



# GoLearn!

Leicestershire Adult Learning Service

Learner Handbook 2022-23



Your guide to a better learning experience with Leicestershire Adult Learning Service

**Freephone 0800 988 0308**

**[Leicestershire.gov.uk/GoLearn](https://Leicestershire.gov.uk/GoLearn)**

**[f /LeicsGoLearn](https://www.facebook.com/LeicsGoLearn)**

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# Welcome to GoLearn!

Whether your goal this year is to gain an essential qualification in English and maths or you are learning a new skill for your own personal development in ICT, languages or arts and crafts, we are delighted to support you with your learning journey.



**Paul Fleming**  
Head of Service

This handbook will provide you with useful information that we hope will help you to make the most of your time with us. It includes information on financial and practical support, safeguarding and data protection and explains how you can feedback to us about your experience with our service.

The most important people in our service are our learners, and we endeavour to put you at the centre of the learning process. When you enrol on a programme with us we will:

- Identify your personal learning needs and make reasonable adjustments to help you succeed
- Support you to develop your learning to the benefit of you and your community
- Process and hold your essential personal information safely and in keeping with our privacy policy
- Comply with all safeguarding procedures to ensure your safety
- Celebrate the personal achievements which matter to you
- Continually review and seek to improve our offer and your learning experience

Our staff will support you to achieve your learning goals and help you to progress to the next step, whether this is further learning, employment or volunteering.

I wish you every success with your learning.

*Paul*

## Disclaimer:

Every effort has been made to ensure information contained in any of our documents or online is correct at time of print, but we reserve the right to amend without prior notice any of the contents. This could include, for example, adjustments to fees, and cancelling or combining courses due to insufficient learners. This is to maintain the highest possible value for money and quality of learning within the restrictions of available funding.

# Our Learning Charter

## What you, as a learner, can expect from us:

- To be treated with respect and without discrimination. We will actively challenge any discriminatory behaviour
- A welcoming and safe place to learn
- Clear and impartial advice about learning and learning support
- Experienced and suitably qualified tutors who teach you as an individual, offering a variety of teaching methods
- To develop your skills as an independent learner
- To have regular tutor feedback to help you to improve your skills and understanding
- To provide the essential resources and materials to help you learn
- To have your comments, compliments, concerns and complaints listened to and to know what action has been taken
- To ensure all your personal information is kept confidential and only shared with necessary third parties with your permission



## What does the Adult Learning Service expect from you?

- To let us know if you need to miss a class so that your tutor can plan to help you
- To arrive promptly or to let us know if there is a problem with being on time
- To make sure we always have your up-to-date contact details, as we may need to contact you urgently
- To talk to your tutor about your progress and anything that may affect your learning
- If you are enrolled on one of our courses with an exam, you will be expected to take your exam in person at one of our centres. You will be required to provide photo ID on the day and may not be able to sit your exam if you don't
- To respond to health and safety advice and procedures
- To use all computing and internet access safely and appropriately
- To show consideration to all learners and staff whilst using our car-parks and speak to a member of staff if there are any issues
- To take good care of equipment and buildings
- To treat other learners and staff with respect at all times. We reserve the right to withdraw your place if you are verbally or physically abusive to staff or other learners
- To give us feedback to help us to improve what we offer
- To complete set tasks outside of your course sessions as required to aid your learning and development
- To respond to requests for essential information, so we can plan future provision to meet the needs of the community
- To let us know why, if you wish to withdraw from your course

**Online Learning Disclaimer:** We take all reasonable steps to provide the correct guidance and instructions in relation to the tasks to be performed by participants in our courses. Should any type of loss, injury or damage to you or any third party occur as a result of undertaking any of our courses of learning, we shall not be liable or responsible. This is true whether or not we or any other party are involved in creating, designing, producing and presenting these courses, including all related instructions, guidance and material. We shall not be liable for any such loss, injury or damage caused to you or any other party because you have not followed the guidance and instructions issued by us. This includes, without limitation, any other direct, indirect or consequential loss whether the loss is financial, economic, damage to property or otherwise.

