



Our Best Future: Briefing Sheet

Services to support learning

Our Best Future: Supporting colleges in recovery from the impact of COVID-19 pandemic

1 Introduction

The resource packages have been produced by Education Scotland to assist colleges to plan adjustments to provision and services in light of COVID-19. They have been designed to be used creatively and flexibly by college staff, learners and external partners to explore and harness ideas and approaches.

The resource packages are based on the following **four themes**:

Resource package 1: Curriculum, learning and teaching, and assessment

Resource package 2: Services to support learning

Resource package 3: Transitions

Resource package 4: Evaluation to facilitate improvement

2 The content of the resource packages

Each resource package comprises the following materials:

- Briefing sheet explaining the content and potential ways of using the resource packages.
- PowerPoint presentation for use in a workshop setting. (A benchmarking slide is incorporated at the beginning and at the end of the presentation, to help capture progress towards achieving expectations.)
- Workshop notes to support the use of the PowerPoint presentation.
- List of resources.

3 Format of resources

In each resource package, the **theme** is divided into a number of **sub-headings**. Under each sub-heading is a list of '**expectations**.' Alongside each 'expectation' are suggested roles of staff (and external partners) who could contribute towards achieving that specific 'expectation'. The list of expectations and roles of staff are not intended to be prescriptive or exhaustive and colleges may choose to create additional 'expectations' and further define staff roles to take account of their individual contexts and priorities.

The role of external partners is included to support colleges to engage partners that could contribute to specific 'expectations'. For example, employers, schools, college HMI, CDN, local authority, DWP etc.

Under each sub-heading, a box is included to capture effective practice that is worthy of wider dissemination, internally or externally.

4 Using the resources

The materials are intended to be used flexibly and creatively in ways which meet the specific needs and priorities of individual colleges.

For example, the materials could be used:

- **Horizontally**, to engage managers and practitioners across a range of staff roles in contributing to meeting 'expectation/s';
Or
- **Vertically**, to engage staff in a similar role in contributing to meeting 'expectation/s'.

In light of current restrictions on face-to-face engagement, it is anticipated that the materials will be used electronically with participants. Although this may present some constraints, it also presents opportunities for engaging staff, learners and external partners across different sites and organisations. In addition, it offers the facility to record and share discussions and workshops sessions with others.

The benchmarking tool can be adapted to reflect specific needs and priorities.

5 Specific information about this Resource Package

The following provides some details about the content of the resource package in relation to this theme.

5.1 Services to support learning

The resource package takes account of a range of staff roles and external partners.

These are:

- Senior managers
- Services to support learning managers
- Staff
- Curriculum managers
- External partners

The **Services to Support Learning** resource package incorporates a number of sub-headings which form the topics of workshops, as follows:

Services to support learning: Sub-headings which form the topics for workshops.	
1	Arrangements for planning services to take account of changes to the learning environment emerging from COVID-19.
2	Arrangements delivering services to take account of changes to the learning environment emerging from COVID-19.

A box is included under the sub-headings to capture effective practice that is worthy of wider dissemination, internally or externally.

Expectations and actions

1.4 Services to support learning					
Arrangements for planning services to support learning to take account of changes emerging from COVID-19					
Expectations	Senior managers	Services to support learning managers	Staff	Curriculum managers	External partners
Arrangements for revising and adjusting services to support learning take realistic account of the time, skills and resources required.	Work collaboratively to ensure arrangements for revising and adjusting services to support learning to take realistic account of the time, skills and resources required.	Support teams to ensure that revisions and adjustments to services to support learning, take realistic account of the time, skills and resources required.	Contribute ideas/suggestions for revising and adjusting services to support learning.	Work collaboratively to assist staff in services to support learning to revise and adjust services.	External partners support colleges to establish workable solutions to identified challenges.
Planning of services to support learning takes account of learners' views, circumstances and preferences.	Work collaboratively to ensure planning of services takes account of learners' views, circumstances and preferences.	Support teams to ensure planning of services takes account of learners' views, circumstances and preferences.	Contribute ideas/suggestions that take account of learners' views, circumstances and preferences.	Work collaboratively to assist services to support learning staff to take account of learners' views, circumstances and preferences.	External partners support colleges to establish workable solutions to identified challenges.

