

Everything you need to know about booking a course

Have you found an ILA Scotland approved course that you want to book? If so, then follow the booking process steps below.

Please note that if you don't follow this process you may have to pay the course fees yourself.

- enrol on the course and tell the learning provider that you want to use your ILA Scotland funding to pay for it. Remember to give your account number to the provider
- the learning provider will book you on to the course
- we will write to you to confirm that the course has been booked. We will also send you a **learning token which you must keep safe**
- give the learning token to your learning provider when you go to the first class. Your token will run out on the expiry date shown on the token. If you don't give the token to the provider before this date you may have to pay the full cost of the course yourself
- if you have booked a distance-learning course, send the learning token to the provider once you receive, and are happy with, your learning materials
- after you use a learning token we will send you a statement to show how much is left in your account. Please check the information is correct. If you do not get a statement, ask your learning provider if they have entered the token into our system.

Things to note

- if you change your mind, you will have to let the learning provider know that you want to cancel your course booking
- some learning providers may have to charge VAT on their courses. If so, you will have to pay VAT on any part of the course price not covered by your ILA Scotland funds
- you can use your funds to pay for courses that will help you in your job, but you cannot use the funding to pay for courses that are a legal requirement of your job – these courses should still be paid for by your employer
- your learner account will expire on the date shown on your welcome letter that came with this pack. Please contact us no sooner than four weeks before then to renew your account.