# General Course Information

## Course cancellations, delays or merges

We will make every effort to run all the courses advertised, however, occasionally we will have to cancel, delay or merge a course if not enough people enrol. We will endeavour to give you at least one week's notice to any changes and would recommend that you do not purchase materials or equipment relevant to your course until we confirm the course is running.

If a class is cancelled for any reason, such as tutor illness or bad weather, we will contact you to let you know and will make other arrangements wherever possible. This usually involves adding an additional session at the end of the course.

## Refunds

If the unexpected happens and we are forced to close your course, you will be issued a refund. The timeline for receiving a refund is as follows:

- If we are issuing a refund within 6 months of taking a payment, we can refund directly to the card used to pay. Cash refunds are also available for payments under £20. This takes roughly 3-5 working days.
- If the payment is older than 6-months, or if it is a cash payment over £20, we will have to arrange a BACS transfer which will require us to ask for proof of your bank details (usually in the form of a statement) and create a request with the County Council's Finance Department to organise the refund. The BACS process involves several steps to safeguard against fraud, and the full process can take 4-6 weeks to complete.

Be aware that refunds are not normally given except when we are forced to close/cancel a course. Consideration is given to learners with exceptional circumstances but the final decision rests with the Programme Manager who oversees your course.

Refunds which are issued due to exceptional circumstances, or a personal decision to withdraw, are subject to an administration charge of £10 per course which will be taken out of the amount you are being refunded. The £10 administration charge does not apply to refunds which are the result of cancelled courses.

Resources or examination fees included in the course cost are not refundable under any circumstances. For more information on refunds, please see our 'Refunds Policy'.

## Classroom Observation

As part of our quality assurance, all our tutors will receive a classroom observation visit from a manager. You may be asked questions about your course if this happens. Leicestershire Adult Learning Service is subject to inspection from Ofsted on behalf of the government, and they may also visit your class to observe and ask you about your learning experience.

## Unique Learner Number

The ESFA (Education Skills Funding Agency) funds many of our courses allowing us to offer significantly reduced course fees. The personal data you supply us is used by the ESFA to create your Unique Learner Number (ULN), and to create and maintain a Personal Learning Record.

This Personal Learning Record will allow you to track your achievements at any college or centre you may attend. Please keep your ULN in a safe place as you may be asked to provide this number at enrolment with us or with another provider.

## Confidentiality, Data Protection and GDPR

Every effort is taken to ensure any information you provide us with is kept secure and confidential in line with General Data Protection Regulations (GDPR). Some of the information you supply will be used by the Education Skills Funding Agency (ESFA) to fulfil its statutory functions and they may share your Unique Learner Number (ULN) and Personal Learning Record with other education-related organisations.

We may contact you in the future to let you know about news, courses, and offers, or for survey and research if you have given your permission for us to do so. You may change your contact preferences at any time. Further details of how your information is processed and shared can be found in our Privacy Statement on the learner site [www.leics-als.ac.uk/learnerinformation](http://www.leics-als.ac.uk/learnerinformation) and in our Fair Processing Notice available on the [Leicestershire County Council website](http://www.leicestershirecc.gov.uk).

## Residency Status

If you are not a UK national or a person with a 'right of abode' who has been resident in the UK, British Overseas Territories, or Crown Dependencies (or an Irish national who has been resident in the UK or Ireland) for the past three years, you will need to provide additional proof of eligibility before you will be allowed to join a funded course.

Please speak to a member of staff for further information so that we can check your eligibility. Please be prepared to bring proof of ID for any examinations and assessments.





## SMART Libraries

If your course takes place in one of Leicestershire County Council's new SMART Libraries (Loughborough, Coalville, Hinckley, Ashby, Shepshed, Oadby and Wigston) then you will need a SMART Library Card. If you are not already a library member then we will create a library card for you which you will receive after completing the SMART Libraries induction.

