

THE LEARNING JOURNEY

For those undertaking qualification courses or an Apprenticeship, we offer information, advice and guidance about further education, career options or other next steps. We're also very happy to signpost you to other education providers or employers who might be able to help where we can't. Speak to anyone at SS&L and we'll be happy to support you and assist where we can.

Getting to Know You

You will be invited to have a chat with either a Team Leader or a Tutor who will give you information & advice about courses. Don't worry - this is an informal chat with a friendly person who just wants to learn about your existing skills and qualifications so we can advise on the best courses for you.

Additional Support

If you need additional support and help with any aspect of your course your Tutor can provide you with information about learning support.

On-going Support

If something is bothering you about your course or our teaching, then we're happy to hear about it; you can feedback any issues to us and we will deal with it as quickly as possible.

Exams

If your course does have an exam, you may find them stressful, but we'll help you by ensuring you are well prepared. We will also get your results and certificates to you as soon as possible.

Welcome! Your Enquiry & Application

Our dedicated Customer Advice Team will help you with all your enquiries about our courses and are happy to assist you through the application process so we can welcome you to SS&L.

Getting you on the right course

After your conversation with an SS&L Tutor you will be asked to complete an initial assessment to ensure that you are on the right course for you. You will receive an induction at the beginning of your course.

You've Started!

Once you begin your course, you'll get regular feedback about your progress from your Tutor as well as sector specific information and careers guidance if you need it. We want you to feel confident about your achievements and are always willing to talk to you if you have concerns.

Listening to you

Getting feedback helps us improve our offer so you'll be asked occasionally to complete surveys so we understand what we're doing well and what we need to improve.

Next Steps

We're always pleased to see our students achieve their goals but we also want to help with your next steps - either into further education or into careers. This is why we're happy to give advice & guidance over the phone once you've completed your course to help you on your journey.

