

Additional Support Policy

Tolley is committed to providing the support required to enable apprentices to make good progress and achieve. Furthermore, as a provider of apprenticeships, Tolley actively identifies learners who fall behind or need additional support.

Identifying learners who require additional support

All attendance and exam marks are recorded across the apprenticeship programme and reported to the employer or Main Provider. By tracking this information, the Apprenticeship Team can identify which learners are falling behind and require additional support.

In most cases, “falling behind” is considered to be where a learner obtains marks below the Guaranteed Pass Scheme requirements or has continuously missed exam deadlines. Where this occurs, the Apprenticeship Team will contact the learner’s Training Manager and make them aware that additional support is available.

Apprentices may also request additional support directly from Client Services, the Apprenticeship Team, or a tutor.

Requests for additional support

Requests for additional support will be sent:

- In the first instance, to the tutor who taught the apprentice;
- Secondly, to the tutor on student query duty;
- Otherwise, to the Subject Manager for the paper the query relates to;
- If all of the above are unavailable, to another suitable tutor.

Additional support available

The tutor will decide what level of additional support is required based on the information provided. Some apprentices may request a specific type of support. Examples of support include:

- Offering study tips or help with exam technique;
- Reviewing a marked exam and offering detailed feedback on how to improve;
- Marking an exam/question that is similar to the question attempted, or the original where this has been re-attempted;
- Teaching or revisiting a topic.

Support can be provided in the following ways:

- Emailing the apprentice;
- Telephoning the apprentice;
- Video calls using a tablet and “share screen” option;
- Meeting the apprentice.

Tutor's may also want to consider contacting the apprentice's Training Manager.



Jonathan Scriven – Director of Tax Markets