Services have been reconfigured to take account of the current and emerging needs of learners on and off campus.	Work collaboratively to ensure services are been reconfigured to take account of the current and emerging needs of learners on and off campus.	Support staff to reconfigure services to take account of the current and emerging needs of learners on and off campus.	Contribute ideas/suggestions to reconfigure services to take account of the current and emerging needs of learners on and off campus.	Work collaboratively to assist services to support learning staff to reconfigure services to take account of the current and emerging needs of learners on and off campus.	External partners support colleges to establish workable solutions to identified challenges.
Planning of services to support learning enables learners and staff to access services in ways which meet their needs and circumstances.	Work collaboratively to ensure planning of services enables learners and staff to access services in ways which meet their needs and circumstances.	Support staff to plan services which enable learners and staff to access services in ways which meet their needs and circumstances.	Contribute ideas/suggestions to enable learners and staff to access services in ways which meet their needs and circumstances.	Work collaboratively to assist staff to plan services that enable learners and staff to access services in ways which meet their needs and circumstances.	External partners support colleges to establish workable solutions to identified challenges.
Arrangements are in place to communicate with learners and staff about the range of services available.	Work collaboratively to ensure that arrangements are in place to communicate with learners and staff about the range of services available.	Support teams to ensure that arrangements are in place to communicate with learners and staff about the range of services available.	Contribute ideas/suggestions to communicate with learners and staff about the range of services available.	Work collaboratively to assist services to support learning staff communicate with learners and staff about the range of services available.	External partners support colleges to establish workable solutions to identified challenges.
Staff are supported to develop and enhance skills for operating in different contexts.	Work collaboratively to ensure staff are supported to develop and enhance skills for operating in different contexts.	Support teams to develop and enhance skills for operating in different contexts.	Contribute ideas/suggestions to develop and enhance skills for operating in different contexts.	Work collaboratively to assist staff to develop and enhance skills for operating in different contexts.	External partners support colleges to establish workable solutions to identified challenges.

Effective practice that is worthy of wider dissemination, internally or externally

Workshop Questions.

- How will we ensure arrangements for revising and adjusting services to support learning take realistic account of the time, skills and resources required?
- How will we take account of learners' views, circumstances and preferences to plan services to support learning?
- How will we reconfigure services to take account of the current and emerging needs of learners on and off campus?
- How can we plan services that enable learners and staff to access services in ways which meet their needs and circumstances?
- How will we communicate with learners and staff about the range of services available?
- How will we support staff to develop and enhance skills for operating in different contexts?
- How can we draw on feedback from our learners and stakeholders to influence and improve arrangements?

Arrangements for delivering services to take account of changes emerging from COVID-19

Arrangements for delivery of services to support learning to take realistic account of the time, skills and resources required.	Work collaboratively to ensure arrangements for delivery of services to support learning to take realistic account of the time, skills and resources required.	Support teams to ensure arrangements for delivery of services take realistic account of the time, skills and resources required.	Contribute ideas/suggestions/ arrangements for delivery of services that take realistic account of the time, skills and resources required.	Work collaboratively to assist staff make arrangements for delivery of services to support learning that take realistic account of the time, skills and resources required.	External partners support colleges to establish workable solutions to identified challenges.
Delivery of services to support learning takes account of variation in the levels of access to digital resources for learners and staff.	Work collaboratively to ensure services to support learning take account of variations in the levels of access to digital resources for learners and staff.	Support teams to take account of variations in the levels of access to digital resources for learners and staff.	Contribute ideas/suggestions to take account of variations in the levels of access to digital resources for learners and staff.	Work collaboratively to assist staff to take account of variations in the levels of access to digital resources for learners and staff.	External partners support colleges to establish workable solutions to identified challenges.
Delivery of services to support learning takes account of variations in the digital skill levels of learners and staff.	Work collaboratively to ensure services take account of variations in the digital skill levels of learners and staff.	Support teams to take account of variations in the digital skill levels of learners and staff.	Contribute ideas/suggestions to take account of variations in the digital skill levels of learners and staff.	Work collaboratively to assist staff to take account of variations in the digital skill levels of learners and staff.	External partners support colleges to establish workable solutions to identified challenges.

Arrangements are in place to provide staff and learners with timeous access to internal and external specialist support services.	Work collaboratively to ensure arrangements are in place to provide staff and learners with timeous access to internal and external specialist support services.	Support teams to provide staff and learners with timeous access to internal and external specialist support services.	Contribute ideas/suggestions to provide staff and learners with timeous access to internal and external specialist support services.	Work collaboratively to assist staff to provide staff and learners with timeous access to internal and external specialist support services.	External partners support colleges to establish workable solutions to identified challenges.
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Effective practice that is worthy of wider dissemination, internally or externally

Workshop Questions.

- How will we ensure that delivery of services to support learning take realistic account of the time, skills and resources required?
- How will we take account of variations in the levels of access to digital resources for learners and staff?
- How will we take account of variations in the digital skill levels of learners and staff?
- How will we provide staff and learners with timeous access to internal and external specialist support services?
- How can we draw on feedback from our learners and stakeholders to influence and improve arrangements?

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