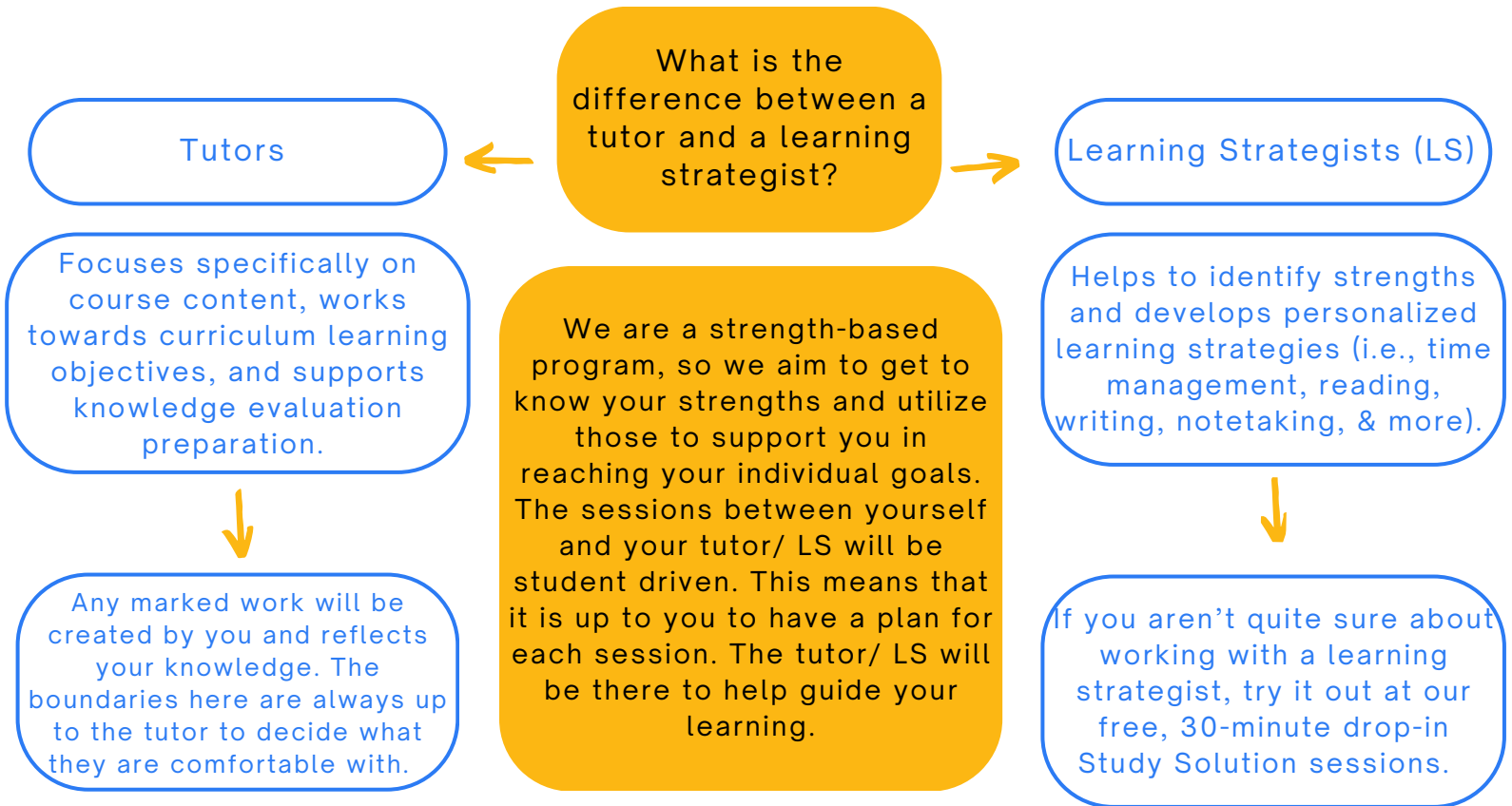
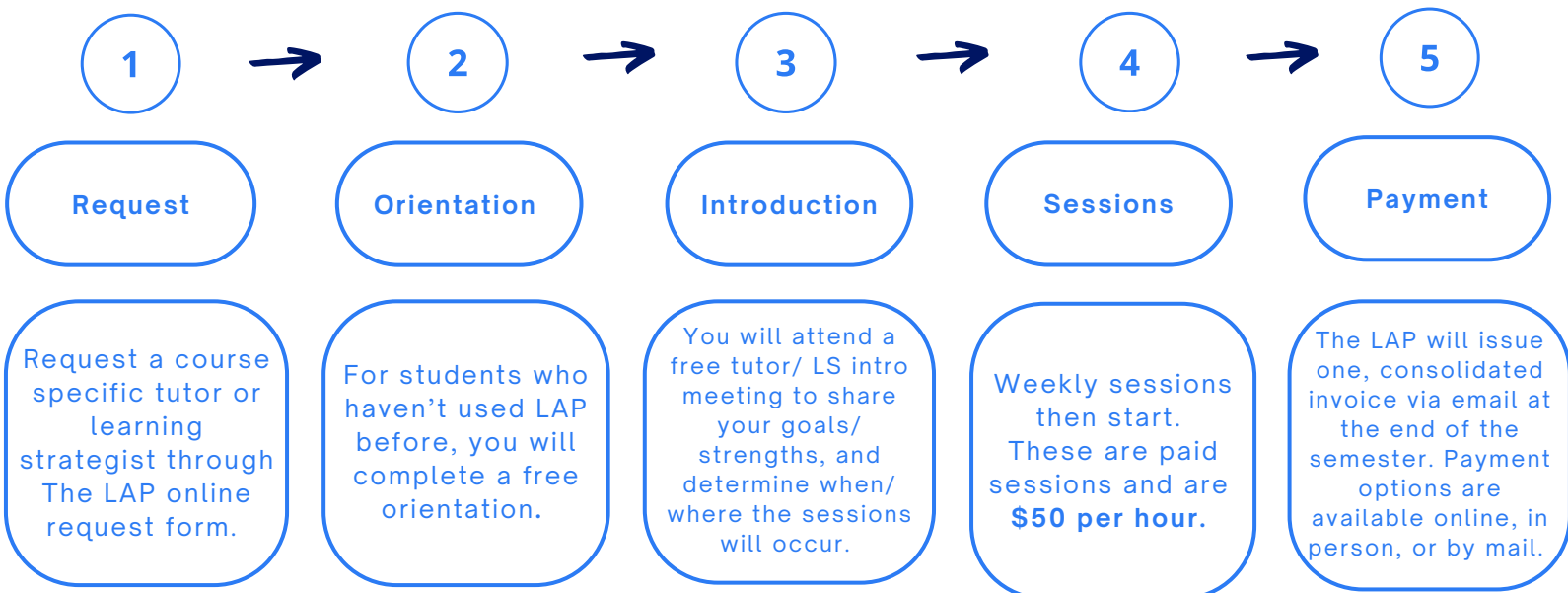


