



Helping Learners Choose a Course

There have never been so many ways to learn and courses to choose from but it is important that learners choose the right course in order that they get the most out of using their account.

Support and Guidance

All learners are different some know exactly what they want to learn while others will need extra support and guidance to help them make the right choices. You can remind all learners all they need to do is pick up the phone and call our helpline on **0808 100 1090**.

ILA Scotland learning advisers will be happy to provide all the help, advice and guidance they need and the whole service is free, even the phone call. Helpline advisers can also signpost learners to local organisations who can provide them with the help they need to choose learning.

Learners can also go to the ILA Scotland web site – www.ilascotland.org.uk. The courses listed there have all been approved for ILA Scotland funding and they will also be able to find local learning providers.

Regardless of who they speak to the final decision on learning is for them to make. It is important to advise them not to sign up for any course until they are sure that they have made up their mind. Once they start a course and hand over their Learning Token they will not be able to use that part of their of their ILA Scotland funds for any other learning.

Fee Waiver

In some cases learners may find that ILA Scotland is not the best way to fund their learning. If, for example, they are in receipt of benefits, they may find that learning is free through the fee waiver scheme.

For further information they can call the ILA Scotland helpline free on **0808 100 1090**. ILA Scotland advisers will be happy to assist with any questions regarding funding.

You should also encourage learners to check with their Benefit Adviser whether their benefit(s) will be affected by their choice of learning.

Although the ILA Scotland helpline and website provides advice and guidance not all learners will be able to take these steps on their own. They may require greater support and encouragement and as a partner organisation you can support your clients through this process.

Areas which you may want to help learners consider before choosing a course.

- Encourage them to think about existing commitments – does the course fit around these? Is the course available on a part-time or full-time basis?
- Would they prefer to learn at home through distance learning or in the company of others at a learning centre, college or university?
- How far are they willing to travel?
- Will they receive a qualification at the end of the course? If so, is it a nationally recognised qualification? If they are not sure they should be encouraged to phone the ILA Scotland helpline on **0808 100 1090** to check.
- Are there enough funds in their ILA Scotland account to pay for the course and if not have they considered how they will pay the balance?
- Are other sources of funding available to them, for example using a fee waiver? If so this would allow them to save their ILA Scotland funds for something else.

Areas you should encourage learners to discuss with their learning provider before booking.

- How long does the course last?
- Is the course available on a full-time, part-time or by distance?
- If they have to attend class – how often and at what times?
- If it is distance learning :
 - What materials will they be provided with?
 - Can they provide access to any equipment, such as a computer, that they would need?
 - What support will the learning provider give? Will there be access to a tutor locally or can they access a helpline?
- How much the course costs and what is included in this (for instance materials, tuition, exam fees)?
- What is the provider's policy about refunding personal contribution if they change their mind about the course after starting to attend classes?
- Is the learning provider VAT registered? If so, will the learner have to pay VAT on their personal contribution?