

# THE MOST FREQUENTLY ASKED QUESTIONS ABOUT SUPPORT

## **A: Who should I tell if I need support in College?**

A: There are lots of people who can help. You might just want to speak with your tutor, but we have a dedicated team called Additional Learning Support who are experts in disability and learning support. They can work with you to help find ways around the things you might find difficult with your learning.

## **Q: If I had support at school, do I still have it at College?**

A: If you still need it, yes. Support might look a little different at College, but there are lots of ways we can help if there are things you might struggle to do by yourself. Lots of students find the type or amount of support changes from when they first start their course to when they complete it.

## **Q: Will my friends know if I need support?**

A: Only if you tell them. ALS will arrange appointments directly with you, out of your timetabled lessons. In-class support is provided discreetly which means, we do not make it obvious who we are there to support. Lots of students on every level of course are supported by ALS.

## **Q: What facilities are there for disabled students at College?**

A: We are an inclusive College which means all our facilities are available to all our students. Every site is fully accessible for students with mobility difficulties. Each has accessible parking and many accessible toilets and shower rooms, which some students prefer to use for different reasons. If you don't already have a radar key, this is something we can arrange for you.

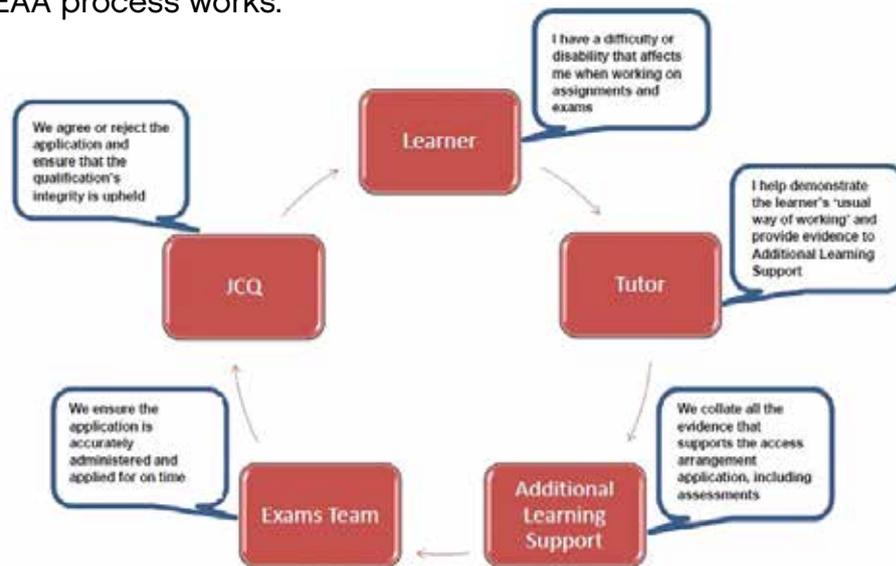
## **Q: I have an Education, Health and Care Plan but I'm not sure what that means.**

A: This is usually called an EHCP and is a way that lots of people who know you, have helped you decide what your long-term goals and ambitions are. It will also explain what sorts of things you find tricky and the best ways we can support you to reach your goals. If you have an EHCP, you will need to speak with either our Transition Coordinator or one of our Learning Support Officers, so we can make sure your support is in place for the first day of your course.



**Q: What happens if I need support in my exams, like a reader or extra time?**

**A:** ALS can make sure students who were eligible for Exam Access Arrangements (EAA) at school have the same arrangements at College. We may need to reassess you to make sure the evidence is up to date or advise you on what information we need your doctor to provide. This picture shows how the EAA process works.



**Exam Access Arrangements**

**Q: What assistive equipment or software can I use in College?**

**A:** Whatever you would normally use at school or home. We have lots of students who need to use different resources and equipment which are specific to their difficulties. You might prefer to bring your own, or we can lend you equipment such as laptops or screen reading software. We have high tech and low tech solutions for a range of situations so whether you use a Roger EasyPen, Exam Reading Pen or just different coloured paper, we can help.

**Q: Is there support for students who struggle with anxiety?**

**A:** Yes. It is totally normal to feel anxious when making the transition from school to College, but for some students, anxiety, stress and low mood can impact more severely. At College, we have specialist wellbeing mentors who can work with you and your tutors to develop the strategies you need to become a more resilient learner. Some students prefer to receive a text message rather than have regular meetings, other students may have monthly or even weekly appointments depending on their needs. We can signpost students to external support services or refer to the college counsellor. It's never too early to speak with our wellbeing team to discuss how we can best support you at College.

