



# All the help and advice you need to get started

**ILA Scotland Welcome Pack**



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# About ILA Scotland

## Welcome to ILA Scotland

Congratulations on opening your learner account – you can now start to book courses using the £200 funding available in your account.

This guide tells you more about your learner account and how it works, as well as how to book courses.

Learning really could open doors for you. It might help you earn more money, get the skills you need to find the job you want, or do something you really enjoy. Learning new things can also boost your confidence, and it's a great way to meet people who share your interests.



## Your account number

Now that you've joined ILA Scotland you have your own account number. You'll find it on the letter that came with this pack. You will need your number when you book a course, so please keep it safe and do not give it to anyone else.

Your learner account is valid as long as you are a member of the scheme. We do not need to send you a new number every year.

If you forget or lose your account number call the ILA Scotland helpline free on **0808 100 1090** and quote the password set up on your account.

## Learn what you want

You can use your account to help pay for courses that are approved for ILA Scotland funding. This means you can use it with a wide range of learning providers registered with ILA Scotland, including learning centres, colleges, universities and private training providers offering courses throughout Scotland. And you can use it for many different types of courses. So it's worth taking some time to make the right choice.

To find out about courses you can use your funding for, call our advisers on **0808 100 1090** or visit **[www.ilascotland.org.uk](http://www.ilascotland.org.uk)** and use our Course Search to find out what's available in your area.



## How it works

ILA Scotland will give you up to £200 a year towards your learning. How you spend the funding is up to you – you might want to put it towards the cost of a single course, or you can use it to help pay for several smaller courses throughout the year.

You can now begin booking courses and as long as the course costs less than the amount you have in your account, you won't have to pay a penny towards it.

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 should always check with your learning provider about this and understand what the total amount you will have to pay will be, before you make your final choice.

# Getting started

## We're here to help

There have never been so many ways to learn, and you'll want to consider them all before you decide what's right for you.

You might already know what course you want to do but need to find out who provides that course in your area. Or you might have no idea what sort of course you want to do. Either way, all you need to do is look at the Course Search on our website at [www.ilascotland.org.uk](http://www.ilascotland.org.uk) or call our helpline on **0808 100 1090**. Our advisers will be happy to give you all the help, advice and guidance you need. And the whole service is free, even the phone call.

We can also put you in touch with learning centres, colleges, universities or private training providers so you can find out more and check if a course is suitable for you.

## Course ideas

Word Processing – **£55**

Spanish Higher – **£210**

Introduction to  
Interior Design – **£72**

Welding – **£96**

The course ideas in this brochure are just an example of what you might do.



## Does the course you want to do qualify?

If you are interested in a particular course, we can tell you if the course qualifies for funding from ILA Scotland. And you can find details of local learning providers on the website at [www.ilascotland.org.uk](http://www.ilascotland.org.uk)

## Other ways to pay

For some courses, there may be other ways to pay instead of using the funding you get from ILA Scotland. For example, if you receive state benefits the course you want to do might be available for free through the fee waiver scheme. For more information about this, call the ILA Scotland helpline free on **0808 100 1090**.

# Booking courses

Once you've found a course that you want to pay for using your ILA Scotland funding, follow the steps below.

**1** Check the course is eligible for ILA Scotland funding and that the learning provider is registered with ILA Scotland.

**2** Enrol for the course and tell the learning provider that you want to use your ILA Scotland funds to pay for it. Remember to give your account number to the provider.

**3** The learning provider will book you on the course.

**4** 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.**

**5** 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.

**6** 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.

**7** 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.

## This is what your learning token will look like

You should tear off the token from the letter we send you, sign and date it and hand it to the learning provider when you start your course. If you are taking a distance-learning course, send the learning token to the learning provider.

Your learning token will run out on the expiry date shown here. If you do not give this token to your learning provider before this date, you will not be able to use your ILA Scotland funds to pay for the course you have booked.

Learning Token **xxx xxxxx** Expires on: xx/xx/xxxx

Learning provider: ILA Scotland Provider

Course name: ILA Scotland Course

Learner name: John Smith

Account number: 1234567890

Learner signature:

Date:

PLEASE DETACH AND GIVE THIS TOKEN TO YOUR LEARNING PROVIDER WHEN YOU START YOUR COURSE, OR YOU MAY HAVE TO PAY THE FULL COST OF THE COURSE.

# Renewing your account

## How it works

The letter that came with this pack shows the dates that your ILA Scotland account starts and ends. We call the time between those dates your Learner Year.

We will write to you about six weeks before the end of your Learner Year asking you to fill in an Income Assessment form and return this to us with proof of your income. This helps us to confirm your earnings and see if you still qualify for funding.

It is important that you send this form back to us. If you don't, your learner account will stop being active at the end of your Learner Year and no further funding will be available until we have confirmed your income details.



Remember, you can't carry forward any funds you haven't used from one year to the next.

