

FAQs for Learning Support

The Learning Support Department supports students with Specific Learning Difficulties (e.g. dyslexia), visual impairment, hearing impairment and physical health conditions. Here are some of our most frequently asked questions:

Q: I had exam arrangements (e.g. extra time) at my previous school; do exam arrangements automatically follow me to college?

No, they don't; we will only know about any previous exam arrangements if you tell us about it. You can tell us on your application form, at enrolment or by emailing us learning.support@bilborough.ac.uk. We will then contact you to arrange an appointment once you are up and running with us to discuss how we reapply for the arrangements.

Q: I used a laptop at school, can I at college?

Absolutely, you can bring your own in from home (please check it is covered by your own insurance/home insurance) or for students accessing Learning Support we can arrange a college laptop on loan for the duration of your course.

Q: I had a toilet pass at my previous school. Will college issue one too?

We don't issue toilet passes at college; you just ask the teacher if you can leave the room. For students with medical conditions who may need to leave the classroom frequently and/or quickly we just make sure your teacher is aware of that, so you don't need to waste any time asking.

Q: I had my work printed onto coloured paper at school, will that be the same at college?

We have many requests for coloured paper, and it is really difficult for the class teacher to ensure everyone receives the correct colour for each lesson. We supply students with a coloured overlay to use in class and can supply some coloured paper to students should they want to print off their work onto coloured paper, have a chat with us about the best way to make this work for you.

Q: I used a reading pen at school; does college use these?

Yes, we do and can supply students with one to use for their time with us and in exams.

Q: I found some elements of studying difficult, I always ran out of time in tests, but it wasn't investigated at school, can anyone help at college?

Absolutely, email us learning.support@bilborough.ac.uk or get any of your teachers or tutor to refer you to us. We can have a chat and see what we can do.

Q: Can I store spare medication at college?

Yes, we have secure storage for medication in our medical room.

Q: I am diabetic, can I keep some emergency food items in college?

Yes, in the Learning Support Department we can hold on to some food items for you, in case of an emergency.

Q: Is the building wheelchair accessible?

Our building is wheelchair accessible, once you enrol with us, we would complete a Personal Emergency Evacuation Plan with you to ensure you are aware of the systems in place in case of an emergency evacuation.