



Learning Support Process

Most recent update: 12 October 2026

Important Note

Learning Support (LS) is different to Learner Support. Learning Support is funding that can be drawn down to help put in place *reasonable adjustments* for learners who have an identified learning difficulty and/or disability (LDD), so they can achieve their learning goal.

Learner Support is funding to help learners overcome financial barriers that would otherwise prevent them from taking part in learning, e.g. funding bus fare to attend courses. This is *not* related to learning difficulty/disability and we do not have a process for this. If you have a specific request of this nature, please speak to quality team to discuss on case by case basis.

Identifying The Need For Learning Support

Learner registration form at a Skills and Employment Hub (Steps to Work):

- Learner completes section on LS with details on what their learning difficulty or disability is (self diagnosis is accepted).
- Hubs staff add notes if learner provides any information on what measures might help them and any reasonable adjustments they have had in the past that helped. If this information is not initially available the tutor should discuss, review and update with learners.
- Hub staff mark those requiring LS on the booking sheet when adding learners to a course. Tutors to keep the booking sheet updated following LS reviews with learners and any reasonable adjustments agreed.

Individual Learning Plan (ILP) - both regulated and tailored

- Tutor adds LS details to ILP on support to be provided

Booking Sheets

- Tutor provides details of the LS adaptations and what will be put in place for that learner. This information is crucial to claim LS funding.
- Tutor informs Quality team by email of LS need and plan for the learner. Ideally this should be done at assessment day but no later than day 1 of course.
- Quality team (Jodie Ronan, Rob Badley, Amta Xhetani or Vicky Davis) approve the LS by adding date and comment to the booking sheet on the start date of the course at the latest.



Delivery Of Learning Support

- If a tutor is unsure what types of adaptations may be relevant for a learner, this can be discussed with the Quality team. For example, a tutor may try to consider things that may help a learner. However the learner may not have had these interventions previously, does not know they are available and has therefore not mentioned them.
- If the booking sheet is unclear or lacking details on the adaptations requested, or if there are follow-up questions, the Quality team will discuss further with the tutor before approving.
- *For long courses* – tutor completes monthly updates on booking sheet to identify LS has been given and where appropriate explain any amendments to the original LS plan
- *For short course (less than 4 weeks in duration)* – proceed to next step

End of course

Learner feedback form

- Learner confirms LS received and feeds back on impact using form or QR code.

Course review form

- Tutor complete LS section of Course Review form to confirm LS delivered to learners
- Quality team to review all LS given and sign off course review forms

After course

- Tutors scan paperwork and save as normal
- Inputters note any LS claims on database by adding a learning outcome activity
- Adam Yoxall provides monthly report to Quality team on what LS has been claimed and values