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AUTHOR:	JOB TITLE:	DIVISION:	DEPARTMENT:
Kerry	Head of Education	Workforce and	Education
Hemsworth		Education	
REPLACES:		HEAD OF DEPARTMENT:	
Learner Support Policy Version 3		Karen Swindley, Workforce and Education Director	
VALIDATED BY	':	DATE:	
Education Leads Meeting		11 September 2018	
RATIFIED BY:		DATE:	
Procedural Documents Ratification Group		08 January 2019	
(NOTE: Review date:	s may alter if any significant	REVIEW DATE:	
changes are made).		31 January 2022	

AMENDMI	ENT HISTORY			
Version No.	Date of Issue	Page/Selection Changed	Description of Change	Review Date

Does this document meet the requirements of the Equality Act 2010 in relation to Race, Religion and Belief, Age, Disability, Gender, Sexual Orientation, Gender Identity, Pregnancy & Maternity, Marriage and Civil Partnership, Carers, Human Rights and Social Economic Deprivation discrimination? Yes

Document for Public Display: No

Evidence reviewed by Library Services N/a

		Page
1	SUMMARY	3
2	PURPOSE	3
3	SCOPE	3
4	POLICY	4
4.1	Reasons for Seeking Support	4
4.2	Raising Concerns	<u></u>
4.3	Recording the Facts	6
4.4	Learner Health and conduct: Levels of Concern	6
4.5	Investigation	7
4.6	Maintenance of Confidentiality	8
4.7	Support Agencies	8
4.8	Appeals Procedure	8
4.9	Trainees Requiring Extra Support	8
5	AUDIT AND MONITORING	8
6	TRAINING	9
7	DOCUMENT INFORMATION	9
<u> </u>	Attachments	9
	Other relevant/associated documents	9
	Supporting references/evidence based documents	9
	Definitions/Glossary of Terms	10
	Consultation	10
	Distribution Plan	10
4555151656		
APPENDICES		4.4
Appendix 1	Lancashire Teaching Hospitals NHS Foundation Trust Learner Charter	11
Appendix 2	Details of Support Services	13
Appendix 3	Equality, Diversity & Inclusion Impact Assessment Tool	16

Lancashire Teaching Hospitals NHS Foundation Trust		HS Foundation Trust	ID No. HRP-39
Version No: Version 4 Next Review Date: 31 Jan 2022		Next Review Date: 31 Jan 2022	Title: Learner Support Policy
	Do you have the up to date version? See the intranet for the latest version		

1. SUMMARY

Every single member of the Trust staff has a role to play in safeguarding and supporting learners. Learners should never feel they have nowhere to go to discuss their concerns and worries and the Trust upholds the philosophy that learners should be effectively supported whilst working or learning within the organisation.

A Learner is defined as 'an individual who is undertaking a formal learning programme'. A formal learning programme may be accredited or unaccredited but must be a managed and on-going development opportunity leading to a defined outcome.

Learners may need support in relation to a variety of issues and how this support is provided is likely to depend on the differing needs and preferences of the individual learner.

Learner support is not a "counselling" service. A learner who needs or requests counselling will be referred to an appropriate service. It is also important to understand that learner support provided by the Trust should never impinge upon the correct use of the learning provider or educational institution procedures and processes.

The Trust also recognises that its first duty of care is to patients and in upholding this responsibility; it must balance the needs of learners with the need to maintain the highest quality and safe clinical practice.

2. PURPOSE

This policy outlines our commitment to providing safeguarding and support for all learners, no matter which educational programme they are undertaking, through a Learner Charter (Appendix 1) which explains the standards of behaviour and conduct that we, in return, would expect from learners in the organisation.

The policy provides guidance to learners and their supervisors on how they can access help and support in relation to issues that may impact on an individuals' studies, placements, progression etc.

It also outlines the process for dealing with learners in difficulty.

3. SCOPE

All Trust staff

4. POLICY

4.1 REASONS FOR SEEKING SUPPORT

There are a number of reasons why learners may need to seek support whilst on placement. These include issues related to:

- Performance
- Conduct
- Professionalism
- Attendance
- Academic achievement
- Health physical and mental
- Learning difficulties
- Disability
- Communication difficulties
- Bullying and harassment
- Financial hardship
- Exit strategies
- Personal circumstances/safeguarding needs
- Addictions
- Conduct outside work

This list is not intended to be exclusive or exhaustive.

