

Learner Support Services Tip Sheet

This tipsheet was created for users of the CALP database.

Use this tipsheet to learn about:

- [Learner support services](#)
- [Finding multiple LSS records for the same learner](#)
- [Referrals out](#)

Learner Support Services

Learner support services are a big part of what CALPs offer in their community. Every day, CALP staff help community members navigate day-to-day challenges. The CALP Policy Manual (p. 9) describes learner support services as “...a range of activities that grant recipients coordinate to support the learning and/or life journey of adult learners.” Some of the activities included in these supports are things like:

- Coaching and mentoring on how to access and use information
- Providing assistance with forms
- Providing knowledgeable referrals to other organizations or agencies
- Exam invigilation
- Providing assistance with job searches and/or resume support

Tracking learner support services play an important role in showing how your organization supports your community. To add a learner support service:

Click Learner Support Services in the database menu



Click + New support service at the top of the page



Fill in all relevant information

Programming Cycle (Required)
2025-2026

Yes CALP
Select Yes if this contribution supports your CALP programming.

Date
2026-01-06

Learner
Jo Bloo

Contact Info
(email or phone #)
403-123-4567

Type of Learner Support (Required)
Help with forms

Description
Cheryl helped Jo with his application for town services. She walked him through how to navigate the form, h

Time Spent (minutes) (Required)
30

Submit Cancel

Select the appropriate programming cycle
Click **yes** if this support is CALP-related

Include the date

Include the name of the person (if given)

Include contact info (if given)

Include the **type** of learner support service

Include a **detailed** description of the service provided. This field is expandable, so be specific

Include the time spent

Click Submit

Once the record is submitted, you will be able to see the detailed description on the Learner Support Services page

Cheryl helped Jo with his application for town services. She walked him through how to navigate the form, how to identify the most important information, and making sure his request was specific and complete.

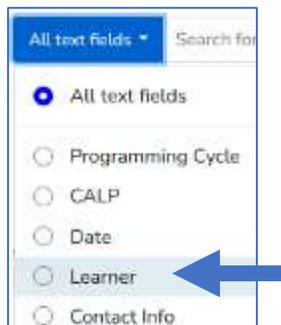
Finding Multiple LSS Records for the Same Learner

Sometimes learners come in more than once for assistance. To find all of the supports offered to a single learner:

Click Learner Support Services in the database menu



Click the All text fields dropdown box and select Learner



Type the learner's name in the Learner field



Click Search



The database will show all records with Jo Bloe in the name field

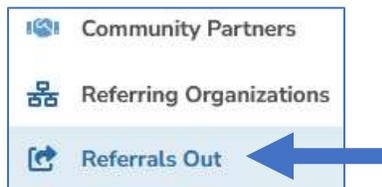
Programming Cycle	CALP	Date	Learner	Contact info	Type of Learner Support	Description	Time Spent (minutes)
2025-2026	Yes	2026-01-06	Jo Bloe	403-123-4567	Help with forms	Cheryl helped Jo with his application for town services. She walked him through how to navigate the form, how to identify the most important information, and making sure his request was specific and complete.	30
2025-2026	Yes	2025-11-05	Jo Bloe	403-123-4567	Help with forms	Margaret helped Jo complete his rental application. She walked him through the form, where to add the most important information, and which parts were mandatory.	30

You can also choose to search by any of the criteria under the All text fields dropdown

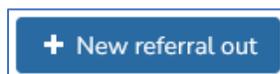
Referrals Out

Occasionally, community members come into your organization for help with something that's not within the scope of the CALP grant. Knowledgeable referrals are an important part of the services CALP staff offer. Tracking the organizations you refer people to, and the quality of service they provided (when the person comes back and tells you), is a good way to insure you continue to recommend organizations/agencies that provide quality service. To add a referral out of your organization:

Click Referrals Out in the database menu



Click + New referral out at the top of the page



Include all of the relevant information

Cycle (Required)
2025-2026
Referral Date
2026-01-09
Learner
Type here to search...
Description
Referred Jo Bloe to Anytown housing authority for help with affordable accommodations.
Result
Jo reported they were very friendly and came back for help with a rental application.
<input checked="" type="checkbox"/> Yes Heard Back
<input checked="" type="checkbox"/> Yes Value Received
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

Include the programming cycle

Include the date of the referral

Add the learner name **if they are already a registered learner** (if not, include it in the Description)

Add a **detailed** description of the referral. Include a name if you know it (and they are not already a registered learner)

Include the result (if you know it)

Click Yes if you heard back from the learner

Click Yes if they were happy with the service

Click Submit

