

## How Learners Register with ILA Scotland

Registering for ILA Scotland could not be simpler.

All the learner has to do is to call the ILA Scotland helpline on **0808 100 1090** to request an application pack. For security purposes only the learner can call and request this pack and the helpline will be the only source of applications.

However for those learners who lack the confidence to make this call, partner support and encouragement can be invaluable in assisting learners through this crucial early stage.

## The Application Pack

- Learners will receive an application pack from ILA Scotland which will contain their application form. This form will be part completed based upon the details that the learner provides during the initial phone call to ILA Scotland.
- The application pack will also contain guidance notes to assist them in completing the application. It is important that they take time to complete the application and read the guidance notes carefully as inaccurate information will delay the application process.
- The learner should complete their own application although assistance from partner organisations is encouraged. Detailed guidance and a sample application form have been provided to assist you with this.
- A freepost envelope will also be included in the application pack and the fully completed application form should be returned in this. If applying for the ILA Scotland £200 offer, it is important that the learner includes evidence of their income at this stage in order for them to qualify for the higher level of ILA Scotland funding.
- The application pack will also contain the forms that the learner may require to evidence their income if they are applying for the ILA Scotland £200 offer.

## The Welcome Pack

- Once the application form has been processed and evidence of income confirmed ILA Scotland will send the learner a welcome pack confirming that they have been registered with ILA Scotland.
- The learner should expect to receive their welcome pack 2 weeks after their application is received by ILA Scotland.
- The welcome pack will include a Learner Guide to assist them in choosing learning and using their funds. In addition they can call the ILA Scotland helpline on 0808 100 1090 to speak with a trained adviser if they need further advice or guidance on choosing a course.
- The learner will also be provided with a unique learning account number which will be found on the learner card attached to their welcome letter. This number must be kept safe as it will be required to book a course.
- It is important that this learner account number is not given to anyone, including learning providers, until the learner has chosen their course and is ready to book. If anyone presses them to give them their account number before they enrol for a course they should tell ILA Scotland