Manifestation of Problems

Problems may manifest themselves in a number of ways:

Attitude / Behaviour / Performance / Health

Attitudinal, behavioural, performance or health issues may be most important factors that affect learner performance yet may be the most difficult to describe or quantify.

Sometimes the objective facts may appear trivial but if they are part of a pattern of low enthusiasm, low drive, negative approaches, lack of attention, low motivation, poor self-management, they can be very important pointers to either major distracters interfering with someone's ability to progress through the learning programme OR a fundamental unsuitability to their chosen vocation.

Examples may include:

- Poor attendance/time keeping
- Vague explanations for absence; "had to be somewhere else"? honesty
- Lack of interest
- Unwillingness to perform tasks
- Poor response/resistance to feedback
- Lack of consideration for others

Lancashire Teaching Hospitals NHS Foundation Trust		ID No. HRP-39
Version No: Version 4 Next Review Date: 31 Jan 2022		Title: Learner Support Policy
Do you h	nave the up to date version? See	the intranet for the latest version

- Extreme shyness/nervousness/reluctance to communicate/speak
- Rudeness to others
- Failure to comply with the dress code
- Poor personal hygiene
- Lack of interest in helping others learn
- Lack of interest in quality/safety issues
- Lack of cultural awareness

Skills

- Poor communication skills with no evidence of improvement
- Poor clinical examination skills with no evidence of improvement
- Poor procedural skills with no evidence of improvement
- Lack of attention to Aseptic Non Touch Technique (ANTT)/prevention of infection
- Ongoing mistakes
- Inability to develop right level of skill

Knowledge

- Inability to apply knowledge
- Inability to identify and meet learning needs
- Poor basic knowledge

Learners can appear to have poor basic knowledge but this may be an artefact of the situation or the way we ask them to demonstrate their knowledge; their ability to learn and apply knowledge is more important than their retention of obscure facts or facts of largely specialist interest.

4.2 RAISING CONCERNS

Learners may raise concerns personally or may have the concerns of others drawn to their attention during their time with the Trust. Additionally all Educational Tutors, Supervisors or a member of staff can also raise concerns.

Any concerns can be reported by contacting the Learner Support Team on 01772 52 (8444), calling into the Learner Support Office, email: Learner.support@lthtr.nhs.uk

The Learners Support Team are based in the Health and Wellbeing Centre in F block on Preston site, there is an open door policy, staff and learners are welcome to call in to discuss concerns in person with a member of the team.

Referral Definition – 'An issue which is raised concerning a student's academic performance, professional conduct pastoral welfare, which can be communicated formally or informally via, verbal, written, or email correspondence'

Lancashire Teaching Hospitals NHS Foundation Trust		ID No. HRP-39
Version No: Version 4 Next Review Date: 31 Jan 2022		Title: Learner Support Policy
Do you have the up to date version? See the intranet for the latest version		

4.3 RECORDING THE FACTS

Whether it is a learner or member of Trust staff who is raising concerns, it is very important that any significant concerns and the objective basis for them should be recorded. Where issues of a behavioural nature are the cause for concern, it is important that a description of the behaviour and how it made you/others feel is included - e.g., it is not sufficient to say someone was "unprofessional".

Details of learners concerns will be collated centrally in order that patterns and trends can be identified and action taken where necessary to resolve recurring problems.

A summary report of learner concerns dealt with under this policy will be presented to the Trust Education, Training and Research Committee annually.

4.4 LEARNER HEALTH AND CONDUCT LEVELS OF CONCERN

Concerns could be on a number of levels as described below. Depending on the level of concern will also depend on the actions to be taken.

LEVEL ONE (Least Severe)

These type of issues should be resolved locally between the learner and their 'supervisor'. This may require involvement from the education team responsible for the learner's placement, e.g., Undergraduate Medical Education, Practice Education Facilitators.

Level 1 concerns are likely to involve such things as:

- Attendance
- Sickness
- Dress/attitude (in line with organisational policy)
- Finance

Recording forms must be copied to the Education team responsible for the student.

