

 ORDER OF MALTA IRELAND	Order of Malta Ireland	Policy no:	TRA-POL-004
		Version:	1.0
		Date:	22/09/2024
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Policy title:	Student Support Policy		

1.0 Introduction

Order of Malta Ireland is a recognised training institute of the Pre-Hospital Emergency Council (PHECC) and in keeping with this designation is committed to providing support to all students to enhance their journey and to afford them the best possible chance to complete their programme of study successfully. This policy sets out the principles for student support.

All OMAC Personnel involved in administering and delivering of PHECC approved courses are responsible for the implementation of the student support Policy

1.1 Aim

To provide the necessary framework for the provision of the support programme, including facilitating its development within the Ambulance Corps and in the Community at large.

This policy with limited exceptions as determined by the National Director applies to all members of Order of Malta Ambulance Corps or any unit and/or region affiliated to Order of Malta Ireland.

1.2 Scope

To whom does the policy apply

This policy applies to all students on OMAC programmes, in particular those on programmes leading to awards in PHECC responder courses provided by the Order of Malta (Ambulance Corps and Training Services) including blended learning programmes and EMT Practitioner level.

2.0 Responsibility for implementing the policy

All Staff, Faculty and Adjunct Faculty are jointly responsible for ensuring that the principles in this policy are implemented in respect of the experience of the students they interact with.

2.1

Accessibility and Openness

We provide equivalent access to support facilities to all students regardless of their programme, ability, location, mode of study or life circumstances.

Staff and Faculty ensure that they provide clear information and opportunities for students to seek support and guidance.

Staff and Faculty who become aware, or are made aware, of a student difficulty in their engagement on their academic programme ensure that this information

is brought to the attention of any relevant party, and this is done with due regard to confidentiality.

3.0

Impartiality and Equitable Treatment

Student support is provided to students on the basis of need, and no other criteria.

3.1

Caring

Staff and Faculty are mindful of student needs in their interactions with students and, where appropriate, reach out to offer guidance, support and information which will contribute to a student's successful completion of their academic programme.

4.0 Policy responsibility

Responsibility & ownership of this document lies with the Assistant Director for Training and will be reviewed at 2 yearly intervals or as changes required in line with PHECC training standards.

5.0 Revision History

Version	Revision date	Revision by	Purpose
1.0	22/09/2025	L&D Officer	Development and implementation of new policy