

JTL Remote Learning News
Issue 01-20/21 (12.10.20)

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Dear <<First Name>>,

Welcome to the first issue of JTL Remote Learning News for the new academic year. We'd like to take this opportunity to wish you a very warm welcome to JTL if you are a new learner and hope you find this newsletter useful in supporting you with your learning. For those of you who are not new to JTL welcome back! We hope you had a great summer.

Please be sure to regularly check the [JTL learner web page](#) on our website along with this newsletter to keep yourself up-to-date with the latest news and resources to support you with your apprenticeship studies.

Remember, if there's anything in particular you need help with, please contact your Training Officer in the first instance, otherwise you can get in touch with us at info@jtltraining.com

Latest updates

IMPORTANT: Your learning during COVID-19

This newsletter was originally set up to support you with your learning during the lockdown period. Your learning is important to us and the work, activities and website links were made available as an on-line replacement to what you would normally be expected to do outside of lockdown. We have found that some of you have accessed everything, some have accessed very little, and most sit somewhere in between.

This academic year, there is a government expectation that all apprentices will access their learning remotely in the event of another lockdown, or if they have been asked to stay at home due to a confirmed case of Coronavirus. This is to ensure that if we are disrupted again you continue to make progress with your education.

We are busy putting things in place to ensure you can continue to learn from home, should the above occur. So far you have been provided with your own unique login for:

- Smart Assessor (all learners)

If you are new to JTL, you should have already received a unique log-on for the above.

For existing learners, please use the contacts below if you have forgotten the log-in details:

- Bksb - ExternalSupportTeam@Jtltraining.com or call 0800 085 2308
- Smart Assessor Your Training Officer
- Google classroom - ithelpdesk@Jtltraining.com

Below are links to help you get to know these systems and resources. If needed, your Training Officer will guide you on their use:



Smart Assessor

- Use this app to [log your '20% Off the Job' evidence](#)
- You can also use the app to take part in our ['20% Off the Job' quiz](#)
- [Watch this video](#) on how to access resources on Smart Assessor
- Read about alternative ways to [access the internet](#)
- Check out our [Remote Learning Tips for Learners Guide](#)
- Read our [Learner Behaviour Policy](#) so you know what behaviour is expected of you by your tutors during online sessions
- Learn how to sign a review form [here](#)



BKSB - online maths and English learning platform

- Take a look at an [overview of the bksb system](#)
- Find out [how to access to the bksb system](#)
- Find out [how to complete your learning on the bksb system](#)
- For any issues with your bksb account, please email ExternalSupportTeam@Jtltraining.com or call **0800 085 2308**

Google Classroom (JTL centre learners only)

We will continue to use Google Classrooms to deliver the lessons remotely as and when needed, supply you with work and give you opportunities to gain valuable feedback.

We expect that Google Classrooms will be an integral part of classroom practice using the platform seamlessly both at your JTL centre and at home going forward.

Meet (formerly Hangouts) and Smart Sessions on Smart Assessor.

Where delivery is conducted face-to-face, learners are expected to abide by current government guidance, and the COVID-19 safety measures put in place at each individual centre, which intends to ensure the safety of yourselves, other learners, and staff. In most cases, you will not be permitted to mix with other groups of learners whilst studying in centres, and further guidance is in place at each centre.

For further specific details on how your JTL centre will operate during the first term, please speak to your tutor or training officer.

As we greatly value your feedback, we will be sending out surveys via Google forms from time to time (links via text message). This is to help us to further improve our service to you.

Symptoms of Covid-19 checklist

If you display symptoms of COVID-19, you will be asked to self-isolate at home for your own safety and the safety of others.

The current symptoms of COVID-19 are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

If you need to self-isolate because you are displaying symptoms of COVID-19:

1. You must inform your JTL Training Officer and Tutor. If you are unable to reach either of them you must call the JTL Customer Services number on 0800 085 2308.
2. You must self-isolate for 10 days, as per the government guidance.
3. You will then be given access to the relevant Google Classroom resources throughout this period, with details of what resources/units/materials you should be completing.
4. You can then continue to complete learning activities remotely, supported by a JTL tutor through Google Classroom if you are learning at a JTL centre.
5. For JTL centre learners, a JTL tutor will offer you remote tutoring or 1:1 support session(s) through Meet/Teams if you need it.
6. Your attendance and engagement during self-isolation will be recorded and shared with your training officer and employer.

The latest guidance for people displaying symptoms of COVID-19 can be found here:

[Guidance on Covid-19 symptoms](#)

Phones, tablet devices and computers have loads of built-in features which can help you read, write and communicate. The Education & Training Foundation has produced an interactive poster with links to short videos on how to use these features.

[Take a look at the poster](#)

Let us know if you need additional support

If you have an additional learning need and feel that you need further support with your learning, please email learnersupport@jtltraining.com or speak to your Training Officer.

So, that's all from us for now. We hope you find this newsletter useful. Remember to visit the [JTL website](#) to access previous issues of the newsletter and to find the latest learner updates. Our next newsletter will be sent to you in December.

In the meantime, if you have any general questions or concerns about your learning please contact your Training Officer or call JTL's customer services team on **0800 085 2308**. You can also email info@jtltraining.com

With best wishes,
From the JTL Team



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