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## Remote Education

Remote learning from home is in place for everybody's safety during the COVID-19 pandemic. The whole team at Release Potential Ltd is committed to providing you with a rewarding and fulfilling learning experience from start to finish irrespective of the programme you study with us. You will experience a range of professional remote support encompassing all our activities including:

- initial engagement
- advice and guidance
- enrolment
- course preparation
- delivery
- assessment
- interaction
- post programme support

We have all become more accustomed to living our lives in adapted and different ways, and that includes education and learning. This document sets out what you can expect from us while learning from home during the pandemic.

Staff have invested much dedication, time, effort and further developed their expertise in being able to support you on your programme remotely. Working in this way has been a challenge for staff too, who have responded with great creativity and professionalism to new ways of delivering and interacting with our learners.

We will make remote education available to all our learners irrespective of age in the following groups:

- Adult Education
- Traineeships
- Apprenticeships

### Access to helpful support documents

When you start your programme of study you will be able to set up access to eAssessor – an online portfolio in which your work will be kept securely. Your Course Tutors and Support Tutors will help you to do this.

eAssessor also gives you access to a wide range of support documents that have been written for you which

can be read at your own convenience. Examples include our:

- Learner Handbook
- Safeguarding Handbook

Please take the time to familiarise yourself with these documents.

### Learning is a two-way experience

Our Learner Charter sets out what you can expect of us, and also what we expect from you while you are on programme. This document has been reviewed in light of the pandemic and we would appreciate all our learners taking the time to read it.

### Digital platform

Zoom is the digital platform you will use during your study with us – a reliable and effective online audio and video conferencing platform. Zoom 'meetings' allow two or more people to communicate online.

Our staff team will provide support to help you become comfortable with its use and how to download the app if required. Your classes will take place in Zoom meetings set up by your course Tutor and Support Tutors.

You can do many things using it includes:

- screen and app sharing
- video chat
- text chat
- group work
- tasks and assignments
- access course resources

Zoom is flexible and adaptable. You will need access to wifi and a device. It functions well and can be used on a range of devices including:

- smartphone
- tablet
- laptop
- desktop PC
- macs

Online classes are like being in an actual classroom. You will be able to see and interact with your tutor and other learners, and they will be able to see and interact with you.

The ground rules are the same as being in a physical classroom. Your tutor will review these at the start of and during your programme but generally you will be expected to be attentive, respect the opinions of others and participate in the learning activities organised for you. You can also submit tasks and assignments using Zoom. Your tutor will let you know how to do this using Zoom and how to use eAssessor referred to earlier.

### **Staying safe on-line**

The internet is an important tool of modern times. However, it is also important to stay safe while on-line including when learning. All learners will receive awareness training during induction to help them stay safe on-line.

Release Potential Ltd is a Cyber Essentials certificated organisation. This is a UK wide government backed certification that helps companies to guard against common cyber threats.

### **Guidance, help and support**

During the pandemic many people have used technology to a greater or lesser extent, including those who may not have used it in the past.

However, when things are new and unfamiliar, such as with remote learning, it can sometimes feel as if things are too much or too difficult. Our friendly staff are always there to help, support and guide you to get the most out of your programme.

We are aware that a few of you may be experiencing issues with access to suitable equipment, internet connections and even struggle to find somewhere to learn. We have been actively working with a number of partners in your area and have a number of potential solutions so that your learning is not interrupted or postponed. There are also a number of national and local government initiatives that we can explore with you.

We would ask that rather than be struggling with your studies or even worse give up or not start, contact us as soon as you can so we can explore options with you. There is always a solution to every barrier and we will find it together.

### **Your contacts**

If you are thinking about starting a course, have any questions or concerned about anything, please contact:

Email: [courses@release-potential.co.uk](mailto:courses@release-potential.co.uk)  
Tel: 01661 843819

If you are currently in learning please contact your Course Tutor or member of Support Staff.