



Leader as Coach/Mentor programme

Student Learning Support Policy and Procedures

1. Background

White Willow Partners Limited is a small HR consulting firm specialising in delivery of coaching and coaching supervision services. We seek to provide a supportive learning environment that is responsive to individual learner needs and the needs of their organisation.

It is a minimum criterion for any programme delivered that the learner is fluent in English language. We recognise that some learners participating in programmes may have English as a second language, used primarily for business purposes. These individuals should still be able to participate in the programmes as they will be able to maintain a level of learning across all activities, like native speakers. Those learners who don't possess a fluent, business level of English language, will be consulted on a case-by-case basis to explore their specific needs during the programme and we will

This document outlines the academic support available to all learners of the programme.

2. Scope of Policy

This policy is intended to provide those involved with delivering the programme, completing the programme, with information regarding the facilities and resources that are available to learners to support them during the programme.

The policy also outlines the expectations and responsibilities of those delivering any element of the programme, to identify learners with learning support needs and to direct them to or provide them with appropriate resources. This will be discussed with learner, client, and client organisation to agree additional support needs.

3. Learner commitment

The learner enters a commitment to fully participate in the programme upon agreeing to a place. This commitment is supported by the client, client organisation. Any need identified to be absent from an element of the learning needs to be discussed between the learner, client, and us to agree the best way to catch up on learning. Support required will be discussed and agreed at this three-way meeting.

The learner is required to contact us if they're going to be late to a session, unable to complete a learning activity to avoid disturbing other learners in the programme. Arrangements will be made by us with the learner to help them catch up.

4. Supporting learners

Programme facilitators, coaches and coach supervisors will be on hand to provide support to all learners. This can be delivered during the scheduled learning activities, via pre-organised time or e-support available Monday-Friday 09.00-17.00 (BST) through us. Contact details will be provided as part of the welcome materials provided to learners.

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Attendance will be monitored at all sessions, if attendance is missed (without prior approval as outlined in section 3), absences will be reported to client/client organisation. Additional back fill of time may incur additional cost to the client organisation.

Students who fail to attend programme regularly and/or who fail to complete learning activities in a timely manner will also be reported to the client/client organisation.

If this problem persists a discussion with the learner, client, client organisation will take place to agree next steps. The outcome of this decision will be respected by us. If the problem continues after this intervention, it is at our discretion to remove the learner from the programme.

If a learner requests additional learning support, these requests should be familiar to the client/client organisation. Support will be provided by the client/client organisation or where possible we will support, subject to additional cost to be agreed.

5. Learning resources

During the programme, we will provide the learner with all the resources they will need to complete the programme, working to achieve external accreditation. There should not be any requirement on the learner to provide additional learning resources. However, the learner may want to complete additional learning around the topics covered in the programme and we can provide recommendations of additional resources they might want to consider.

If the client/client organisation wants to provide additional resources, to support their learners, we will agree these upfront and provide at cost to learners.

6. Feedback to learners

Throughout the programme, learners will receive feedback on the practice of coaching/mentoring by their peers, programme faculty. We will seek to encourage written feedback in all cases, this can be handed to the learner if programme is meeting in-person. However, where the learning is being completed virtually, feedback will need to be provided electronically.

We will follow our internal GDPR processes, will endeavour to follow those of the client/client organisation. All written feedback will only be collected for the purpose of sharing feedback with the learner and will then be destroyed immediately upon sharing with the learner, no further record will be kept.

7. Submission of learner materials for accreditation

The learner agrees for us to submit their learning materials/personal logs to the EMCC global for the purpose of gaining accreditation as a coach/mentor as set out in the programme manual.

We will review materials as a first gatekeeper and share feedback with the learner, should any additional information be required to support their application. Upon delivering outstanding actions we will submit information to the EMCC with recommendation for EIA accreditation as a Practitioner level coach/mentor.

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The EMCC reserves the right to independently assess and verify applications. Feedback on application will be shared with us, we will then cascade with the learner, client, and client organisation.

The learner has the right to appeal any decisions which don't approve their application for accreditation. We will review this appeal following the appeals process. We will discuss with all parties and act as appropriate.

8. Contact arrangements

The faculty team for each programme consists of:

- Facilitators
- Coach
- Coach supervisor
- Course administrator

We will provide a point of contact for all learners for the faculty team at the start of the programme. These will be updated should any details of the faculty team change.

We will also share learner contact details with the faculty team involved in the programme. It is understood the faculty team will contact learners only for matters arising and relating to this course.

The course administrator will be available during the office hours noted above, to support with administrative related questions to the programme and/or the external accreditation. If there is no one to take the query, a message service is available, and we will endeavour to get back to the learner within 1 working day.

Version control

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