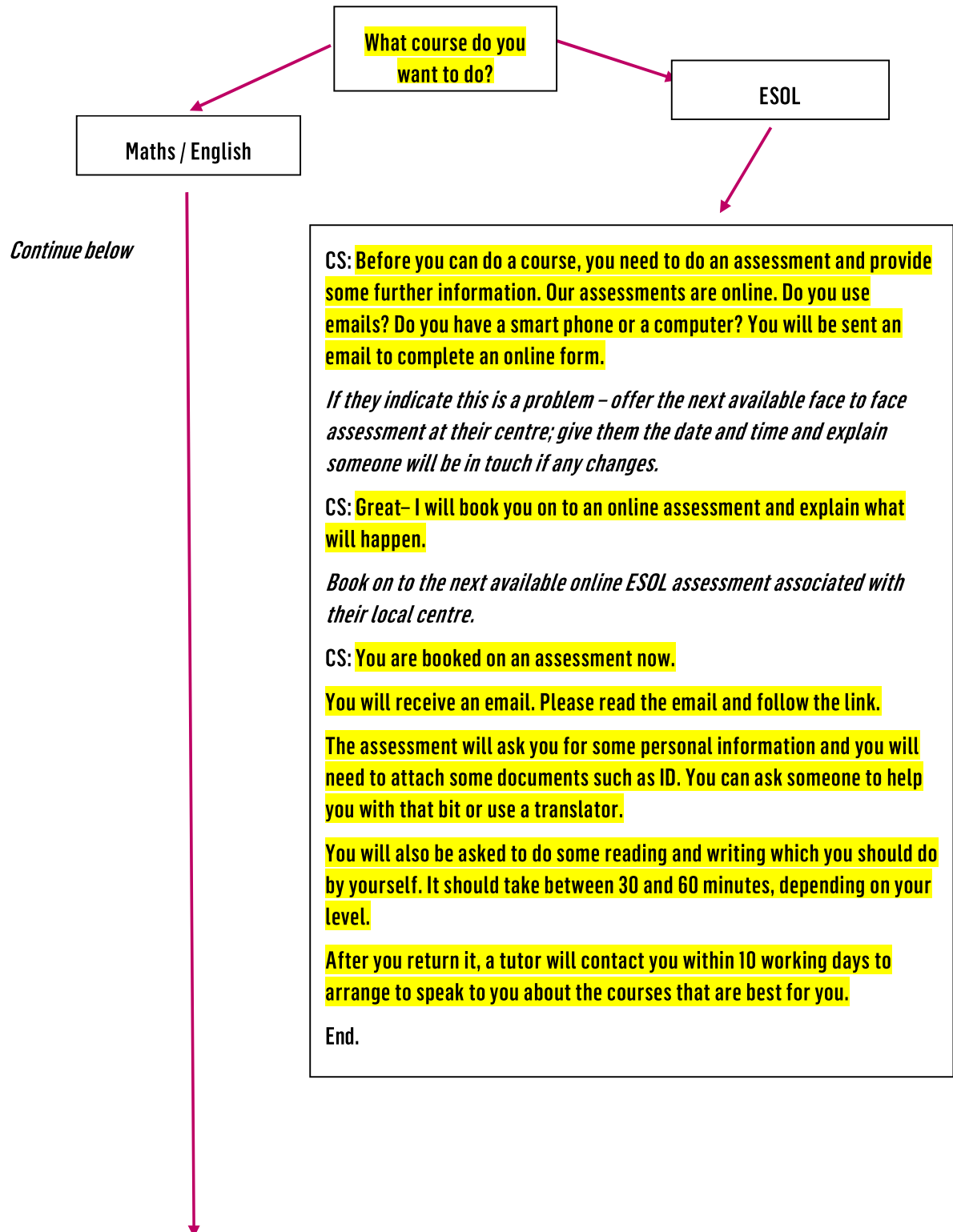
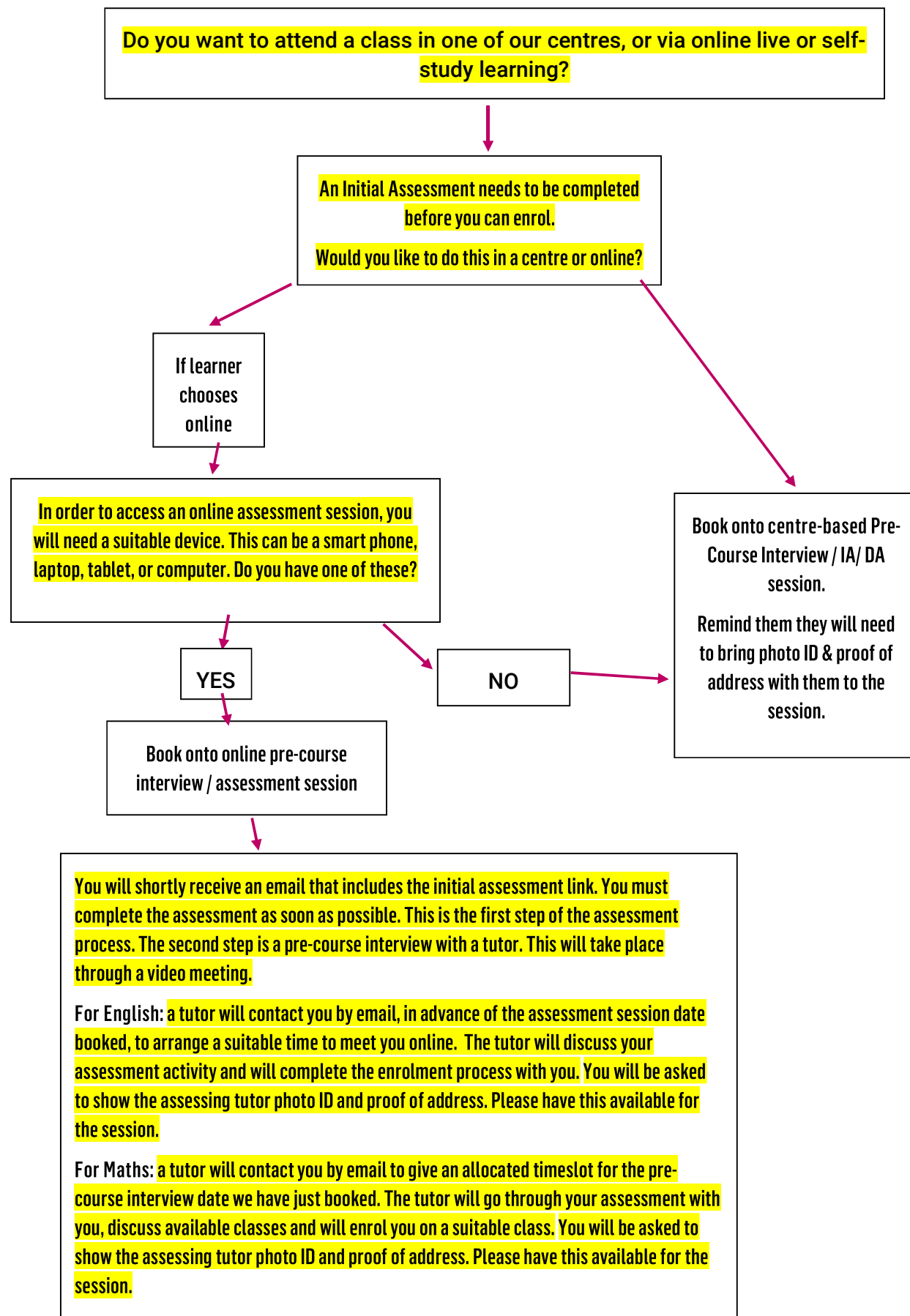


## Appendix 6 - English / maths / ESOL process & script

### Functional Skills and GCSE

Text highlighted yellow is a question to be asked or script.





## Reminder note for frontline staff / call centre:

**Online Live** is attending a virtual class at the same day and time each week with the tutor teaching to camera.

**Online Self-study** is the learner working through a series of web-based modules in their own time.

**Reminder note:** If they have expressed an interest in an online live or online self-study learning course please make them aware that they will need to have access to the following:

- Wi-Fi
- laptop or computer (not a tablet)
- for online live courses – a camera and mic (this may be built into the laptop)
- for online self-study courses – access to a printer
- for online live courses – access to a scanner.