



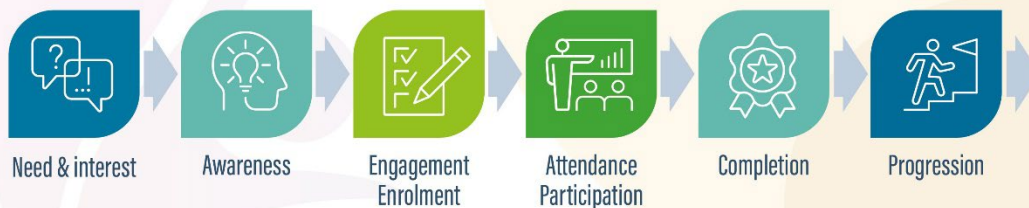
Gogledd Ddwyrain Cymru  
**Dysgu Cymunedol i Oedolion**  
**Adult Community Learning**  
North East Wales

## **Supporting you throughout your learning journey**

NE Wales ACL Partnership has procedures in place to identify and, where appropriate, to assess learners with additional learning needs. Learners are encouraged to disclose any learning needs at enrolment.

At any stage of the learning journey a learner can refer themselves for support.

## **Our Learners' Journey**



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## Getting online

- **Online enrolment form**  
Most providers will ask you to complete an enrolment form online. If you would like a paper copy then please ask. Tutors will be on hand to support you completing the form. Please make sure you complete all sections and if you need any support – with anything, then let us know.



- **Microsoft Teams**  
A really good online guide can be found on the following link:  
<https://learn.microsoft.com/en-us/>
- **Zoom**  
Lots of great tutorials on using Zoom, visit <https://learn-zoom.us/show-me>

## **Financial support**

We work with a number of organizations and specialists to make sure you have access to the latest advice and support available. Please see the financial support document in the 'useful documents' section.

## **Additional Learning Needs**

This support may include:

- ✓ Advice and referrals to a range of specialist agencies that can support you
- ✓ Assistive equipment and mobility support
- ✓ Exam access arrangements or concessions
- ✓ Help with coursework and homework
- ✓ Help with learning in and out of class
- ✓ Tutorial support with a course tutor
- ✓ Welfare support and information
- ✓ Wellbeing
- ✓ Note takers or tape-recorded notes if you have any difficulty in taking notes
- ✓ British Sign Language Communication support
- ✓ Assistive hearing devices if you have a hearing impairment
- ✓ Specialist assistive or enabling software and resources

**This is not an exhaustive list but should give you an idea that we can help, and if we can't we will know someone who can!**

*You can access any of the above services in several ways:*

- ⇒ When completing your enrolment form
- ⇒ Talk to your tutor, who can request support on your behalf
- ⇒ Contact us at any time during your course

### **Contact details:**

Tel: 07584 335409

Email: [acl@wrexham.gov.uk](mailto:acl@wrexham.gov.uk)

*For Flintshire and Wrexham residents*

## Staying safe online

We're committed to supporting all learners to stay safe online.

These internet safety rules can help to keep you safe online:

- ✓ Choose smart passwords.
- ✓ Check your privacy settings to protect your personal information.
- ✓ Watch out for phishing scams, especially when online shopping or managing your bank accounts online.
- ✓ Guard your personal details.
- ✓ Whilst working online, be aware of your surroundings. Remove personal items such as photos and anything that indicates where you live. Dress appropriately for learning and remember that information shared is confidential to the group.



Working online offers many benefits, however, we must all be aware of the dangers when it comes to being online and keep ourselves up-to-date with the latest information and guidance. For information and advice on how to keep safe online, visit [www.getsafeonline.org](http://www.getsafeonline.org)

## Childcare Support

Information is available from the **Family Information Service:**

### **Flintshire**

<https://www.dewis.wales/ResourceDirectory/ViewResource.aspx?id=87&msclid=a47d15c8cf7a11ecae267bae1ba664e0>

### **Wrexham**

<https://www.dewis.wales/ResourceDirectory/ViewResource.aspx?id=427&msclid=dce7b222cf7a11ec9c420a3d20234a8e>