

FAQ

Do you have questions about Learner Support?

- Q** I got extra time for exams at school; can I get this at Telford College too?
- A** Yes, we can arrange this. Let us know as early on course as possible, we need to get evidence of need (dyslexia report, medical letter etc) and advise the SQA.
- Q** It's been a while since I was in education, and I'm not sure I'll know where to start with studying and writing essays- can I get help with this?
- A** Yes, Learner Support can help you with study skills like essay writing, time management, revision techniques etc. We run drop-ins from the Learner Services office in college, or you can contact us for further information.
- Q** I have mental health difficulties / find new situations and going to new places causes me anxiety, what can you do to help?
- A** We are able to meet you before your course starts and help familiarise you with the college so you know what to expect.

- Q** I have low vision, so what can I do if I can't see the notes from my tutor?
- A** We can either ask your tutor to print them in a larger format, or send them to you electronically so you can choose how you view them using a PC or laptop.
- Q** I find written work difficult and it's been suggested I may be dyslexic; can I get help with this?
- A** Yes, our Learner Support staff can discuss this with you, carry out any testing and help with strategies to help you.
- Q** I have mobility difficulties; will I be able to get around college OK?
- A** Yes – the college is very accessible and we can meet with you to show you round, and the main areas you will want to access during your studies.



words of wisdom

WOW

We are available year-round, even during the summer holidays so please feel free to get in touch!

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Do you have questions about Funding, Childcare or Accommodation?

- Q** Does the college have its own student accommodation?
- A** Yes, we have a dedicated halls of residence just 2 mins walk away. Its run by a company called CRM, you can find more information on their website. www.crm-students.com
- Q** I'm confused about what funding I might be able to get for my course, is there someone I can speak to?
- A** Yes, you can contact one of our Guidance Officers who can talk you through things (see contact details below).
- Q** I have a child, is there any help available for childcare costs?
- A** Yes, many students are eligible for help towards the cost of registered childcare while they study. Funds are limited, so you need to apply early. You can get more information by contacting one of our Guidance Officers.
- Q** Does the college have its own nursery?
- A** The Waterfront Nursery is right next door to the college, but it's not a 'Telford College' nursery. Students can get funding to help with childcare in the same way as for any other nursery, childminder or after school club (registered childcare provider).

If you have any queries about Learner Support, or are offered an interview and would like to meet us at the same time, you can contact us by:

Telephone: **0131 559 4000** (ask for the Learner Services Guidance Team)

Email: LearnerSupport@ed-coll.ac.uk
Accommodation@ed-coll.ac.uk
StudentFunding@ed-coll.ac.uk

Or via the college website: www.ed-coll.ac.uk

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