MCAST

SECTION A: GENERAL INFORMATION			
1	**Document category**	Procedure	
2	**Document approver**	VPC	
3	**Minimum list of document users to be notified upon release of document update**	Deputy Principals, Directors, Deputy Directors, Academic Staff, Students	
4	**Document change history**		

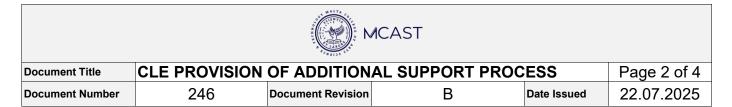|	A	**Document Change Tracking Number**	**Date released**	**Change originator**
		12/2019	10/3/20	Vella Duncan, Albert Agius
		Change history (Section/change details)		
		New procedure		
	B	**Document Change Tracking Number**	**Date released**	**Change originator**
		50/2025	22.07.2025	Amanda Cassar; Duncan Vella;
		Change history (Section/change details)		
		All references to LSU changed to refer to CLE Added 2.3 stating that CLE provides support from Level 3 upwards Updated 2.4 to change the services offered to students which now include Dissertation Support; Research Support and added support for Vocational Unit Updated title of Section 4 changing from Analysis to Review		

Instructions for document users with access to College Website

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*Document users are encouraged **NOT** to retain printed hard copies of the Quality Management System documents. If, however a hard copy of the document is required, the user is to ensure before use that the printed document is the current revision.*

Continuous Improvement

Procedures are meant to be 'living' documents that need to be followed, implemented and maintained. If the procedure does not reflect the current, correct work practice, it needs to be updated! Contact your Document Controller on Ext 7148 today!

1. PURPOSE OF DOCUMENT

1.1. The purpose of this document is to describe the process for the Provision of Additional Support, to MCAST full-time and part-time students, managed by the MCAST CLE Centre for Learning and Employability (CLE).
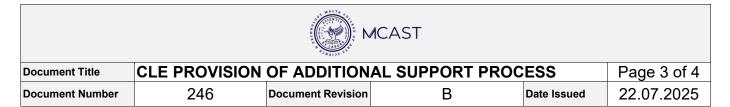
2. INTRODUCTION - CLE ADDITIONAL SUPPORT

2.1. The CLE supports MCAST learners to acquire the necessary academic and transversal skills to become autonomous, independent learners.

2.2. This is done through additional support which is provided throughout the Academic year in collaboration with MCAST Institutes.

2.3. The CLE provides extra support for students from Level 3 and above.

2.4. The CLE assists learners in (but not limited to) the following areas:
- Key Skills: Mathematics, Maltese, English, IT, Science, Maltese as Foreign Language etc.
- Learning Skills: Assignment help, Dissertation support, Research Support etc.
- Vocational Units: according to needs of the learner and lecturer availability.

2.5. The Additional Support programme is very flexible and is tailored to the needs of the individual learner. In view of this, learners who require any form of academic support (even if for something which is not listed above) are encouraged to approach the CLE, and request assistance.

3. REQUESTING ADDITIONAL SUPPORT

3.1. Requests for additional support may be submitted to the CLE by:
- The Learner
- The Institute
- The Lecturer

3.2. Following the request for support, the CLE Administration will ask the learner to fill in the CLE Online Additional Support Application Form in which they are to provide their personal details and the subject or area in which they require additional assistance.

3.3. The Learner is to submit the filled-in form to the CLE Administration together with a copy of his/her personal timetable.

4. REVIEW OF REQUESTS FOR ADDITIONAL SUPPORT

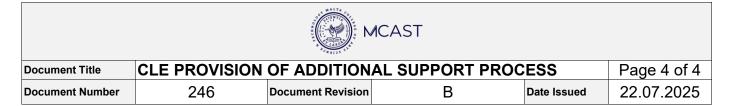4.1. Applications for additional support will be reviewed by the CLE Administration.

4.2. Depending on the nature of the case/request, the CLE administration will assign the learner to one of its Lecturers where possible.

4.3. Additional Support sessions will be planned according to the learner's and the lecturer's availability based on the timetable provided to the CLE administration with the application for additional support.

4.4. Additional Support sessions may be held either as one to one sessions or in small groups and face-to-face or online. This will depend on a number of factors including (but not limited to): the nature of the subject and/or subject area; learners' availability; and the learner's competence in the subject.

4.5. Once this exercise is complete, the CLE Administration will notify the learner (either via email or phone) of his/her acceptance and provide him/her with the date of his/her first Additional Support Session.

4.6. Institute Administration and any referees are to be informed of the support assigned to the student.

5. FOLLOWING THE ADDITIONAL SUPPORT SESSIONS

5.1. The first session of the Additional Support Programme is usually an introductory session where the lecturer gauges the learner's level of difficulty in the subject

5.2. Once registered in the Additional Support Programme, learners will be expected to attend the sessions set out for them in their timetable.

5.3. Attendance to Additional Support Sessions is voluntary and therefore, it does not fall under the MCAST attendance policy and does not affect student stipend.

5.4. Learners who fail to attend three consecutive Additional Support Sessions without justification will be contacted by the CLE Administration and requested to provide an explanation. The CLE Administration may decide to stop the provision of Additional Support Sessions if the reasons provided are not justified.

5.5. The duration of the Additional Support Programme will vary on a case by case basis. Learners may be expected to attend for the sessions on a yearly basis, whilst others may need to attend sessions in specific periods of the semester as agreed upon registration to the programme, and based on the needs of the individual learner. This will be clearly communicated to the learner.

6. LEARNER PROGRESS

6.1. Learner progress is monitored by the CLE Lecturer and sessions are planned and adjusted accordingly

6.2. CLE Lecturers are to keep a record of students' attendance and progress and present attendance on a monthly basis to the CLE Administration. Institute Directors may ask CLE lecturers about the student's attendance and progress.

6.3. Institutes are to collaborate with CLE with the material required to provide better support to the student.

7. REFERENCE DOCUMENTS

7.1. CLE Additional Support Application Form (DOC 245) Online Additional Support Application Form