To create you a new SMART Library Card, we will need to share some of your personal information with the libraries service for the purposes of registration. For existing library members please check your card is still valid to gain entry to the venue. Please contact us if you have any concerns about the SMART Library registration process.

## Covid-19

We are not expecting to see any further disruption to learning owing to the Covid-19 pandemic. However, please be aware that we are required to always follow Department of Education and Leicestershire County Council guidelines. Please follow any safety measures that are in place. If you would prefer to continue wearing a mask you may do so as a matter of personal choice. If you have concerns about your safety, please speak to your tutor in confidence.



# Supporting you as a learner

As a service we actively promote equality and inclusion by:

- Providing information and advice before, during and after learning
- Discussing your learning needs to find out your starting points
- Offering local provision in different settings, day and evening, and distance learning courses whenever possible
- Offering reduced fees for those on low income or in receipt of certain benefits
- Offering support to overcome practical barriers to education such as providing help with computer skills, English and maths skills alongside classroom support for learners with additional needs.
- Providing both accredited and non-accredited courses to suit the needs of our learners
- Challenging any form of discrimination

## Fairness for All – Equality and Diversity

We are committed to meeting our duties under UK and other equality legislation and actively tackling discrimination in all its forms. The Equality Act 2010 gives people the right not to be treated less favourably by public authorities because of their age, disability, gender reassignment, marriage and/or civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation. The Human Rights Act 1998 also requires public authorities to uphold and respect the standards set out in the European Convention on Human Rights.



## Additional Learning Support

If you have a learning difference, disability, or health condition including any mental health issues that might affect your learning, then please let us know at enrolment or discuss this in confidence with your tutor. We will do everything we can to offer additional support or adjustments in your class if required.

You may be eligible for:

- Additional learning aids or equipment, such as screen readers or hearing loops.
- Examination access arrangements, subject to approval by the examination body,
- Individual support in your class such as a learning support assistant to help with notetaking or extra instruction, signer etc,
- Help with reading, writing or maths.

We also have a wide range of learning aids (pen grips, coloured overlays, reading glasses, etc.) available in centres for you to borrow if needed. Please talk to your tutor in the first instance if you are worried about your progress or are not happy with any aspect of your course. Please note that we will need reasonable notice to put appropriate support in place.

## Telling us about criminal convictions

**We are committed to equality of opportunity and encourage all learners to apply for our courses based on personal motivations and ambitions, not on their background or personal circumstances.**

Having a criminal record will **not** automatically stop you from studying with us and under the Rehabilitation of Offenders Act 1974 you do **not** have to declare spent convictions. It is, however, a requirement that all learners disclose any **unspent** criminal convictions, pending convictions or bail conditions as a part of the standard application/enrolment process or if their circumstances change whilst studying with us.

We will consider any information disclosed in a sensitive and confidential manner including the details of the offence, the time lapsed and the nature of the course you wish to study. If we determine that the information disclosed means that your chosen course is not suitable we will work with you, and potentially other organisations, to discuss alternatives. Failure to reveal information could lead to you being excluded from a course. If you are in any doubt as to whether you need to disclose anything, please speak to your tutor in confidence or contact Elliot White (GoLearn! Senior Adult Learning Manager) on FREEphone 0800 988 0308.

## Online Learning

Some of our classes are delivered online. A variety of live and recorded sessions may be used. It is important to check the detailed course information prior to enrolment to ensure you have suitable equipment and software. You will also need a reliable internet connection to participate in the course. In the unlikely event of a failure of our IT systems we will take appropriate actions to minimise impact on your learning. Recorded sessions may be shared with adult learning staff for quality assurance purposes.

If you do not have access to a computer or a laptop at home, and need one to participate in your online course, please speak to your tutor or mention it at enrolment. In certain cases, we may be able to loan you a laptop for the duration of your course.

