

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.

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



Artificial Intelligence (AI) Data Specialist Higher (Level 7)

L7AI.Academic@qa.com



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



BSc (Hons) Digital & Technology Solutions

BScDTS.Academic@qa.com



MSc Digital & Technology Specialist

MScDTS.Academic@ga.com



BSc Professional Management (CMDA)

BADM.Academic@qa.com

BA (Hons) Digital Marketing

BScDUX.Academic@qa.com

BscCMDA.Academic@qa.com



BSc (Hons) Project Management

BScPMDA.Academic@qa.com

L7SL.Academic@qa.com





Apprenticeship (Level 7)

Senior Leader Higher

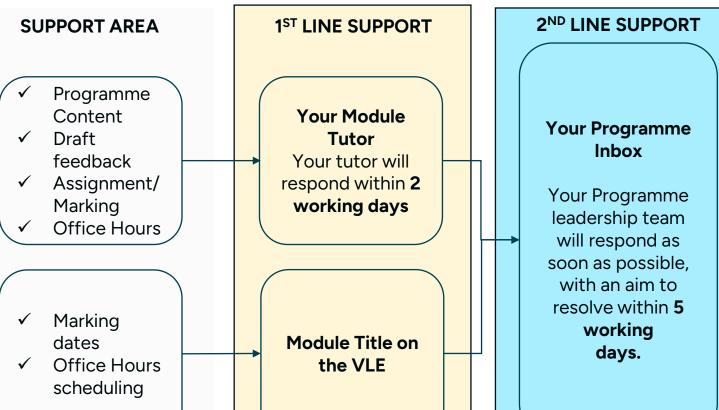
SLMDA.Academic@qa.com Senior Leader Degree



BSc (Hons) Digital User Experience



Apprenticeship



assignments. From your first term to your final assignment, we offer support to meet your academic need Guidance on subjects such as: aceda@qa.com This team will respond within 2 ✓ How to write more critically in

ACE Team: Your tutors manage what you study, but the ACE Team are academic specialists here to support you with the study skills needed to complete your

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

Book a 121 with ACE - ACE DA Study Skills Support (office365.com)

ACE academic workshop-

Book your place on an upcoming

working days

https://outlook.office365.com/book/ ACEWorkshops1@galearning.onmicr osoft.com/

A reminder on how to access non-academic support: **SUPPORT AREA** 1ST LINE SUPPORT

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

working towards the required apprenticeship standards within agreed timeframes. Progress on programme Application of knowledge, skills, and behaviours Work-based learning assignments and

> Guidance to learners requiring additional support with learning needs or welfare

monitored and recorded and that the apprentice is

concerns English and maths/functional skills (If

Workshop Access Issues

activity support

required)

programme Queries and preparation for End Point Assessment

QA Learning/PMQ Requests for your

Our Virtual Learning Team

Email

Your Skills Coach

This team will

respond within 1

working day

Zendesk Chat

(zopim.com)

Our Apprenticeships and Academic Services Team:

Return to Study or Withdrawal

Mitigating Circumstances Process (cc. your

Issues with Blackboard VLE if applicable to

Specialist Learning Consultants support learners

remote basis, with a tailored plan to meet their

Learner emails not received/emails to

wrong email addresses, Workshop

Webex Link and Password Issues

- Scheduling queries Request a BIL
- attendance

Module Tutor)

- ✓ Module progression Letter of Enrolment Confirmation
- your programme For Canvas support, or to report an issue, please contact Canvas.Support@ga

QAADegreeAdmin @qa.com

This team will

respond within 2 working days

with learning disabilities and/or difficulties. Learners are supported on an individual face-to-face or

individual needs. 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

Request remote, one-to-one and workshop support, support with reasonable adjustments/extra exam arrangements

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.

Prevent, Safeguarding, British Values

Mental Health queries and support

DASpecialist.learni

ngteam@qa.com

This team will

respond within 2

working days

Safeguarding@ qa.com

This team will respond within 3

Hours