

# Mentoring Process of Support

It is important that we are providing the high quality of support that is recognised by DSA QAG. In line with the DSA QAG audit process it is essential that we follow this process to ensure we can continue to deliver our recognised high standard of services

### On going

Timesheets and Progress Logs to be completed and signed at the end of each session.

**Availability and bookings** weekly emailed to felix@learningsupportcentre.com

# **New Student Referral**

- Email received with attached student referral information and support details.
- Mentor to contact student and arrange first session within 24hrs via phone & email.
- Mentoring support initial session guidance

## First session of academic year

Complete student workplan each year and submit and email to the office after 1st session

### Nov-Jan

#### **Rate your Support**

'Rate your Support Survey' to your students by last working day of January

### **Completed Students**

- Submit ALL student paperwork (Work plan's, Progress Logs to the office
- Discuss Access to work with Student.
- Inform office of students final grade

## **Contact Continuing students** at the start of next academic

year.

Liaise **deferrals** with the

### **April - May**

### **Mentoring Survey**

Distribute online or paper version to your students and submit to the office by last working day of May