



## Course Aim

The aim of the Disabled Students Management Training Course is to provide the attendee with the ability to record and manage disabled students within the institution.

## Pre-requisites

No specific training is required prior to this training course. However, it would be advantageous if you have a basic understanding of the Internet and web browser technologies and any type of portal.

## Suggested Attendees

This course is intended to provide an overview of the system for management level users and detailed knowledge of the processes and functionality of the Disabled Students Centre for end users.

## Course Content

### Disabled Students

- Recording Students
- *Student Searching*
- *Managing Student Activity/Case Notes*
- *Corresponding with Students*

### Management

- *Recording & Managing Student Assessment(s)*
- *Recording Student Disabilities*
- *Recording the effect Student Disabilities*
- *Recording Facilities/Support previously used*
- Recommending Support and Adjustments
- Recording / Timetabling Support Staff
- Recording / Managing Professional Reports
- Recording / Managing Disabled Student Funding

## Course Objectives

The attendee will obtain the skills to successfully record and manage Disabled Students at admissions and during their studies using the Disabled Students Centre and by understanding the relevant functional areas of Agresso CRM.

## Methodology

An overview of the system setup functionality of Microsoft CRM, which is followed up by hands on training provided by the course leader to reinforce all aspects of the training.

### Duration

1 day  
From 10.00 a.m. - 16.30 p.m.

### Location

Agresso's Swansea Training  
Centre or customer site

### Cost

POA - dependant on location.