

## 7. What constitutes support for learners?

Different types of institutions or providers offer learner support in different ways and to different extents.

Learner support could take the following forms:

- Access – e.g. information on access to the programme; the availability of bridging programmes.
- Financial support – e.g. any provision, or referral to bodies or agencies that might offer provision
- Guidance and counseling – e.g. guidance on implications of subject choice; support in terms of study skills or remedial opportunities; internet or telephone support; support for language problems in the form of translation or other services.
- Coaching and mentoring in the workplace
- Facilitation of study groups
- General information to learners – brochures, prospectuses and workshops, giving the following kind of information: e.g. purposes and outcomes of the learning programme, contact times and venues; time frames; assessment requirements, including deadlines and submission dates; exit and articulation opportunities; fees and penalties.

[Answer to FAQ 7, The NQF and Learning Programme, the NQF Gateway]