

GTI Support Procedure: Managing Advising Process

1. Purpose

GTI is committed to supporting all Trainees' learning and enhancing their experience by effective advising and mentoring. This includes academic advising, learning difficulties, attendance, mentoring or any other issues. The aim of this process is to enhance the Trainee experience, improve Trainees' academic success, encourage them to prepare for employment and careers by helping them clarify their goals, and promote a sense of commitment to their life-long learning.

The purpose of this procedure is to outline the advising process including advisor allocation, training, scheduling and conducting meetings and reporting.

2. Related Documents (Rules, Guidelines, Flowcharts, Forms)

- Support Form
- Assessment moderation

3. Procedures

Awareness about Support & guidance

Step	Responsible	Outcome	Location (Optional)
<p>1. Organise induction programme and training for all learners and trainers <u>at the beginning of each course</u>.</p> <p>Programme includes:</p> <ul style="list-style-type: none"> • Intro to support • Related policies, procedures and guidelines • Role of the trainer and other staff • Programme and major structure update (discipline specific training). 	Quality Specialist	Induction programme for trainers and learners	Induction Presentation/ Trainers Guide

Conducting Meetings

Step	Responsible	Outcome	Location (Optional)
1. Allocate any opportunities for support and guidance among learners.	Quality Specialist/ Trainers	Information shared with Business Development Manager	Email/ Support Form
2. Ensure to carry meetings with learners	Quality Specialist	Meetings planned/carried out.	Filled Support Form
3. Conduct meeting and document meeting dates and any concerns or agreement plans in the training file	Quality Specialist	Learners advising records updated	Course Files
4. Send serious supported cases to Business Development Manager for further actions.	Quality Specialist/ Business Development Manager	Updated records	minutes of meeting

4. Application

People:

- All GTI enrolled Trainee
- All GTI Trainers, Receptionist & Quality Specialist

Processes:

- Learning support
- Career support

5. Key Dates

Guideline: Support & Guidance

Purpose

The purpose of developing this guidelines is:

1. To assist Trainees in developing learning plans that are consistent with their life goals.
2. To provide Trainees with accurate information about academic progression and qualification requirements.
3. To assist Trainees in understanding GTI policies and procedures.
4. To help Trainees access GTI resources that will enhance their ability to be successful.
5. To assist Trainees in overcoming learning and personal problems.
6. To review and use available data about Trainees' learning needs, aspirations and problems.
7. To increase Trainee retention by providing a personal contact that Trainees often need and request, thereby connecting them to the institute.

Support & Guidance Meetings

- Support & guidance may take the form of 1:1 meeting with the individual trainees or groups.
- Trainee need to meet with their trainers/ or advisors as allocated by GTI as necessary.
- Every learner shall be assigned 10 to 15 minutes of guidance when ever needed.
- All support and guidance session must be recorded in the support forms.

Documentation System

- All supporting documents shall be saved in the course files regularly after each meeting.
- In case of confidential cases, the documents will be saved in a secure restricted access to the Quality Specialist, Receptionist and support Staff only.