

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

BSc (Hons) Digital & Technology Solutions

BScDTS.Academic@qa.com

MSc Digital & Technology Solutions

MScDTS.Academic@qa.com

Artificial Intelligence Data Specialist Higher (Level 7)

L7AI.Academic@qa.com

BSc (Hons) Project Management

BScPMDA.Academic@qa.com

BSc (Hons) Cyber Security Technical Professional

BScCSTP.Academic@qa.com

BSc Professional Management (CMDA)

BScCMDA.Academic@qa.com

BSc (Hons) Digital User Experience

BScDUX.Academic@qa.com

BSc (Hons) Digital Marketing

BADM.Academic@qa.com

Senior Leader Higher Apprenticeship (Level 7)

L7SL.Academic@qa.com

Senior Leader Degree Apprenticeship

SLMDA.Academic@qa.com

SUPPORT AREA

- ✓ Programme Content
- ✓ Draft feedback
- ✓ Assignment/ Marking
- ✓ Office Hours
- ✓ Academic Resources
- ✓ Marking dates
- ✓ Office Hours scheduling

1ST LINE SUPPORT

Your Module Tutor

Your tutor will respond within **2 working days**

Module Tile on the VLE

2ND LINE SUPPORT

Your Programme Inbox

Your Programme leadership team will respond as soon as possible, with an aim to resolve within **5 working days**.

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. From your first term to your final assignment, we offer support to meet your academic need

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

aceda@qa.com

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 workshop-
<https://outlook.office365.com/book/ACEWorksops1@qalearning.onmicrosoft.com/>

A reminder on how to access non-academic support:

Your **Skills Coach/Digital Learning Consultant** carries out high quality mentoring and coaching with apprentices to ensure learning and progression is monitored and recorded and that the apprentice is working towards the required apprenticeship standards within agreed timeframes.

- ✓ Progress on programme
- ✓ Application of knowledge, skills, and behaviours
- ✓ Work-based learning assignments and activity support
- ✓ Guidance to learners requiring additional support 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:

- ✓ Workshop Access Issues
- ✓ Webex Link and Password Issues

Our Academic Services Team:

- ✓ Scheduling queries
- ✓ Request a BIL
- ✓ Return to Study or Withdrawal
- ✓ Mitigating Circumstances Process (cc. your Module Tutor)
- ✓ Learner emails not received/emails to wrong email addresses, Workshop attendance
- ✓ Module progression
- ✓ Letter of Enrolment Confirmation
- ✓ Issues with Blackboard VLE if applicable to your programme

Email Your Skills Coach

This team will respond within **1 working day**

Zendesk Chat (zopim.com)

Academicsservices@qa.com

This team will respond within **2 working days**

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

Specialist Learning Consultants support learners with learning disabilities and/or difficulties. Learners are supported on an individual face-to-face or remote basis, with a tailored 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.

- ✓ Support plans mapped to individual needs with accompanying reviews
- ✓ Support remote, one-to-one and workshop support, support with reasonable adjustments/extra exam arrangements

DASpecialist.learningteam@qa.com

This team will respond within **2 working days**

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

Safeguarding@qa.com

This team will respond within **3 Hours**