

Degree Apprenticeships Support Routes

How to access academic support:

Your Programme Inbox should be used when you need to gain further support beyond your first academic point of contact, your module tutor.

BSc (Hons) Digital & Technology Solutions

BScDTS.Academic@qa.com

MSc Digital & Technology Solutions MScDTS.Academic@ga.com

BSc (Hons) Project Management

BScPMDA.Academic@qa.com

BSc (Hons) Digital User Experience

BScDUX.Academic@qa.com

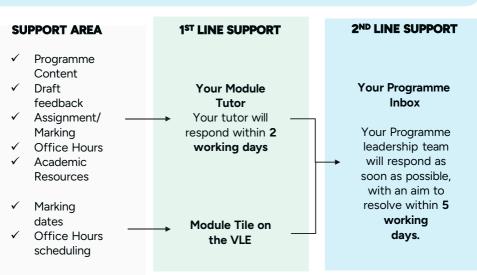
BSc Professional Management (CMDA)

BScCMDA.Academic@qa.com

BSc (Hons) Digital Marketing

BADM.Academic@ga.com

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



you with the study skills needed to complete your assignments. From your first term to your final assignment, we offer support to meet your academic need

Your tutors manage what you study, but the ACE Team are academic specialists here to support

Guidance on subjects such as: √ How to write more critically in assignments ✓ How to reference accurately

- √ Support for learners returning to Academic
- writing
- √ How to read and research effectively √ How to write in an academic style

This team will respond within 2 working days Book a 121 with ACE - ACE DA Study Skills

Support (office365.com) Book your place on an upcoming ACE academic workshophttps://outlook.office365.com/book/ACEWorks

hops1@qalearning.onmicrosoft.com/

A reminder on how to access non-academic support:

learning and progression is monitored and recorded and that the apprentice is working towards the required apprenticeship standards within agreed timeframes.

Your Skills Coach/Digital Learning Consultant carries out high quality mentoring and coaching with apprentices to ensure

Work-based learning assignments and activity

Progress on programme

Guidance to learners requiring additional support

Application of knowledge, skills, and behaviours

- with learning needs or welfare concerns English and maths/functional skills (If required)
- QA Learning/PMQ Requests for your programme Queries and preparation for End Point Assessment
- Our Virtual Learning Team:

This team will respond within 1

Email

Your Skills Coach

working day

Zendesk Chat

(zopim.com)

Academicservices

This team will respond within 2 working days

Workshop Access Issues Webex Link and Password Issues

- Our Academic Services Team: Scheduling gueries
- Return to Study or Withdrawal Mitigating Circumstances Process (cc. your Module

Request a BIL

- Tutor) Learner emails not received/emails to wrong email
- addresses, Workshop attendance Module progression Letter of Enrolment Confirmation
- programme Our Attendance team :

Issues with Blackboard VLE if applicable to your

Contact the team if you know you are not going to be unable to attend a workshop

- course Why you are not attending (ie Holiday / Pre Booked
- Appointment /Sickness /Other work commitment)

Let us have at know at least 24 hours in advance of the

TeamQAAAttendance

@qa.com

Specialist Learning Consultants support learners with learning disabilities and/or difficulties. Learners are supported

For Canvas support, or to report an issue, please contact Canvas.Support@qa

plan to meet their individual needs. Support can be for a limited time or for the whole of the duration of learning, depending on the learner's need.

on an individual face-to-face or remote basis, with a tailored

- Support plans mapped to individual needs with accompanying reviews 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.

Mental Health queries and support

Prevent, Safeguarding, British Values

arrangements

DASpecialist.learningt eam@qa.com This team will respond

within 2 working days

Safeguarding@ qa.com

This team will respond within 3

Hours