## More course ideas

Manual Handling	<b>£80</b>
Reflexology Higher National Unit	<b>£180</b>
PC Passport Spreadsheets	<b>£30</b>
Telephone Communication Skills	<b>£135</b>

# Your questions answered

## Can I use my account to pay for courses I've already booked?

No, you must follow the process explained on page 6 of this guide if you want to use your ILA Scotland funds to pay for a course.

## Can I use my account to pay for training related to my job?

You can use your funds to pay for any ILA Scotland approved course, including work related courses but you can't use the funding for courses that are a legal requirement of your job – these courses should still be paid for by your employer.

It's your decision about what course you use your funding for. No-one should ask you to use your learner account to pay for a course that you don't want to do.

## What happens if I lose my learning token?

If you lose your learning token, call **0808 100 1090** as soon as possible to let our advisers know. They will arrange for a replacement token to be sent to you.

### More course ideas

Introduction to the Internet – **£150**

Introduction to Counselling – **£72**

Supporting Elderly People in the Community – **£80**

## What happens if I don't give my learning token to the learning provider?

If you don't give the learning token to your provider before the expiry date shown on the token, we will not release funds from your account to pay for your course. You may then have to pay the full cost of the course yourself.

## I receive a pension, can I get funding?

If you receive a pension, and your total income is £18,000 a year or less, you can apply for a learner account.

## If I choose a course and then decide not to go ahead with it, what do I do?

If you change your mind, you have to let the learning provider know that you want to cancel your course booking. If you change your mind about the course after you have started and you have already paid for the course, the learning provider decides whether or not to pay the funds back to your account.

## I've heard that I can get £500 towards courses, how do I find out more about this?

ILA Scotland now offers learners up to £500 towards part-time higher education and professional qualification courses such as an HNC, HND and degree. You will have to be studying 40 Scottish Credit and Qualifications Framework (SCQF) credits or more a year to qualify for this funding.

Full details of this funding is available on the ILA Scotland website at [www.ilascotland.org.uk](http://www.ilascotland.org.uk) or you can call our helpline on **0808 100 1090**.

**Please note:** you won't be able to open more than one learner account at a time so it is important that you decide on the course you want to do and check it qualifies for funding before you apply for a £500 learner account.

## What happens if the course I choose is cancelled?

If a course is cancelled before it starts, the value of the token will be paid back into your account. We will write to tell you this has happened, so you will know that the funds are available for you to use again.

## Do I have to pay something towards the course?

No, not if you have enough funds in your account. 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 should talk to your learning provider about this.

## Can I close my account at any time?

Yes, but if you decide to open another account within 12 months, you will be given the same account number and the amount of funds that were in the first account when you closed it.

## Contacting us

If you have any questions, or need more advice about learning, simply call the ILA Scotland helpline free on **0808 100 1090**. Many organisations now offer information and advice on learning and if our advisers can't answer your question themselves, they can put you directly in touch with someone who can.

## Other people to talk to

Remember that the ILA Scotland advisers will give you expert advice and support. They can guide you to the most suitable course for you, as well as giving you advice on things like funding and childcare. You can call them free, as often as you need to.

You might find it useful to speak to your trade union learning representative or, if you don't belong to a union, your local learning centre, college, university and private training providers will all be happy to discuss learning opportunities with you. Simply give the ILA Scotland helpline a call and we can provide you with the contact details.

## If your circumstances change

It is important that you keep us up-to-date with any changes in your personal details, for example if you move house or change your name. If we don't have your up-to-date details, we can't send your booking confirmation and learning tokens to you. This means you would be unable to use your ILA Scotland funds to pay for any courses you book.

All you have to do to update your details is call the helpline free on **0808 100 1090**.

## For any additional information please contact us

**By phone:** Call the ILA Scotland helpline free on **0808 100 1090**

**By post:** ILA Scotland, PO Box 26833, Glasgow G2 9AN

# What ILA Scotland can mean to you

- You can get up to £200 a year towards learning something new
- You can choose from all kinds of courses in a wide range of subjects
- It could be the first step to a better salary or doing something you really like
- Learning can be a way to meet new people
- We'll help you find a course that fits in with your life, which could mean part-time or online learning
- You'll get friendly help and advice every step of the way.

If you have any questions call us free on

**0808 100 1090**

or visit [www.ilascotland.org.uk](http://www.ilascotland.org.uk)

ILA Scotland is a Scottish Government scheme administered by Skills Development Scotland and the Student Awards Agency for Scotland.

The information in this pack is available in audio, Braille and in large print. It is also available in Chinese (Cantonese), Gaelic, Hindi, Polish, Punjabi and Urdu. If you need one of these versions, or the information in another language or format, please contact us.

ILA Scotland, PO Box 26833, Glasgow G2 9AN  
Helpline: 0808 100 1090  
Website: [www.ilascotland.org.uk](http://www.ilascotland.org.uk)

