



Document Title	LSU PROVISION OF ADDITIONAL SUPPORT PROCESS			Page 1 of 4
Document Number	246	Document Revision	A	Date Issued 10/3/20

SECTION A: GENERAL INFORMATION

1	Document category	Procedure		
2	Document approver	Col		
3	Minimum list of document users to be notified upon release of document update	Deputy Principals, Directors, Deputy Directors, Academic Staff		
4	Document change history			
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Continuous Improvement

*Procedures are meant to be 'living' documents that need to be followed, implemented and maintained. If the procedure does not reflect the current, correct work practice, it needs to be updated! Contact your Document Controller on Ext 7121 **today**. !*



Document Title	LSU PROVISION OF ADDITIONAL SUPPORT PROCESS			Page 2 of 4	
Document Number	246	Document Revision	A	Date Issued	10/3/20

1. PURPOSE OF DOCUMENT

1.1. The purpose of this document is to describe the process for the Provision of Additional Support, to MCAST full-time and part-time students, managed by the MCAST Learning Support Unit (LSU).

2. INTRODUCTION - THE LSU ADDITIONAL SUPPORT

2.1. The LSU supports MCAST learners to acquire the necessary academic and transversal skills to become autonomous, independent learners.

2.2. This is done through additional support which is provided throughout the Academic year in collaboration with MCAST Institutes.

2.3. The LSU assists learners in (but not limited to) the following areas:

- Key Skills: Mathematics, Maltese, English, IT, Science, Maltese as Foreign Language etc.
- Learning Skills: Assignment help, Organisational skills, Time Management, Study skills, etc.

2.4. The Additional Support programme is very flexible and is tailored to the needs of the individual learner. In view of this, learners who require any form of academic support (even if for something which is not listed above) are encouraged to approach the Learning Support Unit, and request assistance.

3. REQUESTING ADDITIONAL SUPPORT

3.1. Requests for additional support may be submitted to the Learning Support Unit by:

- The Learner
- The Institute
- The Lecturer

3.2. Following the request for support, the LSU Administration will ask the learner to fill in the LSU Additional Support Application / Referral Form (DOC 245) in which s/he is to provide his/her personal details and the subject or area in which s/he requires additional assistance.

3.3. The Learner is to submit the filled-in form to the LSU Administration together with a copy of his/her personal time table.

4. ANALYSIS OF REQUESTS FOR ADDITIONAL SUPPORT

4.1. Applications for additional support will be analysed by the LSU Administration.

4.2. Depending on the nature of the case/request, the LSU administration will assign the learner to one of its Lecturers or Learning Support Educators where possible.



Document Title	LSU PROVISION OF ADDITIONAL SUPPORT PROCESS			Page 3 of 4	
Document Number	246	Document Revision	A	Date Issued	10/3/20

- 4.3. Additional Support sessions will be planned according to the learner's and the lecturer's availability based on the timetable provided to the LSU administration with the application for additional support.
- 4.4. Additional Support sessions may be held either as one to one sessions or in small groups. This will depend on a number of factors including (but not limited to): the nature of the subject and/or subject area; learners' availability; and the learner's competence in the subject.
- 4.5. Once this exercise is complete, the LSU Administration will notify the learner (either via email or phone) of his/her acceptance and provide him/her with the date of his/her first Additional Support Session.
- 4.6. Institute Administration and any referees are to be informed of the support assigned to the student.

5. FOLLOWING THE ADDITIONAL SUPPORT SESSIONS

- 5.1. The first session of the Additional Support Programme is usually an introductory session where the lecturer gauges the learner's level of difficulty in the subject
- 5.2. Once registered in the Additional Support Programme, learners will be expected to attend the sessions set out for them in their timetable.
- 5.3. Attendance to Additional Support Sessions is voluntary and therefore, it does not fall under the MCAST attendance policy and does not affect student stipend.
- 5.4. Learners who fail to attend three consecutive Additional Support Sessions without justification will be contacted by the LSU Administration and requested to provide an explanation. The LSU Administration may decide to stop the provision of Additional Support Sessions if the reasons provided are not justified.
- 5.5. The duration of the Additional Support Programme will vary on a case by case basis. Learners may be expected to attend for the sessions on a yearly basis, whilst others may need to attend sessions in specific periods of the semester as agreed upon registration to the programme, and based on the needs of the individual learner. This will be clearly communicated to the learner.

6. LEARNER PROGRESS

- 6.1. Learner progress is monitored by the LSU Lecturer and sessions are planned and adjusted accordingly
- 6.2. LSU Lecturers are to keep a record of students' attendance and progress and present attendance on a monthly basis to the LSU Administration. Institute Directors may ask LSU lecturers about the student's attendance and progress.
- 6.3. Institutes are to collaborate with LSU with the material required to provide better support to the student.



Document Title	LSU PROVISION OF ADDITIONAL SUPPORT PROCESS			Page 4 of 4	
Document Number	246	Document Revision	A	Date Issued	10/3/20

7. REFERENCE DOCUMENTS

7.1. LSU Additional Support Application Form (DOC 245)