The Learning Assistance Program (LAP) Orientation Guide

The LAP is a Centre for Accessible Learning (CAL) program that supports educational success by connecting students with specialized tutors and learning strategists. The LAP provides one-to-one, specialized, and personalized academic support.



GET TO KNOW THE LAP PROCESS!



✉ Learning@uvic.ca

☎ (250) 472-5494



Visit our Orientation Page for more information here



The Learning Assistance Program (LAP) Orientation Guide

IMPORTANT:

Please note, it is never a guarantee that we will have an available tutor/ learning strategist. If we are not able to connect you with support, we will send you notice of such and will provide you with additional resources to support your individual success.

Looking to apply for funding?



The CSG-DSE or Canada Student Grant for Services and Equipment for Students with Disabilities can be applied to services (i.e. tutoring, notetaking) as well as equipment (assistive technology).

CSG funding is available for students registered with CAL and has student loans. If CSG Funding is not approved, you will still have to pay for LAP services. Please contact your CAL advisor for any questions regarding CSG application.

Billing Policies

- We have a 15-minute late policy: If you're sick or miss a session, contact your tutor and us at learning@uvic.ca.
- Students and Tutors are required to wait no longer than 15 minutes.
- A student who is late loses that portion of the session at full cost.
- If less than 24 hours' notice, or no notice is provided to cancel a session, this is considered a "no-show". Students are billed at full cost for any no-show.
- A student who has 2 no-shows may no longer be provided with services.
- 24-hour cancellation/rescheduling policy: You can cancel at any point and will only be billed for what is used so far.

NEXT STEPS

Once you have reviewed the LAP orientation and are familiar with policies and processes, complete and submit the LAP Post-Orientation Survey by following the QR Code at the bottom of this resource. **This survey must be submitted to start the matching process.**

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