.
- Learner support includes support of learning.

Confidentiality

- Teagasc will operate within General Data Protection Regulations (GDPR).

Teagasc education will interpret this policy in a manner that welcomes diversity, respects the dignity of all persons involved, promotes equal opportunities for learners to develop their full potential, and ensures a positive student experience.

Teagasc education will in implementing this policy, consider what support may be offered to learners. Learners will be provided with information on the range of supports available and encouraged to seek support.

4. Procedures that Support this Policy

- a) Procedures related to this policy are accessible via the Teagasc Education homepage <https://www.teagasc.ie/education/>.
- b) Staff delivering Teagasc training programmes must be aware of this policy, and implement its procedures.
- c) At the start of Teagasc programmes, learners must be made aware of this policy, its procedures and impacts.
- d) This policy will be reviewed in line with best practice.
- e) Procedures will be cognisant of relevant current legislation, best practice guides and charters.

5. Definitions and Terms

QQI	Quality and Qualifications Ireland (www.qqi.ie)
Learner	Any person registered on a Teagasc education programme
Learner Support	Providing support to learners, to enable them to reach their potential, while removing barriers which may prevent learning.
Reasonable accommodation	Allowances that enable students to demonstrate and achieve their potential, without conferring any advantage over others, which increases access and participation in learning within the bounds of available resources.
Access Officer / Learning Support Officer	Dedicated staff member responsible for supporting learners at any centre delivering a Teagasc education programme.