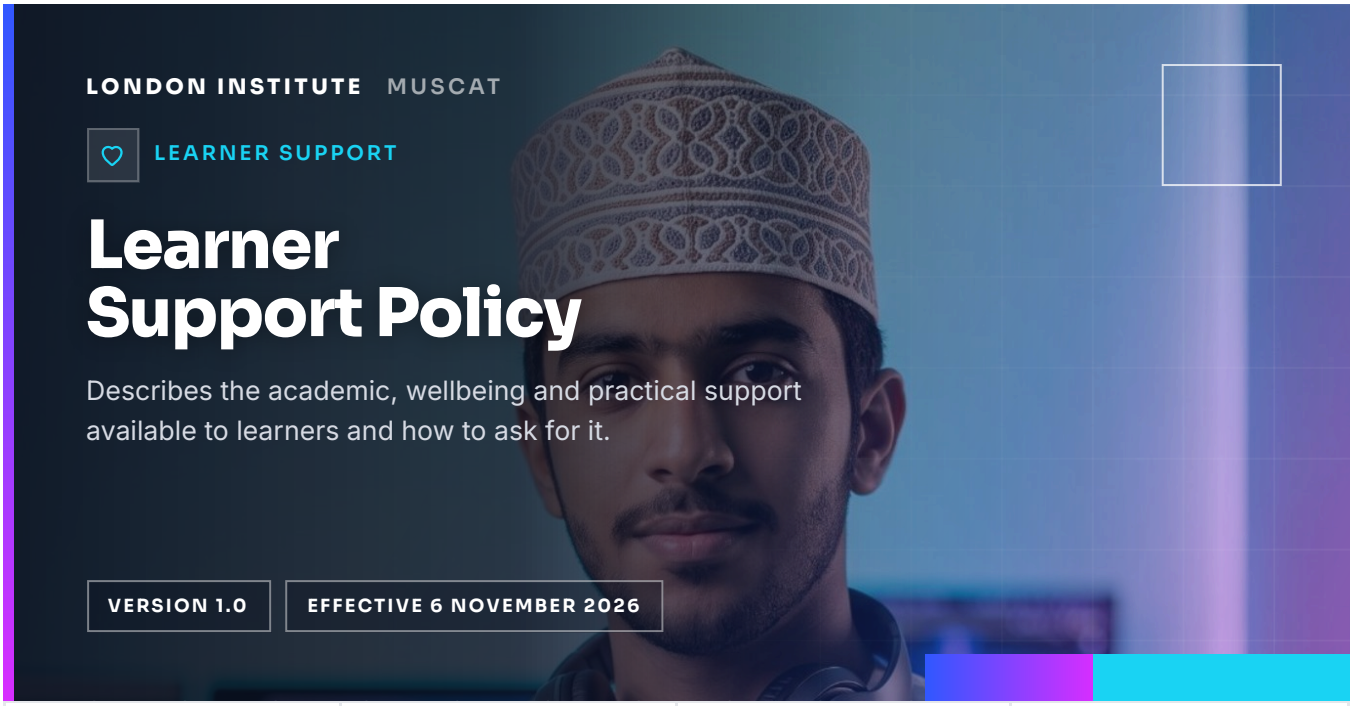


LONDON INSTITUTE MUSCAT

LEARNER SUPPORT

Learner Support Policy

Describes the academic, wellbeing and practical support available to learners and how to ask for it.

VERSION 1.0 | EFFECTIVE 6 NOVEMBER 2026

DOCUMENT	LONDON INSTITUTE VERSION	INTERNAL APPROVAL	EFFECTIVE DATE
Learner Support Policy	1.0	Mr. Issa Al Azri, Head of Centre	6 November 2026
POLICY OWNER	**AUDIENCE**	**NEXT REVIEW**	**CENTRE**
Head of Centre	Learners, parents and staff	November 2027	Al Nahda Training Institute LLC, trading as London Institute

01 Our commitment

London Institute supports every learner to stay on their programme, achieve their qualification and progress to further study or work. Support starts before enrolment and continues until the learner completes.

02 Before you start

- Clear, accurate information about programmes, entry requirements, fees and progression.
- Information, advice and guidance so that each learner joins the right programme and level.
- An initial assessment of English, digital skills and any support needs.
- An induction covering the programme, timetable, assessment, the Learner Handbook, academic integrity, appeals, complaints and safeguarding.

03 Support while you study

TYPE OF SUPPORT	WHAT IT INCLUDES	HOW TO GET IT
Personal tutor	Regular one-to-one reviews of progress, attendance and targets.	Assigned at induction.
Academic skills	Help with study skills, referencing, academic writing and English language.	Ask your tutor or book a session.
Assessment support	Reasonable adjustments and extensions where needed.	See the Reasonable Adjustments and Special Consideration Policy.
Wellbeing	A confidential first conversation with a trained member of staff and referral to specialist services where needed.	Speak to your tutor or any member of staff.
Careers and progression	Guidance on university applications, employment and next steps.	Ask your tutor.
Practical matters	Timetables, fee instalments, letters and certificates.	Contact Admissions.

04 Attendance and progress

We monitor attendance and progress. If a learner's attendance falls or work is missed, the tutor will make contact to understand why and agree a support plan. For learners under 18, parents or guardians are kept informed.

05 Confidentiality

Information that learners share about their needs is handled sensitively and shared only with staff who need it to provide support, in line with Oman's Personal Data Protection Law (Royal Decree No. 6/2022). Confidentiality cannot be kept where someone is at risk of harm; in that case the Safeguarding Policy applies.

06 Equality

Support is available to all learners regardless of nationality, gender, religion, disability or background. We make reasonable adjustments so that every learner can take part fully.

07 Feedback

We ask learners for feedback each term and use it to improve support. Concerns about support can be raised informally with a tutor or through the Learner Complaints Procedure.

DOCUMENT HISTORY	Version 1.0 — internally approved by Mr. Issa Al Azri, Head of Centre. Effective 6 November 2026.