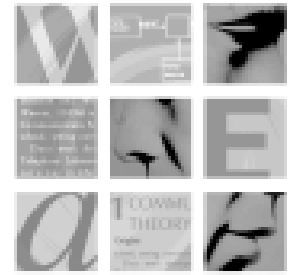


**WEa**

Workers'  
Educational  
Association



**Learning***for***Life**

Information, Advice & Guidance

# Starting a Course



# Welcome to the WEA!

This leaflet is designed to give you information about what you can expect when you start a course with the WEA. If you need more information, ask your tutor or contact your Regional Office (details are printed on the back of this leaflet.)

Our information sheets can be obtained in larger font from Regional Office or downloaded from our website [www.wea.org.uk](http://www.wea.org.uk)

## Choosing a Course

You can find out about WEA courses:

- By talking to staff in your Regional Office
- From our brochures and leaflets
- By talking to your local branch or local tutor organiser
- By talking to your tutor, if you are already on a course
- From our website [www.wea.org.uk](http://www.wea.org.uk).

If in doubt, contact your Regional Office in the first place. Regional staff will be able to help you choose the right course, or will refer you to another member of staff so that you can find out more. You'll also be given an opportunity to discuss your needs with your tutor at the start of your course, just to make sure that you are happy with your choice.

## What About Fees?

You'll be given an opportunity to discuss fees and methods of payment with your tutor at or before enrolment. You can also ask your Regional Office for more information.

Some courses are free or charge a reduced fee - for example, many courses that help with literacy, numeracy or speaking English. Courses are also provided free to people aged 16-18.

If your course isn't free, you may still be entitled to help with your tuition or examination fees. As a "rule of thumb", you'll need to be:

- A UK or EU citizen, or
- Have been resident in the UK for 3 years when the course starts, and
- Be on a means-tested benefit such as Housing Benefit or Income Support.

There are some exceptions, so make sure you talk to someone. For example, if you are refugee or an asylum-seeker, you may be able to claim help even if you haven't lived here for 3 years, providing that you can provide evidence of leave to remain - like a letter of acknowledgement from the Home Office. If you are receiving Tax Credits or are on a low income, there may also be ways of providing other financial support - see the next section.

## Other Financial Help

The Learner Support Fund exists to help people on benefit or a low income. It also applies to anyone who financially depends on someone on benefit or a low income. It can help with:

- Tuition, accreditation or exam fees
- Travel to and from the class
- Childcare, as long as you use a registered or approved childcare provider
- Essential books and equipment, or the cost of essential field trips, as listed in the course outline.



Your tutor will be able to help further at enrolment, or if you prefer, contact your Regional Office for more information. You can also ask for InfoSheet 1: "Help With Your Learning", which is available through your Regional Office or can be downloaded from the website.

## Learning Support

If you have a disability or a learning difficulty, we will do our best to provide the specialist staff and resources to help you succeed on your course. Here are some examples of what may be provided:

- An assessment to find out exactly what your needs are
- Help getting round the building
- Extra help in the classroom, e.g. someone to sign for you or act as a scribe
- Special equipment like hearing induction loops or software
- Extra help with English, Maths or study skills
- Extra time for assessments or exams, e.g. for people with dyslexia
- Support tutorials.

If you think you may need help, talk to your tutor, or if you prefer, ring or email your Regional Office and ask to speak to someone. For more details, ask for InfoSheet 2 "Help With Additional Learning Needs", which is available from your Regional Office or can be downloaded from the website. You can ask for a larger print format, or for the information to be read to you.



## What About After the Course?

At enrolment and induction, you'll be provided with information about where your course can lead next. Your tutor should also discuss this with you towards the end of the course.

We'll also be able to refer you to other organisations if we can't help - or if you need more in-depth guidance. There is a national LearnDirect Helpline on 0800 100 900. The Helpline can give you local contact details for colleges and refer you to advice and guidance services.

For more details about help with planning your future, ask for InfoSheet 3 "Advice and Guidance". This available from Regional Office or can be downloaded from our website.