## Virtual Learning Environment – VLE

Leicestershire Adult Learning Service has an online Virtual Learning Environment (VLE), which can help you with your learning. If your course is supported by the VLE your tutor will be able to give you information on how to access your course page. Learners can also use the VLE to find information on:

- E-Safety and Acceptable Use of Information Technology
- Information, Advice and Guidance
- Safeguarding, including Prevent

Visit our VLE here: [www.leics-als.ac.uk/learnerinformation](http://www.leics-als.ac.uk/learnerinformation)

## Assessments/Examinations

If you have enrolled onto one of our examination courses you are expected to take the exam. The exam may not be at the same centre that you attend your course so you will need to make arrangements for this. You will be told well in advance when and where your exam takes place.

If you are eligible for specific exam arrangements such as additional support or extra time, please discuss this with your tutor at the start of your course as supporting documentation may be required to apply. Application for extra allowances need to be requested to exam boards in advance and evidence needs to be supplied at the time of requests. Applications can take six to eight weeks to be approved with some exam boards.

You will be required to provide photo ID on the first session of your course, which will be stored securely on our computer system. If you are on an online course, you will still need to provide ID. This can be done via email, please ask your tutor, or a member of our Business Support team, for advice. You will also need to bring your ID with you on the day of your exam or you will not be able to sit your exam.

It is important to inform us of any changes to your address or personal circumstances before your exam. This includes any change of address (for when we post your certificates) or if you are unable to take your exam for any reason. This is because there are cost implications for the service if you do not attend without prior notice. If you do not attend your exam, or exam re-take, and you haven't informed us before-hand you may incur a charge. You will be advised of any resit fees that will need to be paid in advance of booking the resit exam.

Should you disagree with the outcome of an examination then please speak to your tutor in the first instance. There is an appeal process for each qualification and your tutor will advise you of this process.

## Financial Support

Finance should never be a barrier to learning and if you think you would be unable to enrol on one of our courses due to the cost we have several options to support you.

**Reduced Fee** - If you are in receipt of certain benefits (such as JSA, ESA and Universal Credit amongst others) you could be entitled to enrol on your course for free or at the Reduced Fee price.

**Low-Income Discount** - If you have an annual income below £21,766.88, you may be entitled to pay the Reduced Cost for your course. In some cases your course may be FREE.

**Low-Wage Concession** - If you are currently in work and earn less than £18,525 per year you can apply for Low Wage Concession for any accredited course with an exam to cover the cost of your study.

**Discretionary Learner Support Fund (DLSF)** - If you need support with the cost of studying you can apply for the DLSF which is available to all eligible learners and can reimburse the cost of childcare, travel, exam fees and resources.

**Instalments** - If you feel that you might struggle to pay your course fee all at once you are also able to pay in instalments if the total cost of your course is above £50.00.

**For more information please contact the Business Support teams at your venue or call us on FREEphone 0800 988 0308 to speak to a member of the enrolment team.**



# Learner Information, Advice and Guidance

We do our best to ensure you choose the right course. We provide information and advice about your learning options before, during and after courses:

- In our course information sheets
- In our brochures and leaflets
- On our website <http://www.leicestershire.gov.uk/golearn>
- On our learner Virtual Learning Environment (VLE) <http://www.leics-als.ac.uk>
- Through our frontline staff team, our curriculum specialists, our Learning and Work Advisors and your course tutor

Our Learning and Work Advisors can provide FREE one-to-one, confidential and impartial advice on learning and work options that best suits you. They can suggest practical solutions to help achieve your learning and work goals. Please call us to arrange an appointment on 0800 988 0308.



If we don't have the right course for you, we will do our best to point you in the direction of other learning providers who may be able to help.

Alternatively, contact the National Careers Service on 0800 100 900.

