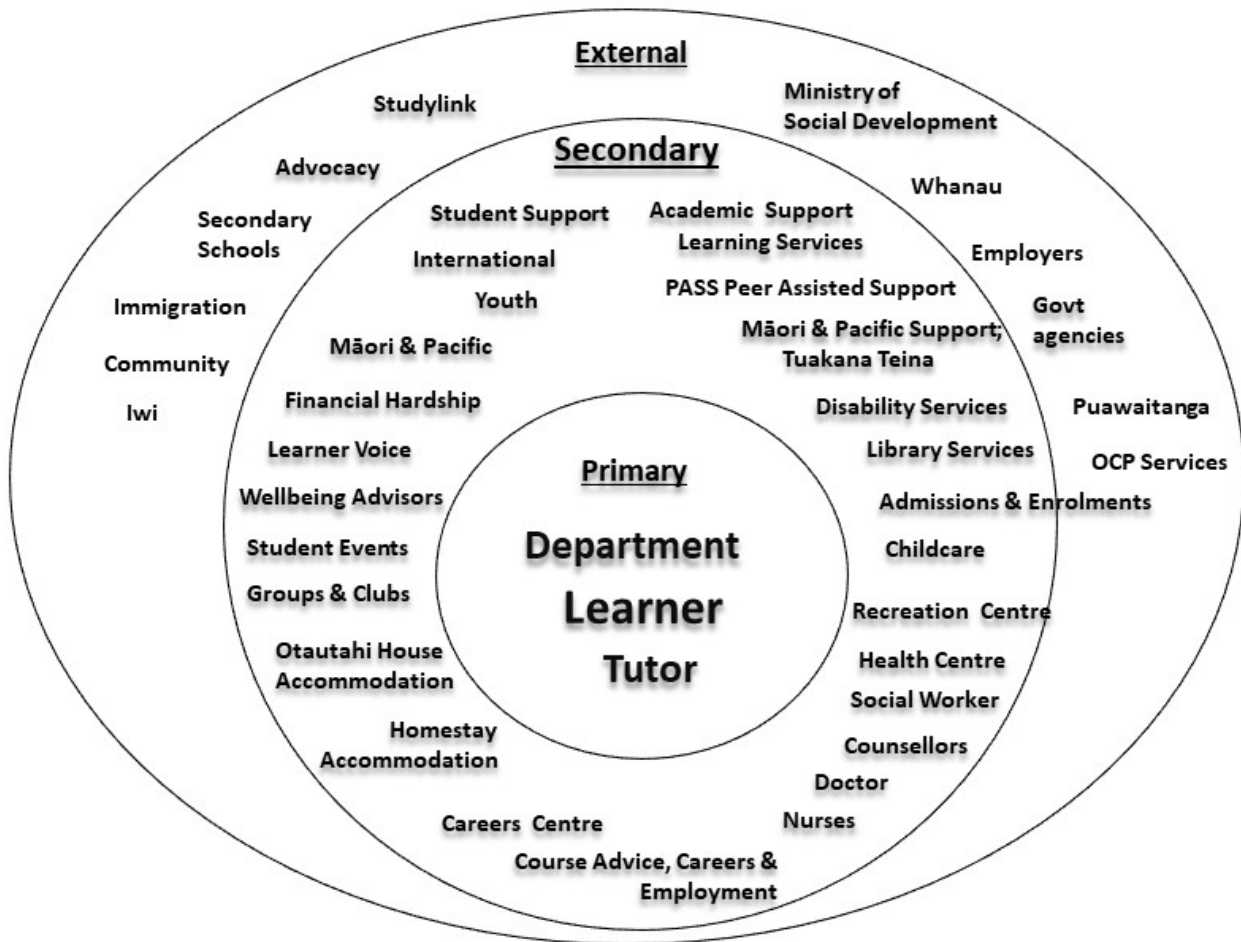


Learner Support at Ara Institute of Canterbury Ltd

The model below affirms the role of the academic staff member/tutor as having the responsibility for designing the learning experience and holding the primary duty of care for the learner.



Primary Support

Primary support is the first point of contact a learner makes once enrolment is complete and will involve **listening to the learner, clarifying what support/information/action the learner wants and facilitating access to the next stage.**

Primary support will usually be provided by clearly identified programme academic staff. Academic staff are responsible for designing and supporting the learning experience including learner classroom/learning space supervision, monitoring attendance where relevant, ensuring the understanding and submission of assessments, academic progress monitoring and reporting. Academic staff are supported by secondary support services where the learner requires additional support.

Secondary Support

Secondary Support is all of the Ara Institute of Canterbury Ltd¹ services beyond the programme staff, who provide a wide range of transactional or transformational support to learners. This may include department staff support, Library, Learning Services, Disability Services, Admissions and Enrolments, Health Centre, Recreation Centre, Careers Centre, Student Support, and targeted group learner support.

Student Advisors/Kaitaunaki are staff who are employed to provide support to a target group or for an identified area such as Māori and Pacific, or Hardship. The role may include:

- Support learners and staff in matters arising from the usual educational processes provided through primary support
- Regular learner contact
- Culturally tailored and relevant liaison and support
- Networking and liaison with Ara staff, secondary schools, whanau, employers, immigration, churches, community and government agencies
- Progress monitoring
- Encouragement to raise standards
- Acknowledgement of achievement
- Target group event coordination
- Contract specified compliance matters including reporting requirements
- Participation in selection programme planning
- Working with academic staff in relation to behavioural management and expectations
- Provide a confidential welfare, **advisory and referral service** to all enrolled learners on a range of issues relating to learner progress and personal wellbeing
- Act as a first point of contact by a range of channels for any current learner wanting advice/information/assistance with any aspect of life
- Participate in, co-ordinate or facilitate case management as necessary
- Follow up referrals regarding action and outcome and record all action and contracts within the appropriate service record system
- Advise learners on complaint and grievance processes and other institutional processes and assist them in these services
- Develop and maintain effective relationships and networks with service providers (internal and external) and liaise effectively across the institution with all relevant staff

External Support

External Support includes all networks and supports that are made available to learners via Ara and which are independent of Ara such as the Student Advocate, Citizens Advice, Study Link, Ministry of Social Development, OCP and Puāwaitanga counselling services.

¹ From herein referred to as Ara