LEVEL TWO (Medium Severity)

Level 2 concerns may include such issues as:

- Knowledge base
- Data protection
- Interpersonal skills
- Communication skills
- Clinical skills
- III health
- Probity

Lancashire Teaching Hospitals NHS Foundation Trust		ID No. HRP-39
Version No: Version 4 Next Review Date: 31 Jan 2022		Title: Learner Support Policy
Do you have the up to date version? See the intranet for the latest version		

Trauma/stress

Level 2 concerns may need investigation and may ultimately be reportable depending on the investigation outcome.

Concerns at Level 2 will be dealt with by the responsible education team with a report sent to the learners Higher Education Institute.

LEVEL THREE (Most Severe)

Level 3 concerns will include:

- Patient harm (intended or unintended)
- Substance abuse
- Theft
- Fraud
- Plagiarism
- Physical or verbal aggression
- Mental health risk self harm or to others
- Conduct unbecoming of the profession or bringing the profession into disrepute

Level three concerns may be of such a serious nature that the Trust automatically halts the learner's progress, gathers evidence and refers the matter on to the University from which the individual is placed. In such cases it is unlikely that concerns will be dealt with at Level 1 or 2 initially.

Level three concerns may result in termination of the placement or course.

4.5 INVESTIGATION

Where an investigation into a concern is identified as being necessary, relevant information will be gathered. Members of the education team will support this process and the learner involved.

Part of the investigation process will be the triangulation of all available data. This means that the investigating officer may find it necessary to interview witnesses who could provide evidence to support the investigation process.

The learner may be supported by a third party (fellow learner, union rep, personal tutor or Practice Education Facilitator) during interviews if they so wish.

Interviews will be conducted as quickly as is possible depending upon the nature of the issue under investigation. Investigations should routinely be conducted within six weeks from a concern being raised.

Trust and University Policies will be applied to learner where this is appropriate.

Lancashire Teaching Hospitals NHS Foundation Trust		ID No. HRP-39
Version No: Version 4 Next Review Date: 31 Jan 2022		Title: Learner Support Policy
Do you have the up to date version? See the intranet for the latest version		

4.6 MAINTENANCE OF CONFIDENTIALITY

The confidentiality of any issue dealt with under this policy shall be upheld with only those individuals who need to have access to information doing so.

4.7 SUPPORT AGENCIES

A number of support agencies are also available to provide learners with support in relation to concerns. Details of some of these are included in Appendix 2. This is not an exhaustive list.

Universities may have other support services available to students.

4.8 APPEALS PROCEDURE

The appeals procedure will allow learners to challenge the outcomes of an investigation, if they consider it has not been carried out properly or fairly. Any appeal must be lodged within 21 days of the outcome being notified to the learner. Appeals should be submitted through the Educational Lead responsible for the Learner.

4.9 DOCTORS IN DIFFICULTY

Any trainee doctors who are experiencing difficulty should contact their supervisor or the Learner Support Team. Additionally all Educational Tutors, Supervisors or a member of staff can also raise concerns about a trainee and should contact the Learner Support Team informing of the difficulty being experienced by the trainee. Contact details in Section 3.

5. AUDIT AND MONITORING

Aspect of compliance or effectivenes s being monitored	Monitorin g method	Individual responsibl e for the monitoring	Frequency of the monitorin g activity	Group / committee which will receive the findings / monitorin g report and act on findings.	Group / committee / individual responsibl e for ensuring that the actions are completed
Effectiveness of policy	Bi-annual quality outcome reports	Head of Education	Bi-annual	Educationa I Leads Meeting	Education Strategy Group and Education, Research and Training Committee

Lancashire Teaching Hospitals NHS Foundation Trust		ID No. HRP-39
Version No: Version 4 Next Review Date: 31 Jan 2022		Title: Learner Support Policy
Do you have the up to date version? See the intranet for the latest version		

6. TRAINING

TRAINING Is training required	to be given due to the introduction of	this policy? No
Action by	Action required	Implementation Date

7. DOCUMENT INFORMATION

ATTACHMEN	ATTACHMENTS		
Appendix Number	Title		
Appendix 1	Lancashire Teaching Hospitals NHS Foundation Trust Learner Charter		
Appendix 2	Details of Support Services		
Appendix 3	Equality, Diversity & Inclusion Impact Assessment Tool		

OTHER RELEVANT / ASSOCIATED DOCUMENTS*			
Unique Identifier	Title and web links from the document library		
HRP-06	Performance Management Policy		
	http://lthtr-documents/current/P211.pdf		
HRP-21	Attendance Management Policy		
	http://lthtr-documents/current/P290.pdf		
HRP-14	Staff Development Policy		
	http://lthtr-documents/current/P292.pdf		
HRP-13	Disciplinary Policy and Procedure		
	http://lthtr-documents/current/P234.pdf		
RMP C 48	Safeguarding Adults Policy		
	http://lthtr-documents/current/P287.pdf		

^{*}Learners who are not employees of the Trust will also be subject to the policies and procedures of their University or Awarding Body and/or educational programme (e.g. Apprenticeships Policy).