# Safe Learning and Safeguarding

## Your Safety

All learners should have a healthy, safe, supportive and inclusive environment in which to learn. To help us to achieve this aim:

- All our teaching staff are checked by the disclosure and barring service (DBS) formally known as the criminal records bureau (CRB)
- We train our staff in health and safety policies and procedures, safeguarding, first aid, risk assessment and personal safety
- We make sure that you always know how to leave the building safely if there is an emergency incident (lockdown) or a fire drill
- We ask that you respond positively to your tutor's advice about safe practice in your learning environment. For example when using specialist materials or equipment
- Drive and park on sites with care - there may be children in the area
- Please note that parking spaces for disabled people are for use of blue badge holders only
- We are all responsible for our own health and safety, and the health and safety of others so please let us know promptly if you identify anything that might be a danger or hazard, or if you have any concerns about your own safety or the safety of others

## Prevent

We have a duty to raise awareness of the government Prevent strategy, which aims to stop people becoming drawn into committing violent or criminal acts or supporting extremism or terrorism. If you are worried about someone showing signs of being radicalised, or if you see or hear something that concerns you please talk to your tutor or contact Elliot White (GoLearn! Senior Adult Learning Manager) on FREEphone 0800 988 0308.

**'If you see something, say something' – your concerns will be taken seriously and treated in confidence.**

## Safeguarding

Abuse can take many forms: physical, sexual, discriminatory, psychological, emotional or financial. We want our learners to feel able to discuss their concerns with a member of staff in confidence. If you have concerns about your own safety, or the safety of someone you know, please talk to your tutor or contact Elliot White (GoLearn! Senior Adult Learning Manager) on FREEphone 0800 988 0308.

## Fundamental British Values

As an organisation we believe in and promote the four Fundamental British Values, which are defined as:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect for and tolerance of those with different faiths and beliefs, and for those without faith

We believe people of all races and cultures including those with or without faith should behave with mutual respect and tolerance. We are all subject to British civil and criminal law and are proud to be part of a democracy encouraging individual liberty.

## Use of Information Technology

Where we provide appropriate access to ICT equipment for your course (including laptops, tablets, PCs etc), and use of the virtual learning environment (VLE) and internet to help support your learning, we expect you to use this respectfully and responsibly.

We ask you:

- Not to store **personal/confidential information** (e.g. password, date of birth, telephone number, address, CVs etc) on LALS equipment or the VLE
- To be responsible for **updating** your account on the VLE.  
[www.leics-als.ac.uk/learnerinformation](http://www.leics-als.ac.uk/learnerinformation)
- To save your work on to a **memory stick** or your own cloud storage and not onto the hard drive of the device you are working on. All work is automatically deleted from learner computers once it is shut down
- To only use the **internet** for matters relating to your course as directed by your tutor
- To abide by **copyright** regulations relating to software, video, music or other copyrighted material and not to install software onto a computer or laptop
- To only go to **chatrooms** when they are part of your course.
- Not to send, forward or store information that contains pornographic, racist, extremist, violent, hacking, or illegal information
- To carefully **consider** the content that you upload or post on the VLE
- To not take **photographs/videos**/make any recording of any individuals without permission within our centres, unless it is part of your learning



- To make sure your personal **mobile phone**/device has been put on silent and that you have read the LALS 'Bring Your Own Device Policy' at [www.leics-als.ac.uk/BYOD](http://www.leics-als.ac.uk/BYOD)
- To handle any **ICT equipment** provided to you with care and report to a tutor if equipment is damaged or requires attention

Please talk to your tutor if you feel unsure or unsafe while using the ICT equipment or the VLE. Information on how to stay safe online can be found on our e-safety page [www.leics-als.ac.uk/esafety](http://www.leics-als.ac.uk/esafety).

We reserve the right to withdraw access to the ICT equipment or the internet to individuals who disregard this policy.

## Physical Activity Checks

Learners taking part in a physical activity course must complete a Physical Activity Readiness Questionnaire (PARQ) so that their tutor is aware of any health issues. It is your responsibility to ensure that you let your tutor know of any health issues which may affect your learning.





