



Policy Number STU 009

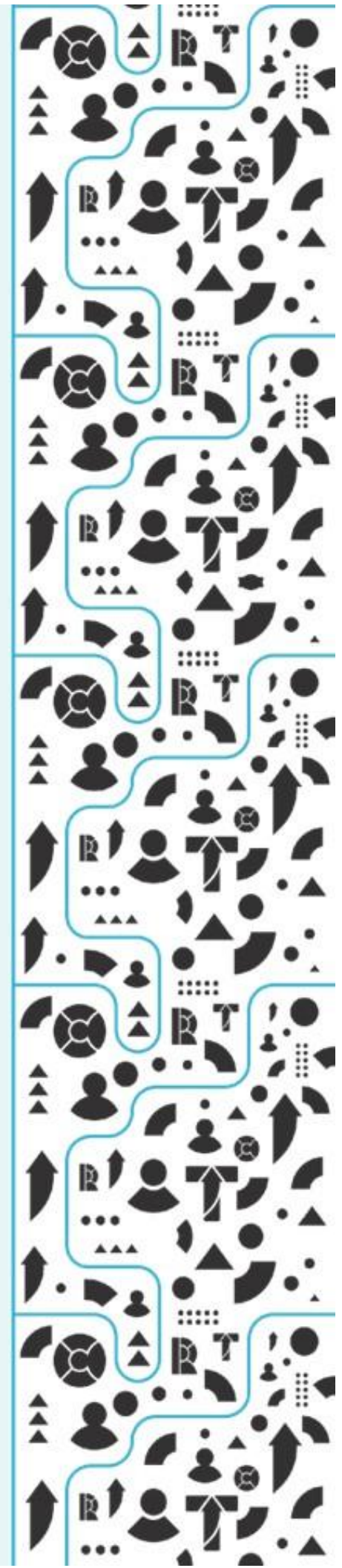
Trainee and Student

Support Services Policy

6<sup>th</sup> Cycle Amendment

Issued June 6<sup>th</sup> 2025

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**Trainee & Student Support Services Policy**

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## 1. Introduction

ThinkTalent is committed to ensuring that all trainees and students are supported throughout their learning journey. This Trainee & Student Support Services Policy forms part of the institutional Quality Assurance Framework and reflects the requirements of the Malta Further and Higher Education Authority (MFHEA), OTHM, and international best practices. It outlines the services, structures, and procedures that guarantee students equal access to resources, guidance, and pastoral care in line with our mission to inspire and empower individuals to achieve their full potential.

## 2. Scope

This policy applies to all accredited and non-accredited programmes delivered under ThinkTalent Ltd, both B2B and B2C, and extends to all learners, regardless of their background, personal circumstances, or learning mode (face-to-face, blended, or online).

## 3. Principles

**\*\*Accessibility\*\***: All students are entitled to fair access to learning resources, facilities, and support services.

**\*\*Equity & Inclusion\*\***: Support is tailored to meet the needs of diverse learners, including those with disabilities or special circumstances.

**\*\*Confidentiality\*\***: All personal information is treated with strict confidentiality in line with GDPR requirements.

**\*\*Student-Centred\*\***: Services are designed to place the learner at the heart of the educational experience.

**\*\*Continuous Improvement\*\***: Student support systems are regularly reviewed to ensure effectiveness and compliance with QA standards.

## 4. Induction & Orientation

All new students undergo a formal induction programme which introduces them to ThinkTalent, its premises, online systems (LMS/CRM), policies, and available support services. Induction sessions cover programme requirements, assessment procedures, student rights and obligations, and the complaints and appeals processes.

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## 5. Academic Support

ThinkTalent provides academic support through assigned trainers and coaches who act as academic tutors. Academic support includes guidance on coursework and assessments, study skills, access to supplementary learning resources, and constructive feedback. The Learning Management System (LMS) provides access to course content, submission portals, feedback, and communication tools to facilitate learning.

## 6. Student Services

The Student Support Office, managed by the Training Operations Manager and Executive Administrator, provides administrative and personal support services. These include:

- Assistance with registration, programme logistics, and documentation.
- Advice on funding schemes, scholarships, or corporate sponsorships.
- Pastoral care and guidance for students experiencing personal or professional challenges.
- Liaison with trainers regarding student progress and additional needs.
- Coordinating access to supplementary reading material and digital resource libraries.
- Facilitating peer learning, networking, and student community engagement activities.

## 7. Support for Students with Varying Abilities & Backgrounds

ThinkTalent is committed to inclusive education. Trainers are required to apply the Inclusive Training Policy, which ensures:

- Differentiated instruction tailored to different learning styles and abilities.
- Accessibility of physical spaces and digital materials.
- Culturally relevant teaching practices that reflect student diversity.
- Reasonable adjustments for students with disabilities, health conditions, or language barriers.

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## 8. Counselling & Wellbeing

ThinkTalent promotes the wellbeing of its students by ensuring access to:

Confidential counselling and referral to professional services when needed.  
Workshops on resilience, stress management, and personal development.  
Support groups and wellbeing initiatives as part of extracurricular activities.

The welfare of students is a top priority, and wellbeing is monitored through feedback forms, one-to-one meetings, and dedicated support sessions.

## 9. Communication & Feedback

Communication with students is facilitated through multiple channels, including email, LMS announcements, and support meetings. Students are encouraged to provide feedback through structured feedback forms, surveys, and informal sessions. Feedback is reviewed by the QA Committee and used to improve services and programme delivery.

## 10. Complaints & Appeals

Students who experience difficulties with student services or support may follow the institutional complaints procedure. Complaints can be raised informally with a staff member, formally to the Student Support Office, and, if unresolved, escalated to the Head of Institute. Appeals regarding assessment results or student services decisions are processed in line with the Complaints Policy and QA Policy framework.

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## **11. Responsibilities & Monitoring**

The QA Director and Head of Institute oversee the effectiveness of student services. The Student Support Office (Training Operations Manager and Executive Administrator) manages day-to-day services. All staff and trainers share responsibility for fostering a supportive, inclusive, and professional learning environment.

Effectiveness is monitored through:  
Regular QA Committee reviews.

Student feedback and satisfaction surveys.  
Monitoring student progress, retention, and completion rates.  
Compliance with MFHEA standards and international accreditation requirements.

## **12. Policy Review**

This policy will be reviewed annually as part of the QA cycle or earlier if significant regulatory or institutional changes occur. Amendments are approved by the Executive Director and QA Director.

## **13. Conclusion**

Through this Trainee & Student Support Services Policy, ThinkTalent reaffirms its commitment to placing students at the heart of its operations. By providing robust support structures, accessible resources, and a learner-centred environment, the institution ensures that every student has the opportunity to succeed academically, professionally, and personally.

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