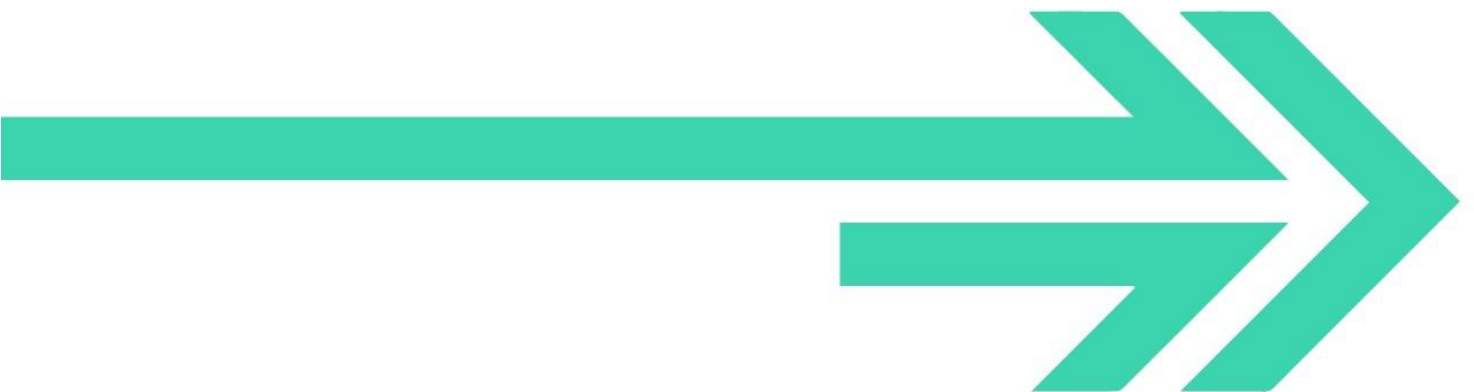




Degree Apprenticeships: Quick guide to online learning





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MESSAGE FROM THE DIRECTOR OF DEGREE APPRENTICESHIPS

Dear Learners,

We have created this quick guide to support you with your move to online learning and provide details of the remote support available to you as a result of the need to move away from face to face delivery this term.

The online delivery model will consist of shorter sessions for the first eight weeks of term which will be delivered on a weekly basis for the majority of modules. We understand that these changes may result in some potential diary challenges and whilst we do encourage learners to attend as many 'live' sessions as possible we also aim to make recordings of the sessions available.

As sessions will take place on a weekly basis for most modules, learner evaluation surveys will not take place after each session as is the normal process for face to face workshops. However, learners will still be provided opportunities to feedback and for any urgent queries, please contact a member of staff at any time.

As a reminder, if you are/have been furloughed by your employer, you are still able to continue your Degree Apprenticeship programme without interruption and we will continue to support you during this time.

We hope you find this document useful and that it supports you with your transition into online learning for your module.

Best wishes

Donna Corr

Director of Degree Apprenticeships

Email: Donna.Corr@qa.com



GENERAL COMMUNICATIONS

We are making a few changes to the way we communicate with you to help ease the transition to online learning this term.

Whilst in general we will continue to communicate with you via the normal channels (emails/VLE announcements), we are also making the following changes:

- You will receive different booking/schedule confirmation emails. These are designed to make it easier for you to track your weekly online sessions.
- We have set up a dedicated support team to help you with any problems you may have accessing your online sessions. This team will be available by phone or email if you come across any problems at the point you try to join a session. Our normal teams and contact points are also available for all other enquiries.

It is important we can contact you quickly if something changes. If your email or telephone contact information has changed since you started your apprenticeship or made your application to QA please update us via QAADegreeAdmin@qa.com

You should note that the email addresses and phone numbers that you have been using to contact Coaches/Tutors remain the same – all our systems are diverted to our staff working from home so the contact information in your original guides is still valid. In addition, we have added a contacts list at the end of this document.

Will I have a different schedule this term?

You will have a new timetable due to moving from classroom workshops to online delivery. You will be provided with an Excel version of your timetable and the scheduled sessions will also be populated into your Canvas Modules calendar. You will also receive a booking confirmation email listing all sessions for the term.

Note: For MBA Senior Leader, MSc DTS Lv7 and Lv6 Cyber Security learners we will be creating a Canvas Module to which you will be given access, this module will have your scheduled module timetable and links to your VLE, Mitigating Circumstances and the ACE team. Please ensure you check your email for your Canvas registration and log in details.