SUPPORTING REFERENCES / EVIDENCE BASED DOCUMENTS References in full			
Number	References		
1			
2			
3			
Bibliography			

Lancashire Teaching Hospitals NHS Foundation Trust		ID No. HRP-39
Version No: Version 4	Next Review Date: 31 Jan 2022	Title: Learner Support Policy
Do you have the up to date version? See the intranet for the latest version		

DEFINITIONS / GLOSSARY OF TERMS		
Abbreviation Definition		
or Term		

CONSULTATION WITH STAFF AND PATIENTS Enter the names and job titles of staff and stakeholders that have contributed to the document		
Name Job Title		Date Consulted
Education Leads	Education Leads	11 September
Meeting		2018

DISTRIBUTION PLAN	
Dissemination lead:	Kerry Hemsworth, Head of Education
Previous document already being used?	Yes
If yes, in what format and where?	Heritage electronic library system
Proposed action to retrieve out-of-date	Version 3 to be removed and replaced with
copies of the document:	Version 4
To be disseminated to:	Trust Wide
Document Library	
Proposed actions to communicate the document contents to staff:	Include in the LTHTR weekly Procedural documents communication— New documents uploaded to the Document Library

Lancashire Teaching Hospitals NHS Foundation Trust		ID No. HRP-39
Version No: Version 4	Next Review Date: 31 Jan 2022	Title: Learner Support Policy
Do you have the up to date version? See the intranet for the latest version		

APPENDIX 1



LEARNER CHARTER

Purpose

The purpose of the Learners Charter is to outline your rights and responsibilities as a learner on placement with Lancashire Teaching Hospitals NHS Foundation Trust.

It also outlines our duty of care to both learners and patients.

Our commitments to you

We aim to provide:

- A Quality assured learning experience and environment
- A Positive Learning experience
- Mentorship and supervision by appropriately trained individuals
- A complaints channel for concerns you may have
- Support for Learners in difficulty
- An explicit link between your learner experience and that of high quality patient experience and quality of care
- Appropriate and effective learning resources
- · Access to team and multi-professional learning
- A learner centred learning experience
- Equality and Diversity for all
- Support to help you celebrate achievements
- Opportunities to give us feedback
- Self-directed learning within an educational framework which ensure you are involved in your learning
- Careers support
- An acceptance when you challenge unsafe practice

And in return we ask that you

- Respect the environment and the professionals within it
- Attend and inform of non-attendance in a timely manner
- Uphold the professional standards of the Trust
- Declare any issues which may impact on your performance or patient safety
- Put the patient at the centre of everything you do
- Maintain confidentiality at all times, particularly in the use of social networking
- Follow Trust policies where these apply to you
- Maintain professional conduct both inside and outside of work
- Be proactive in managing your own learning
- Seek feedback on your performance
- Provide feedback on our performance
- Be safe knowing your own limitations and perform within agreed levels of competence
- Contribute to the safety and quality agenda in the Trust by challenging unsafe practice
- Maintain a professional appearance
- Seek support if you feel you need it
- Look after your own health and well being
- Reflect on your own practice
- Help and support others to learn
- Take graded professional responsibility



