

Degree Apprenticeships

Accessing your support routes





Your Programme Leader owns the content and development of your programme and can support where required with queries as listed below:



L7AI.Academic@qa.com Artificial Intelligence (AI)

Data Specialist Higher (Level 7)



BScCSTP.Academic@qa.com BSc (Hons) Cyber Security Technical Professional



BScDTS.Academic@qa.com

BSc (Hons) Digital & Technology



MScDTS.Academic@qa.com MSc Digital & Technology Specialist

Solutions





BScPMDA.Academic@ga.com

BSc (Hons) Project Management



BADM.Academic@qa.com BA (Hons) Digital Marketing







Senior Leader Higher Apprenticeship (Level 7)

L7SL.Academic@qa.com

BScDUX.Academic@qa.com BSc (Hons) Digital User Experience



1ST LINE SUPPORT

Your Module

Tutor

Your tutor will

respond within

Module Title

on the VLE

SLMDA.Academic@ga.com Senior Leader Degree Apprenticeship



- Programme Content
- Draft feedback
- Assignment/ Marking

Office Hours

Marking

Office Hours

dates

2 working days

Your **Programme** Inbox

2ND LINE SUPPORT

You will receive an acknowledgement within 1 working day and your Programme Leadership team will respond as soon as possible, with an aim to resolve within 5 working days.

ACE Team: Your tutors manage what you study. The ACE team helps with how you study. From your first term to your final assignment, we offer free support to meet your academic needs.

Guidance on subjects such as: How to write in an

- academic style How to read more
- effectively How to reference
- accurately Maths and
- computing skills Functional skills
- queries/ needs

1ST LINE SUPPORT

ACEFunctionalSkills@ga.com

This team will respond within 2 working days

A reminder on how to access non-academic support:

Skills Coaches carry out high quality mentoring

SUPPORT AREA

learning and progression is monitored and recorded and that the apprentice is working towards the required apprenticeship standards within agreed timeframes. Progress on programme Application of knowledge, skills, and

Work-based learning assignments and activity

and coaching with apprentices to ensure

Guidance to learners requiring additional support with learning needs or welfare

behaviours

concerns

English and maths/functional skills (If required) QA Learning/PMQ Requests for your programme

Queries and preparation for End Point

Assessment

1ST LINE SUPPORT

Email Your Skills Coach

This team will

respond within

1 working day

Zendesk Chat

(zopim.com)

Workshop Access Issues Webex Link and Password Issues

Our Virtual Learning Team

- Our Apprenticeships and Academic Services Team:

Scheduling queries Request a BIL Return to Study or Withdrawal Mitigating Circumstances Process (cc. your

- Module Tutor) Issues with VLE
- Learner emails not received/emails to wrong email addresses, Workshop attendance Module progression

Letter of Enrolment Confirmation

Specialist Learning Consultants support

- learners with learning disabilities and/or difficulties. Learners are supported on an

QAADegreeAdmin

@qa.com

This team will

respond within

2 working

days

Support can be for a limited time or for the whole of the duration of learning, depending on the learner's need. Support plans mapped to individual needs with accompanying reviews

individual face-to-face or remote basis, with a tailored plan to meet their individual needs.

arrangements

Request remote, one-to-one and

workshop support, support with

reasonable adjustments/extra exam

Our Safeguarding team are an essential part

of responding and supporting the individual welfare needs of our learners on programme. Our fully trained Safeguarding Team are available to offer assistance alongside engaging with supporting agencies.

- Safeguarding@
- Prevent, Safeguarding, British Values Mental Health queries and support

days

DASpecialist.learni

ngteam@qa.com

This team will

respond within

2 working

qa.com

This team will respond within 3 Hours