To help you adjust to online learning the first week of the module will also focus on how the learning will be structured, features of the online learning system and how we are going to support you.

How will I know when to go online?

The times of your sessions will be in your timetable and Canvas Module calendar and you will receive invites on the day of your weekly session from your tutor, usually first thing in the morning.



What if I have problems when I try to join my online sessions?

We have created a dedicated online support team who will be on-hand to help get you up and running. The team will be aware of when the sessions are due to start and ready to support you should you need help.

They can be contacted using the following details:

Email: QAHEOnlineLearning@qa.com

Phone: 0345 074 7958

Please note that this team should only be contacted if you have a problem joining a session; they are in place to offer real-time support and as such all other enquiries should be go via the contact details listed elsewhere in this document.



LEARNING AND TEACHING

Given that we cannot teach you face to face at present we will be teaching you online.

We will do this using:

- 1) WebEx – this is a system that allows you to see your tutor's computer desktop, listen to them teaching as well as interact by asking questions either in text form or by voice. Teaching resources used by the tutor will also be available on the VLE for those learners who need to dial in by telephone. The system also allows the tutor to break you into smaller groups, just like in the traditional classroom setting.
- 2) A separate learn on demand (LOD) platform will be used for modules that require you to have access to technical environments or labs. Your tutor will provide you with a key to access these virtual environments with access gained via your internet browser.

We will send you further advice and guidance on how to use the system in the form of a handy how to guide as well as some useful videos.

These systems are very accessible and can be viewed on laptops, PCs, smartphones and tablets. You may wish to use a headset or earphones with a microphone for audio or your device speakers and microphone. It is a good idea to familiarise yourself with the settings for these on your device before your first session.

If we encounter problems with our delivery platform during one of your sessions we will endeavour to keep your sessions running through to completion. This may mean switching to an alternative platform temporarily. Your tutor will brief you on this process in your first session.

To help support you with the move to online learning we have created a new team to support you. If you are having problems or need help please contact:

Phone: 0207 656 8446

Email: QAHEOnlineLearning@qa.com

If you encounter problems logging into a session then please use the following contact number for immediate support:

Phone: 0345 074 7958

Will I still need my VLE access?

Yes, this remains a vital resource. Access to your VLE (Canvas, Moodle or Blackboard depending on your programme) is really important as all of the materials you need will be stored there. We also aim to record your sessions and will put links to these recordings on the VLE.



Who should I contact if I have problems accessing my VLE?

If you are having problems accessing your VLE you can contact the Library Team at library@qa.com, or 0207 656 8446 who will be able to determine whether your access issue requires referral to your University Partner VLE support team who's direct support links are below.

University	Support
Middlesex University	<ul style="list-style-type: none">unihub.mdx.ac.uk/support/unihelp
Northumbria University	<ul style="list-style-type: none">northumbria.ac.uk/itchatServiceDesk@northumbria.ac.uk

For **Canvas** enquiries you can also contact QAADegreeAdmin@qa.com and 0203 908 2361

Attendance Monitoring

During this period of online learning, we will continue to monitor engagement and attendance at the online classes. Your tutor will complete a register during the session.

If, due to unforeseen circumstances, an online class does not take place we will be aware of this and an alternative session will be scheduled.

Coaching and learner responsibilities

For many learners your current remote coaching model will remain unchanged. Your Coach will continue to schedule your termly online coaching sessions.

Our Coaches will increase the flexibility in timings of these sessions for any Key Workers. If you are a Key Worker and would benefit from having an evening session then please communicate with your Coach to arrange this.

Your responsibilities as a learner also remain unchanged. You are still required to attend your Coaching sessions, complete your Progress Reviews and your 20% off the job calculators.

If you currently engage with your coach via face to face session these will be replaced with virtual sessions and your Coach will make contact with you to discuss this.



ASSESSMENT AND EPA CHANGES

As you know different modules are assessed in different ways. You may be wondering about the impact of the switch to online delivery and the wider impact of Covid-19 on your module assessments.

Our programme management teams have reviewed the assessments for forthcoming modules. Working with their respective university counterparts they have identified where the assessment regime needs to be changed to reflect current remote working and Covid-19 related issues. In some cases this may also change the timing of assessment as well as its format.

As we agree different assessment formats with the University you will be contacted by your programme team to inform you of the changes. We are working hard to make sure than nobody is disadvantaged by the move to online learning and to ensure that your progression between terms or levels is not delayed.

What to do if you cannot submit an upcoming assessment

If you are unable to submit an upcoming assessment, please complete and submit a Mitigating Circumstances application using the below information prior to the submission deadline.