SUPPORT SERVICES

Alcohol			
Drinkline			
Advice, information and support for anyone	Free phone		
Concerned about their own or someone else's drinking	0300 123 1110		
Alcoholics Anonymous	0800 9177 650		
Bereavement			
Child Death Helpline	Free phone 0800		
Telephone helpline for anyone affected by the death of a child.	282 986		
Cruse Bereavement Care			
Helpline for the bereaved and those caring for the bereaved people.	0844 477 9400		
Carers			
Carers line	Free phone 020		
Wednesday, Thursday only	7378 4999		
10am - 12 noon and 2pm - 4pm			
Advice and information for all carers.			
Children and Young People			
Childline	Free phone 0800		
Helpline for children and young people up to the age of 18 in danger,	1111		
distress or with any other problem.			
NSPCC	Free phone 0808		
Free text 18001 0800 056 0566	800 5000		
24 hours a day.			
Helpline for children and young people or anyone concerned about a			
child or young person at risk of abuse. Consumer Advice			
Consumer Advice			
Consumer Direct	03454 04 05 06		
https://www.gov.uk/consumer-protection-rights			
Monday – Friday 8am – 6.30pm Saturday 9am -1pm.			
Offering help and clear, practical advice for consumers in the UK.			
Disability			
Dial UK	01302 327800		
Call for details of your local DIAL group			

Lancashire Teaching Hospitals NHS Foundation Trust		ID No. HRP-39
Version No: Version 4	Next Review Date: 31 Jan 2022	Title: Learner Support Policy
Do you h	lave the up to date version? See t	the intranet for the latest version

Druge	
Drugs	
 Frank 24 hours a day Information about drugs and solvents for those who use them, their families, friends and colleagues. 	Free phone 0300 123 1099
Emotional Support	
• Samaritans 24 hours a day. www.samaritans.org.uk	116 123
Confidential, emotional support. Helpline for anyone in a crisis.	
Careline A telephone counselling service for the general public.	0151 233 3000
Family	
Parentline Plus Support and information for parents or anyone in a parenting role.	Free phone 0808 800 2222
Housing	
Shelter line 8am – 12 midnight 7 days a week Legal and housing advice line offering independent information and advice in confidence to anyone with a housing problem.	Free phone 0808 163 5773
Legal	
Community Legal Service Direct Monday – Friday 9am – 5pm. http://www.clsdirect.uk/ Providing free information, help and advice on a range of common legal issues.	0845 345 4345
Immigration Advisory Service	<u>I</u>
24 hour answering service for people who have been refused asylum or have immigration problems.	0844 887 0111
Missing people	·
 Missing People 24 hours a day. Advice, practical help and support for anyone whose relatives or immediate family members are missing. 	Free phone 116 000
 Message Home 24 hours a day. Helpline for people who have left home or run away, enabling callers to send messages to their families or carers. 	Free phone 0800 700 740

Lancashire Teaching Hospitals NHS Foundation Trust		ID No. HRP-39
Version No: Version 4	Next Review Date: 31 Jan 2022	Title: Learner Support Policy
Do you have the up to date version? See the intranet for the latest version		

Money and debt	
National Debt line Help for anyone in debt or concerned they may fall into debt.	Free phone 0300 456 2726
Gamcare Confidential counselling, advice and information for anyone affected by a gambling dependency.	020 7801 7000
Older People	
AGE UK Welfare benefits advice for older people Free information on issues affecting older people	Free phone 0800 169 2801
LGBT Foundation	
Lesbian and Gay switchboard Support and information for lesbians and gay men.	0345 3 303030
Violence and Crime	
National Domestic Violence Helpline Run in partnership by refuge and women's Aid, providing safe accommodation for women experiencing domestic violence.	Free phone 0800 2000 247
Victim Support line www.victimsupport.com Offering emotional support and practical advice for anyone affected by crime.	0808 168 9111
Crime stoppers – UK Wide Crimestoppers	Free phone 0800 555 111
Crime Stoppers is a community service which helps prevent and solve crime across the UK.	000 111
Anyone who has details about criminal activity may pass them on anonymously and without fear of exposure or retribution.	

Do you have the up to date version? See the intranet for the latest version			
Version No: Version 4	Next Review Date: 31 Jan 2022	Title: Learner Support Policy	
Lancashire Teaching Hospitals NF	S Foundation Trust	ID No. HRP-39	

Department/Function

Date of assessment

What is being assessed?