## Tell us what you think

If you think we have done a good job, or if you think we can do something better, we would love to hear from you. Your feedback is an important part of our quality assurance and allows us to spot any problems or opportunities as they arise.

If you would like to submit feedback to us, you can use our online 'Learner Voice' survey at any time throughout the year or contact us on FREEphone 0800 988 0308 to speak to a member of the team. Feedback is treated as anonymous unless you specifically ask us to contact you. Please scan the QR code to complete the Learner Voice survey.



Sometimes we may add your feedback to our 'You said, we did' displays in centres, to help inform other learners about the changes we are making. If we do use your feedback, it will be anonymised.

## Learner Surveys

There are other ways in which we gather feedback from our learners about their experiences with us. This includes our end of course 'Learner Evaluations' and our 'Learner Destination Surveys'.

**Learner Evaluations** – during, and at the end of your course, you will be asked to complete an Individual Learning Plan where we ask for your views. These are reviewed by Programme Managers and Senior Management for our annual Self-Assessment Reports. Your feedback is only used internally and is anonymised when being discussed.

**Learner Destination Survey** – after courses have finished we are required to contact certain learners on behalf of our funding body, the Education Skills Funding Agency, to ask how your course has helped you. It is important we do this so we can receive funding and continue to subsidise our course fees.

All feedback given to the service is treated in the strictest confidence and only shared with those for whom the information is intended. There may also be times when we ask you to participate in surveys from external agencies such as Ofsted or the Education and Skills Funding Agency (ESFA). These surveys are voluntary and allow our governing bodies to evaluate us as a service. In most cases feedback from external agencies is anonymised before being sent back to the service for review.

## How to complain

The nature of organisations is that, occasionally, things do go wrong. In these instances, we encourage all our learners to voice their concerns to us so that we can take steps to solve these problems and try to make sure they don't happen again.

To help us to improve the quality of our service, please follow this complaints procedure:

- Speak to your tutor or any staff member in confidence
- If you still have concerns please contact the relevant Programme Manager using the contact details on Page 20
- If this does not resolve the issue email [adultlearning@leics.gov.uk](mailto:adultlearning@leics.gov.uk) or call FREEphone 0800 988 0308 and ask to make a complaint
- If you feel you have still not received a satisfactory resolution then you can contact Paul Fleming, Head of Service for Leicestershire Adult Learning Service, or Leicestershire County Council's complaints team via the [www.leics.gov.uk](http://www.leics.gov.uk) site.

We aim to formally respond to all complaints within 5 working days. Where this is not possible we will advise you of the issues and confirm an appropriate timeframe with you. If you prefer to communicate by post please address all complaints to: Catherine Baker, Assistant Learner Engagement Officer, Leicestershire Adult Learning Service, The Rutland Building, Room 700, County Hall, Glenfield, Leicestershire, LE3 8RL.





## At the end of your course

If you are planning on learning, or improving on new skills with us again all our courses are available to view on our website [www.leicestershire.gov.uk/golearn](http://www.leicestershire.gov.uk/golearn). Alternatively, you can contact us directly on FREEphone 0800 988 0308.

Please note, we are unable to offer places to learners returning to study the same accredited learning aim where this has previously been achieved. Following initial assessment, we will do our best to provide an appropriate course. However, where this is not possible, we will endeavour to signpost you to alternative providers.

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## Our Programme Managers



**Senior Business Manager**

**Helen Capell**

**Email:** [helen.capell@leics.gov.uk](mailto:helen.capell@leics.gov.uk)



**Senior Adult Learning Manager**

**Elliott White**

**Email:** [elliott.white@leics.gov.uk](mailto:elliott.white@leics.gov.uk)



### Skills for Life (English and Maths)

Rhiannon Fleming

[LALS.S4L@leics.gov.uk](mailto:LALS.S4L@leics.gov.uk)

### Learning for Independence

(Adults with learning Difficulties  
and/or Disabilities)

Amy McManus

[LALS.MentalHealth@leics.gov.uk](mailto:LALS.MentalHealth@leics.gov.uk)

