

Learner Supports

In advance of starting your course you may want to contact us to see what supports are available, within our quality page on our website, we have access to our learner support form, which you can post or email back to us, and one of our TC will contact you and provide guidance on how to apply and all supports available.

All learners are asked to disclose where possible) any support needs they may have when they register.

Those identified with additional support needs are then contacted by email or phone to make the necessary arrangements.

These supports Includes IT support for those considering enrolling or already enrolled on a VLE course. Learners who encounter difficulties during their course are advised to inform their trainer or the TC immediately.

Learners will be provided with the opportunity to meet with an employee, one to one

The following supports will be available to learners:

- Venues checked to ensure accessibility and appropriate facilities.
- Physical modifications to the training and assessment location
- Learning materials provided in accessible format, where possible
- Additional time allocated to complete assessments.
- Alternative assessment formats
- Support from a scribe to complete examinations
- Support from a reader to complete assessments
- Recognition of Prior Learning, if applicable
- Compassionate consideration
- Remediation
- Formative assessment
- Learner handbook
- Dedicated experienced employees.
- Access to technology and IT support
- Accessible and fit for purpose facilities, equipment, and resources.

Note: This list is not exhaustive and any learner presenting with any other support needs will be accommodated within reason to the best of our ability

No. & Version	LS-V2	Review Cycle	3 year's or sooner if required
Last Reviewed	March 2023	Approved by	SMT
Next Review	March 2024	Responsibility	SMT & EQC