Lead Assessor



Equality, Diversity & Inclusion Impact Assessment Form

Learner Support Policy

12/12/2018

Workforce and Education

Kerry Hemmings, Head of Education

		Equality of Access Health Group	to	Staff Side Colleagues	\boxtimes	
What groups have consulted with? In	nclude	Service Users		Staff Inclusion Network/s		
details of involver the Equality Impa	ct	Personal Fair Diversity Champions	rse	Other (Inc. external orgs)		
Assessment proc	ess.	Please give details:				
1) What is the im	neet on the	following equality	areline?			
•	pact on the	<u></u>	groups?	Mandad		
Positive: ➤ Advance Equality	v of	Negative: > Unlawful discr	imination	Neutral: It is quite acceptable for	the	
opportunity	y 01	harassment a		assessment to come out		
Foster good relat	tions betweer			Neutral Impact.		
different groups		Failure to add		Be sure you can justify the		
 Address explicit is Equality target gr 		explicit needs of Equality target groups		decision with clear reaso and evidence if you are	ns	
Equality target gr	oups	Equality large	t groups	challenged		
	Impact	Comments:				
Equality Groups	(Positive /	Provide brief description of the positive / negative impact identified hopefits to the equality group.				
	Negative / Neutral)	identified benefits to the equality group.Is any impact identified intended or legal?				
Race (All ethnic groups) Neutra						
Disability (Including physical and mental impairments)		I				
s _{ex} Neutra		1				
Gender reassignment Neutra		I				
Religion or Belief (includes non-belief)		1				
Sexual orientation Neutra		I				
Age Neutral						
Marriage and Civil	Neutra					
Lancashire Teaching Hosp			ID No. HRP-39			
Vargion No: Vargion 4	Novt D	wiew Deter 24 Jan 2022	Title: Learner	Support Policy		

Partnership			
Pregnancy and maternity	Neutral		
Other (e.g. caring, human rights, social)	Neutral		
2) In what ways does any impact identified contribute to or hinder promoting equality and diversity across the organisation?			
 If your assessment identifies a negative impact on Equality Groups you must develop an action plan to avoid discrimination and ensure opportunities for promoting equality diversity and inclusion are maximised. This should include where it has been identified that further work will be undertaken to further explore the impact on equality groups 			
This should be	reviewed ann	ually.	
ACTION PLAN SUMMARY			
Action		Lead	Timescale

Lancashire Teaching Hospitals	NHS Foundation Trust	ID No. HRP-39	
Version No: Version 4	Next Review Date: 31 Jan 2022	Title: Learner Support Policy	
Do you have the up to date version? See the intranet for the latest version			

HOW THE NHS CONSTITUTION APPLIES TO THIS DOCUMENT

WHICH PRINCIPLES OF THE NHS CONSTITUTION APPLY? Click here for guidance on Principles 1. The NHS provides a comprehensive service,	Tick those which apply	WHICH STAFF PLEDGES OF THE NHS CONSTITUTION APPLY? Click here for guidance on Pledges 1. Provide a positive working environment for staff and	Tick those which apply
available to all. 2. Access to NHS services is based on clinical need, not an individual's ability to pay. 3. The NHS aspires to the highest standards of excellence and professionalism. 4. The patient will be at the heart of everything the		to promote supportive, open cultures that help staff do their job to the best of their ability. 2. Provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.	√ √
NHS does. 5. The NHS works across organisational boundaries. 6. The NHS is committed to providing best value		3. Provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.	√
for taxpayers' money. 7. The NHS is accountable to the public, communities and patients that it serves.	<i>√</i>	 4. Provide support and opportunities for staff to maintain their health, wellbeing and safety. 5. Engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local 	1
		partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families. 6. To have a process for staff to raise an internal grievance.	
		7. Encourage and support all staff in raising concerns at the earliest reasonable opportunity about safety, malpractice or wrongdoing at work, responding to and, where necessary, investigating the concerns raised and acting consistently with the Employment Rights Act 1996.	√
WHICH AIMS OF THE TRUST APPLY?	Tick those	WHICH AMBITIONS OF THE TRUST APPLY?	Tick those
Click here for Aims	which apply	Click here for Ambitions	which apply
To offer excellent health care and treatment to our local communities. To provide a range of the highest standard of specialised services to patients in Lancashire and South Cumbria. To drive innevertion through world class.	√ √	 Consistently deliver excellent care. Great place to work. Deliver value for money. Fit for the future. 	√ √ √
3. To drive innovation through world-class education, teaching and research.	√		

Lancashire Teaching Hospitals NH	S Foundation Trust	ID No. HRP-39	
Version No: Version 4	Next Review Date: 31 Jan 2022	Title: Learner Support Policy	
Do you have the up to date version? See the intranet for the latest version			