

**EDUCATION & TRAINING
FOUNDATION**

APPRENTICESHIP WORKFORCE DEVELOPMENT PROGRAMME

**Support Guidance for Skills Trainers - Newcastle
College Collaborative Project**



Support Guidance for Skills Trainers

This guidance is for Skills Trainers and other staff who are involved in the sign-up or induction process for apprentices. It should not be given to apprentices as a checklist.

When going through the sign-up process, it is essential to identify any support needs an apprentice may have and refer them for support if required. Support services can support with any additional needs including:

- Special educational needs and/or disability
- Mental health and wellbeing
- Literacy and numeracy
- Pastoral and/or personal issues
- Dyslexia and Exam Access Arrangements

Identifying support needs

To identify the additional needs, you could ask the following questions:

- Do you have, or have you ever had, an Education, Health, and Care Plan?
- Have you had Exam Access Arrangements at a previous school or college?
- Do you need support with literacy and/or numeracy?
- Do you have a physical disability which would prevent you accessing college without support?
- Do you need support with your mental health and wellbeing?
- Do you have any other special educational need and/or disability such as:
 - Dyslexia
 - Autism
 - ADD/ADHD
 - Hearing or visual impairment (this excludes normal glasses)?
- Are you a Young Adult Carer (up to age 25) who helps to care for someone, unpaid, who has an illness, disability, or addiction?
- Are you, or have you ever been, in local authority care?

It is best practice to cover the above areas through general conversation rather than a list of questions if possible.

Requesting Support

Support can be requested at any point of the apprentice journey as below.

Please remember that it is essential that you discuss any additional needs and available support with the apprentice before requesting support to encourage them to engage with CSS.

At enrolment:

- If an apprentice declares a SEND need at enrolment, CSS will contact them automatically
- If you believe an apprentice may have an additional need, please encourage them to declare this
- During main enrolment in September, CSS colleagues are based in the Rye Hill library. You can direct an apprentice there to discuss any support needs during planned enrolment opening hours
- Outside of main enrolment, apprentices can be directed to the Support Hub in the library during normal office hours

On programme:

- If at any point you believe an apprentice has an additional need which they have not declared, please complete the [support request form](#) which can be found in the Resources for Newcastle College Teachers Teams site, in the Inclusive Support and CSS Channel
- You can check to see if the apprentice has support in place by looking at Smart Assessor
- They can also refer themselves using [the self-referral form](#) on the Student Support Teams channel
- They can visit the Support Hub in the main library during usual office hours.

For further information, please contact css@ncl-coll.ac.uk

Please note that queries regarding student finance should be directed to Student Services.

FUNDED BY



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