**Learner Communication Protocol**

**Overview**

The following Learner Communication Protocol provides a template for what you, as learners, can expect in terms of communication with your tutors. The protocol sets out the preferred communication channels for your course, the times during which staff will be available to respond to your query, how quickly they will respond and in what circumstances staff can be contacted out of the designated hours.

Your course tutor will go through this with you during your induction at college

**Course Title:**

**Tutors:**

|  |  |  |
| --- | --- | --- |
| **Preferred Methods of Communication:**  | **Times available for staff to respond**  | **Expected response time from tutor**  |
| **Assignment help and questions**  | **Teams**  |  |  |
| **Course queries**  | **Teams**  |  |  |
| **Urgent issues or queries**  | **Email**  |  |  |