### Work Based Learning (Apprenticeships)

Dave Hammersley

[ApprenticeshipsLALS@leics.gov.uk](mailto:ApprenticeshipsLALS@leics.gov.uk)

### Family Learning

Clare Luvaglia-Gori

[FamilyLearning@leics.gov.uk](mailto:FamilyLearning@leics.gov.uk)

### Learning for Wellbeing

Linda Dixon

[LALS.PDCurriculum@leics.gov.uk](mailto:LALS.PDCurriculum@leics.gov.uk)

### Mental Health

Amy McManus

[LALS.MentalHealth@leics.gov.uk](mailto:LALS.MentalHealth@leics.gov.uk)

### Languages and ESOL

(English for Speakers of Other Languages)

Vacant – July 2022

[LALS.ESOL@leics.gov.uk](mailto:LALS.ESOL@leics.gov.uk)

[LALS.Languages@leics.gov.uk](mailto:LALS.Languages@leics.gov.uk)

### Employability and Digital Skills

Helen Moore

[LALS.ICTCurriculum@leics.gov.uk](mailto:LALS.ICTCurriculum@leics.gov.uk)





## Dates for your Diary

### Early Bird Discounts

A discount on all fee-paying courses will be available to all learners enrolling on courses between the dates listed below. This discount is available on both the Full and Reduced Fees and will automatically be applied to the price when enrolling online.

**Autumn Early Bird** 20% off all courses **4th July 2022 till 31st August 2022**

**New Year Early Bird** 10% off all courses **1st December 2022 till 31st January 2023**

### Half Term/Easter Breaks 2022/2023

Below are the general half term dates for the academic year 2022/2023. For some courses the dates below may vary so always follow the guidance given to you by your tutor at the beginning of your course.

<b>Autumn Term</b>	<b>Monday 17th October - Friday 21st October 2022</b>
<b>Spring Term</b>	<b>Monday 20th February - Friday 24th February 2023</b>
<b>Easter Break</b>	<b>Friday 31st March - Monday 17th April 2023</b>
<b>Summer Term</b>	<b>Monday 29th May - Friday 2nd June 2023</b>

# GoLearn offices across Leicestershire



## Our Enrolment Centres

We have dedicated staff, based in centres across the county to help support you, and your learning. Our Enrolment Team can help you to enrol, book a referral, apply for the Discretionary Learner Support Fund, and much more!

If you wish to find out more about our centres, or arrange a time to visit in person, you can:



### Online

Visit us online at [www.leics.gov.uk/golearn](http://www.leics.gov.uk/golearn) where you can find a complete list of our GoLearn! Enrolment Centres including addresses.



### By phone

Call us on FREEphone 0800 988 0308 (selecting 'Option 2') to speak to a member of the team directly.



### Via email

Email us at [adultlearning@leics.gov.uk](mailto:adultlearning@leics.gov.uk) to arrange a convenient time for us to call you back or visit a centre.



Opening times do vary across our centres. If you are planning to visit us in person, we advise that you contact us before-hand to arrange an appointment.



# Enrolment Centres

# GoLearn!

Leicestershire Adult Learning Service

- ① Enderby Adult Learning Centre
- ② Coalville Library
- ③ Hinckley Library
- ④ Melton Library
- ⑤ Loughborough Library
- ⑥ Moira Adult Learning Centre, Loughborough
- ⑦ Wigston Library
- ⑧ Roundhill Academy, Thurmaston
- ⑨ The Symington Building, Market Harborough



# GoLearn!

Leicestershire Adult Learning Service

County Hall  
Glenfield  
Leicester  
LE3 8RL

Freephone 0800 988 0308

[adultlearning@leics.gov.uk](mailto:adultlearning@leics.gov.uk)

[www.leicestershire.gov.uk/GoLearn](http://www.leicestershire.gov.uk/GoLearn)

If you require information contained in this leaflet  
in another format please contact us.

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