Scottish
Learner Support Team

Information Booklet

Oct 2024

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1.   Who we are

We want our learners to enjoy their time at QA as well as be successful on their chosen course. The Learner Support Team are here to support learners to become successful on their programme. We have a team of highly trained and qualified Learning Support Specialists (LSS) who work with learners across all subject areas and levels.

2.   What we provide

Screening:

Learners referred will receive a confidential screening where we will establish the learner's needs, and work with them to decide what kind of support will help on their learning journey. Some learners only need a small amount of support to help them get on track due to their Special Educational Needs and/or Disabilities (SEND), others may require longer term support to help them reach their full learning potential.

We support learners with a wide range of SEND needs, including:

- Dyslexia
- Dyspraxia/Developmental Co-ordination Disorder (DCD)
- Dyscalculia
- Autism Spectrum Condition (ASC)/Asperger's
- ADHD/ADD
- Blind or Partially Sighted
- D/deaf or Hard of Hearing
- Mental Health issues if the learner has had them for more than 12 months

If you aren't sure if the Learner Support Team can help, please get in touch for a chat by emailing specialist.learningteam@qa.com. Please note that the Learning Support Team **do not** diagnose any learning difficulties or disabilities.

Reasonable Adjustment Plan:

After the screening, it will be decided if the learner would benefit from a Reasonable Adjustment Plan (RAP). If so, one will be created and shared with the relevant QA staff.

The benefits of sharing relevant support strategies with the learner's employer will also be discussed and the LSS can support with this if needed.

Support Session:

If it is deemed appropriate learners will be offered the opportunity to access one-to-one support sessions.

A support session is designed to help learners develop strategies to overcome their difficulties and build on existing skills. Sessions may include:

- Study skills support
- Assignment prep
- Exam revision
- Developing writing skills
- Time management
- Organisation skills
- Mentoring
- Using assistive technology
- Body doubling

Exams:

Where applicable, based on a learner's normal way of working, the LSS can apply for access arrangements and reasonable adjustments for exams e.g. extra time, reader, scribe.

3.   How to make a referral

The earlier we receive a referral to our services, the quicker we can put in the relevant support with a learner, and ensure they are on the path towards a successful outcome.

The learner refers themselves by completing an online form. A member of the team will then make contact to discuss the next steps. Please provide the learner with the link and/or QR code below.

https://forms.office.com/e/Zk9XxbsXDT

Scottish Apprenticeships Learner Support Self-Referral