



## Policies and Procedures

Operations Department

**Resource and Facilities Policy**

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## Quality Assurance Policies and Procedures

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# Resource and Facilities Policy

## 1. Principles

Future Focus ensures for the provision of adequate support and resources at our Centre in order to enhance student learning and well-being. As such, we commit ourselves to being responsible for the provision of effectiveness and efficiency across the board. Our aim is the provision of adequate resources in order to ascertain the provision of well-coordinated programs and services. This support enables all students of Future Focus to achieve the highest of learning expectations.

## 2. Policy

As a receptive Centre, we are responsive to students' interests and needs in order to support their learning process. Other support services include the provision of inclusive learning opportunities for all students in line with our **Equal Opportunities Policy**. For this purpose, we conduct ongoing assessment using relevant data, including feedback from all stakeholders involved. The staff in particular oversees the daily involvements within the Centre and is always open to suggestions which may improve services.

The methods employed by Future Focus in delivering an optimum service for all students are influenced by the kind of resources and facilities available in the

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school. This is explained to prospective students, who are made aware of the Centre's support system and who are offered guidance along the way. Our Centre is open for interested students on a daily, all-day basis. The Office itself is located within the same premises so that access to human and other resources are easily accessible to students from day one, through to certification. This provides for our "Open Day" system, since students can have access to information from the Administration Office at their disposal and discretion. In this way, students can visit the Centre and can have the possibility to orientate themselves with the prospective environment even before starting on a course.

### 3. Procedure

With this objective in mind, Future Focus strives to maintain and adhere to this policy by being responsible for the following:

- i. That the Centre has timely, coordinated, and directive intervention strategies for all students, including identified and at-risk students that support each student's achievement of the learning expectations.
- ii. That the Centre provides all necessary information, before the start of the learning experience, and with this procedure extending to guidance throughout the course. This is especially true with respect to those in need of special or particular support services.
- iii. That the Centre, in particular the administrative staff, delivers an effective range of coordinated services for each student.
- iv. That the Centre services has access to, and avails of, adequate certified/licensed personnel and support for staff development in the form of in-house training and courses as and when required.

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- v. The provision of developmental programs for staff and lecturers
- vi. That there are regular staff meetings to assess availability of resources and to assert that this policy is upheld
- vii. The availability of an all-day support system via guidance from staff. Students may ask for appointments to be set up with respective lecturers for the provision of academic and career counsel.
- viii. The use of ongoing, relevant assessment data, including feedback from students, to improve services and to ensure that each student achieves the Centre's learning expectations.
- ix. That the Centre has adequate, certified/licensed personnel and support staff for the prevention of health hazards and for their intervention for the upkeep of health and safety.

## 4. Resources and Facilities

Information on services are integrated in the instructional practices and, assistance on research methods are included in the course and is made available to students by lecturers and support staff who shall be actively engaged in the implementation of this policy.

At Future Focus, we provide a wide range of materials, technologies, and other information services in support of the course on offer. A study pack is given to students upon commencement of the course. Students are also made aware of other literature which can be borrowed from the Centre's bookshelves, bought directly from the Centre, or as found online. We ensure that this facility is made available and staffed for students before, during, and after their course.

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In general, where resources and facilities are concerned, we provide for adequately qualified professionals - lecturers and assessors – who ascertain that teaching is of the level and quality that we guarantee to our students. In addition to this, apart from the initial study pack, further guidance with regards to relevant textbooks and other sources is offered throughout the course. Moreover, lecturers give notes and demonstrate the practical aspects of the lesson. Students are not expected to listen and observe only, but are encouraged to participate. Lecturers are qualified and motivated and seek to deploy methods that focus on the students and promote critical thinking.

In terms of the support materials available for the teaching and learning, Future Focus makes provision for financial allocation for courses for lecturers in order to enhance their professional development which is ultimately relayed onto students who benefit from such improvements. Appropriately furnished classrooms include overhead, film and slide projectors and display boards. Staff observes and oversees lessons in progress, to see that the use of facilities and/or resources are being made available and accessible to all. The effect and impact of such resources and facilities are monitored to ensure that the objective is being reached. Since lecturers are an indispensable resource in the learning process, we are attentive that the number of students per course is not too large and that the lecturer is not being overloaded. This is supplemented in the classrooms by ensuring that lecturers always have access to necessary teaching materials.

The classrooms define the Centre and are reflective of the principles within this policy. Future Focus ensures that classes are clean and well maintained. The same applies for halls, restrooms, and public areas. Classes have adequate space and appropriate settings so that students are able to avail of the proper situational factors to meet collaboratively and work as a team. Placement of materials, chairs, proximity of students to the teacher and each other, lighting,

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temperature, and safety are predominant resource features that create an environment that is conducive to student learning and sets space for a pleasurable working environment. Access to a network system is another essential component that is provided for working. This access aids towards lesson building, research, assessment and lesson delivery.

Work rooms for tests or exams, meetings with students or professional staff, and administrators can be made accessible as required.