

Examples of potential needs, barriers and challenges which learners may face

<ul style="list-style-type: none">• abilities• access to or fear of technology• age• behavioural difficulties• bullying in person and cyber bullying• childcare arrangements• culture and language differences• disabilities• discipline• dyslexia, dyscalculia, dysgraphia, dyspraxia• emotional or psychological• environmental• faith and religion• family commitments• fears, for example, technology, change, not knowing anyone else on the course, previous school experiences• finance• hearing or visual impairment• housing problems• hyperactivity	<ul style="list-style-type: none">• lack of confidence, motivation, or social skills• lack of resources• lack of support• language• learning difficulties and disabilities• limited basic skills such as literacy, numeracy and ICT• mental health issues• mixed ability learning styles• mobility problems• past experiences• peer pressure• personal/work/home circumstances• physical, medical, mental or health conditions• poor attendance• previous learning experiences• social problems• status of the group• timing issues• transport problems• weather
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See over for examples of points of referral

Example needs and points of referral

Need of learner	Possible point of referral
access to or fear of technology	specialist colleagues within your organisation and/or internal or external training courses local library or internet cafe
alcohol or substance misuse	telephone helplines relevant support agencies and websites
childcare concerns	childcare agencies
death in the family	bereavement support agencies
emotional or psychological concerns	health centres, doctors Samaritans or other professionals
English as a second or other language (ESOL)	interpreters, bilingual staff or other specialist colleagues such as learning support assistants
financial issues	banks, building societies Citizens Advice specialist staff with knowledge of funding, grants and loans
hearing impairment	use of a loop system, sign language interpreter or specialist app
health concerns	health centres, doctors, hospitals
limited basic skills such as English and maths	Learning support assistants, specialist colleagues online courses and training centres
sight impairment	enlarged print, magnifiers, Braille
stress or personal/work pressures	counselling services, doctors
transport concerns	public transport websites and timetables

You will need to check with your organisation if they have any internal staff who can support your learners, before referring them externally.