University	Required	How to Submit
University of Roehampton	Application form	QAADegreeMCRequests@qa.com
Middlesex University	Online Application form	Submit via MyUnihub
Northumbria University	Online Application form	Submit via your 'MyNorthumbria' page

If there are updates or changes to these policies during the term you will be made aware of these.

Information for learners approaching their EPA

Some of you will be in the process of approaching your EPA. Support for your EPA will be still be available; this support will take place virtually. If you have any queries in relation to your EPA, please contact your coach who will be able to support you or signpost you to the appropriate point of contact.

EPAs themselves will also still take place and these will be completed virtually instead of taking place face to face. Support sessions will be available to clarify the process with learners and line managers.



ILLNESS OR CARING FOR SOMEONE WHO FALLS ILL?

The first thing to say is that your health comes first so getting well again must be your priority.

As soon as you can please inform QAADegreeAdmin@qa.com and the team will let your tutor and coach know (a quick email is all we need).

We will:

- a. Make any necessary referrals/requests for deferrals or possible alternative online sessions you may be able to attend
- b. If you are ill for a prolonged period of time, then they can advise on whether you need to interrupt your studies temporarily.

We are working with our university partners to be as flexible as possible in terms of absence to accommodate illness or other Covid-19 related issues, including the impact on assessment related matters such as not being able to complete assignments or assessments and we will communicate to you updates as and when arrangements or guidance changes.



YOUR SUPPORT SERVICES

We intend to offer remote access to the services below between core operating hours of 9am-5pm Monday to Friday. If you require support outside of the hours please contact the services to make a request.

Interacting with the Welfare and Safeguarding team

This service provides advice and guidance on a range of issues (e.g. disability support, housing, legal, financial, family and relationships, health).

You can contact the team by:

Email: welfare.DA@qa.com

Phone: 0207 656 8420

A telephone counselling service is also available, please contact the team to arrange an appointment.

Interacting with the ACE team

The ACE team are now offering all learners the opportunity to have one to one virtual appointments in addition to the group workshops they run.

To request a tutorial, please send an email to:

Email: aceda@qa.com

Phone: 0207 656 8446

When you make an online appointment, a member of the ACE team will send you an email with a link to join the online session.

All you need to do is:

- Click on that link which will open in your web browser (or copy and paste it into your web browser)
- Enter your name and university email
- Next, click on **Join By Browser** and you will see a member of the ACE team

It is also possible to share documents e.g. a Word or PowerPoint so that we can both look at it at the same time. If you wish to do so, please email documents to us before the start of the appointment if possible.

In addition to having an online appointment, remember that there is an ACE page on the relevant VLE for the programme (Canvas, Moodle and Blackboard) where you can find many study skills resources such as videos, guides and worksheets on academic subjects e.g. paraphrasing, criticality, referencing.



Interacting with Library services

All university programmes require engaging with textbooks, research publications (usually e-journals) and specialist resources. The Library Portal lists them at sites.google.com/view/qahe-library/DA; your lecturers will guide you to the most helpful materials.

On the Library Portal, you will also find reading lists for all the modules of your programme and various guides.

Library staff will be available to answer your enquiries over the phone, video-conferencing and by email.

Email: library@qa.com

Phone: 0207 656 8448

Library Portal: tinyurl.com/qahe-library - for ongoing updates, guides and contact information for the QAHE Library.

Interacting with Degree Apprenticeships Administration

To help us respond to all learners and provide you with the best service during this busy time, please email your enquiry to the QAADegreeAdmin@qa.com inbox and we will respond as soon as we can.

We are still available by phone for any urgent queries we will get to your call as soon as we can.

Please find contact us via: 0203 908 2361



USEFUL CONTACTS AND LINKS

Support Service	Email	Telephone
Degree Apprenticeship Administration	QAADegreeAdmin@qa.com	0203 908 2361
Library Service	library@qa.com	0207 656 8448
Welfare and Safeguarding Service	Welfare.DA@qa.com	0207 656 8420
ACE Team	aceda@qa.com	0207 656 8446
Mitigating Circumstances	QAADegreeMCRequests@qa.com	
Online Learning Support	QAHEOnlineLearning@qa.com	0207 656 8446
Help logging into your online session	QAHEOnlineLearning@qa.com	0345 074 7958

A copy of this guide and those listed below are available at:

qahighereducation.com/DA-online-guides/

- **Webex user guide**
- **Canvas walkthrough**