



# Educational support desk

## Brief description

The educational support desk is put at the disposal of students willing on their own initiative to ask for the help provided by teachers or tutor students.

## Observation place(s)

This practice was observed in an Italian school institution and was called "Lo Sportello". In the Brussels-Capital Region, the "DAS" (school reintegration mechanism) bears similarities with the Italian educational support desks. In England, 6<sup>th</sup> form students can act as tutors. They are not paid for doing so but get a special mention on their degrees.

## Objective

This desk is put in place to help the students while allowing them to choose freely from the remedial work solutions covering all the school subjects. In this way, the student is empowered and develops his/her own involvement towards the school work.

## Links with school subjects and skills

All school subjects are targeted.

## Implementation

A desk is put at the disposal of the students at certain times of the day where they can apply for help. The staff member in charge of the desk management immediately gives the students an appointment according to the school subject and the availability of the teachers concerned. The same teacher can simultaneously take care of several students on the same topic.

Authors: Martine Pavot and Julie Ognissanto  
Athénée Royal of Saint-Ghislain  
Translation: Cosimo De Paola, SGEFWB