Workshop Notes

Our Best Future: Services to support learning

1   Background

The workshop focuses on **two sub-headings** in relation to meeting the needs of all learners.

These are:
- Planning services to support learning to take account of changes emerging from COVID-19.
- Delivering services to support learning to take account of changes emerging from COVID-19.

2   Potential ways to utilise the workshop questions

The workshop questions are designed to be used by college staff, learners and external partners to respond to the current and emerging impact of COVID-19.

The two sub-headings are underpinned by a series of challenge questions intended to:

- Stimulate and direct discussion to inform future planning;
- Build the capacity of participants in forming a shared understanding and vision for the future; and
- Provide a basis for joint ownership and planning of services and resources.

The sub-headings could be used separately as stand-alone discussion items, or as part of a series. Involvement of participants could be adjusted and varied to reflect local and regional contexts. Where possible, arrangements should be made to enable learners input to workshops.

3 Workshop questions

Services to Support Learning
Slide 1 : Planning services to support learning to take account of changes emerging from COVID-19
- 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?
Effective practice that is worthy of wider dissemination, internally or externally.
Slide 2: Delivering services to take account of changes emerging from COVID-19
- How will we ensure that delivery of services to support learning takes 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?

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