

**Case Study: Enabling access to learner support via a webpage**

*'Assessment and learning: involving the learner'. LSC funded project.*

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**The context:**

Stockton Riverside College is a modern purpose built further education college. It merged with Bede 6<sup>th</sup> Form College in Billingham in 2008 and has strong links with universities and good employment contacts. There are 15,000 full and part-time learners enrolled at the college.

The Peripatetic Learning Support Service (PLSS) operates out of Stockton Riverside College and provides support and assistance for individuals in the workplace and further education, who may have a learning difficulty and/or disability.

**The challenge:**

Our challenge is to design a webpage for learners with learning difficulties to enhance the learner journey process within Stockton Riverside College.

This will involve describing each section of support, the difficulties that could arise within the area and which members of staff can be contacted with the area. Types of support available will be identified as well as the roles and responsibilities of the staff involved.

The web page would provide parents and learners with information prior to them starting at the college, thus making the information about the Learning Support Department available prior to recruitment.

**What we did:**

- Discussed action plan / challenge idea with LLDD manager to clarify procedure and content relating to the webpage
- Sought permission from the ILT department to design a webpage including data protection and copyright

- Interviewed members of staff to establish roles and responsibilities
- Designed layout, format and content of webpage
- Liaised with web designer for uploading of information
- Critiqued and implemented modifications

**The outcomes:**

As a result of the project we were able to:

- Reinforce staff and learner awareness of the support facilities available at the college.
- Make the information available for parents and outside agencies.



**The impact:**

Implementing the project enabled us to make the following impacts:

- Raised the profile of the team
- Improved learner and staff awareness of the role of the team
- Highlighted information of the services which the college provides to enhance learner achievement

**Supporting documentation:**

- <http://www.srclearningsupport.co.uk/test/>

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