## Our Standards of Service

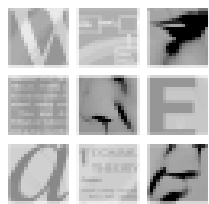
We want to provide you with accurate and up-to-date information and advice. Here are our minimum standards. We can promise:

- Adherence to the National Information, Advice and Guidance Board Principles for Delivery - we're committed to impartiality and equal opportunities
- Confidentiality - your personal information won't be shared with other organisations unless you give permission first (unless there are legal reasons for doing so)
- A response to requests for information and advice within 7 working days at the most - we'll make contact even if we don't have all the answers right away
- A referral to other individuals or organisations where this will be helpful to you.

You can help us by letting us know what you think of our service overall. You can:

- Complete surveys and questionnaires for us if asked.
- Comment on our service by ringing the national Suggestions Line on 0800 013 1903 or by emailing us on [Suggestions@WEA.org.uk](mailto:Suggestions@WEA.org.uk).
- Complain if you aren't happy - InfoSheet 4 "Tell Us What You Think" gives more details. Ask at Regional Office or download it from our website.

# WEA



Learning for Life

## Workers' Educational Association Regional Offices

Details for WEA offices in Northern Ireland and Wales can be found at [www.wea.org.uk](http://www.wea.org.uk)

SCOTTISH ASSOCIATION  
Workers' Educational Association  
Riddles Court  
322 Lawnmarket  
Edinburgh  
EH1 2PG  
Tel: 0131 226 3456  
Fax: 0131 220 0306  
[hq@weascotland.org.uk](mailto:hq@weascotland.org.uk)

SOUTH WEST  
Workers' Educational Association  
Bradinch Court  
Castle Street  
Exeter EX4 3PL  
Tel: 01392 490 970  
Fax: 01392 474 330  
[southwest@wea.org.uk](mailto:southwest@wea.org.uk)

SOUTHERN  
Workers' Educational Association  
Unit 57 Riverside 2  
Sir Thomas Longley Road  
Rochester, Kent ME2 4DP  
Tel: 01634 730 101  
Fax: 01634 295 456  
[southern@wea.org.uk](mailto:southern@wea.org.uk)

WEST MIDLANDS  
Workers' Educational Association  
78/80 Sherlock Street  
Birmingham B5 6LT  
Tel: 0121 666 6101  
Fax: 0121 622 2526  
[westmidlands@wea.org.uk](mailto:westmidlands@wea.org.uk)

YORKSHIRE AND HUMBER  
Workers' Educational Association  
6 Woodhouse Square  
Leeds LS3 1AD  
Tel: 0113 245 3304  
Fax: 0113 245 0883  
[yorkshumber@wea.org.uk](mailto:yorkshumber@wea.org.uk)

EAST MIDLANDS  
Workers' Educational Association  
39 Mapperley Road  
Nottingham NG3 5AQ  
Tel: 0115 962 8400  
Fax 0115 962 8402  
[eastmidlands@wea.org.uk](mailto:eastmidlands@wea.org.uk)

EASTERN  
Workers' Educational Association  
Botolph House, 17 Botolph Lane  
Cambridge CB2 3RE  
Tel: 01223 350 978  
Fax: 01223 300 911  
[eastern@wea.org.uk](mailto:eastern@wea.org.uk)

LONDON  
Workers' Educational Association  
4 Luke Street, London EC2A 4XW  
Tel: 020 7613 7550  
Fax: 020 7383 5668  
[london@wea.org.uk](mailto:london@wea.org.uk)

NORTH EAST  
Workers' Educational Association  
First Floor, Unit 6  
Metro Riverside Park  
Delta Bank Road  
Gateshead NE11 9DJ  
Tel: 0191 461 8100  
Fax: 0191 461 8117  
[northeast@wea.org.uk](mailto:northeast@wea.org.uk)

NORTH WEST  
Workers' Educational Association  
7/8 Bluecoat Chambers  
School Lane  
Liverpool L1 3BX  
Tel: 0151 709 8023  
Fax: 0151 708 0046  
[northwest@wea.org.uk](mailto:northwest@wea.org.uk)

