



# Learner Guidance and Support Policy

<b>Version Control:</b>	<i>Prepared by:</i>	Gerhard van der Berg	<i>Document QMS Ref:</i>	SAGE/LDPP/001
	<i>Quality Controlled by:</i>	Ravin Rughoonandan	<i>Document Version:</i>	2019.01
	<i>Edited by:</i>	Gerhard van der Berg	<i>Next Review Date:</i>	01/10/2020
	<i>Review Date:</i>	19/07/2019	<i>Approval Date:</i>	20/08/2019
	<i>Approved By:</i>	Pragasen Moodley		

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## 1.1 Change Control

Version	Author of Change	Date	Details of Change
2019.01	Gerhard van der Berg	July 2019	Policy updated & amended to suit new organisation structure of Sage.

## 1.2 Record of Approvals

Level*	Committee Name	Date
1	Ravin Rughoonandan (Content Design Manager)	July 2019
2	Pragasen Moodley (Director, Learning Services AME)	July 2019
3	Candice Govender (Legal Director, AME)	July 2019
4	Pieter Bench (Executive Vice President, AME)	July 2019

\* Level of approval

# Learner Guidance and Support Policy

## 2.1 Scope

The scope of this document outlines the policy and procedure to be followed for:

- Learner support structures.

## 2.2 Philosophy

Sage's philosophy is to make provision for learner support needs.

## 2.3 Introduction

This policy document is designed to assist learners during their learning experiences.

## 2.4 Policy statement

This policy document is designed to assist learners during their learning experiences.

Sage's continued goal is to implement resilient learner support structures, internally and externally.

### 2.4.1 External Processes

The pre-learner support structure:

Description	Person Responsible	Frequency
<p>When learners enrol for a specific course, there are 2 means of receiving information before attending the course:</p> <ul style="list-style-type: none"><li>• The sales consultant will email the relevant course information relative to pricing, outlines, venue details and other special requirements.</li><li>• <a href="http://www.sage.com/en-za/">www.sage.com/en-za/</a> provides full course outlines.</li></ul>	Training Sales Advisers	

The post-learner support structure:

Description	Responsible Person	Frequency
<p>Learners that have attended training at one of Sage's Authorized Learning Partners (SALP's), will have a 30-day support period from their facilitator with regard to their training requirements / queries etc. applicable to the course they went on.</p> <p><b>[Note:</b> This support period is available until the learner writes the applicable assessment and is limited to 30 days after the course.]</p> <p>Sage Learning Services does not offer learner support to delegates attending training at SALP's.</p> <p>Learners are requested to contact their course facilitator for assistance in this regard. Sage Customer Services will only assist learners with a technical error that occur, relating to the software, no training related queries will be attended to.</p>	SALP's	
<p>Learners also have the option to email the Sage Learning Facilitators directly for support.</p>	Sage Facilitators	
<p>If learners attend courses hosted by Sage i.e. Technical courses etc., they have email support available to them from their Sage Learning Facilitator until the date of the assessment or 30 days after which ever comes first. Sage Customer Services is available for software queries only.</p>	Sage Facilitators and Sage Customer Services	

## 2.4.2 Internal Processes

The internal learner support structure:

Description	Responsible Person	Frequency
<p>Sage staff will have access to Sage University and the Sage Facilitators for support.</p>	Sage Facilitators	
<p>Staff have access to software specialist for technical queries via their line managers to the software development team.</p>		

### **3. Contacts**

Should you have any questions about the content of this policy please contact the training department via email: [Training.Za@sage.com](mailto:Training.Za@sage.com).