

Pledge to learners

learndirect scotland branded learning centres undertake to:

1. offer the **time, place, pace and style of learning** that most closely meets your needs



accessible to all learners	<ul style="list-style-type: none"> equal opportunities policy access policy flexible hours of opening variety of outreach centres or locations 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
variety of start dates	<ul style="list-style-type: none"> open enrolment flexible time-scales 	<input type="checkbox"/> <input type="checkbox"/>
variety of learning styles	<ul style="list-style-type: none"> paper-based learning packages classroom delivery online learning computer-based learning 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
statement of learner's needs/ requirements for learning	<ul style="list-style-type: none"> proposed learner agreements, including costs current portfolio of available learning opportunities agreed learner contract/agreement 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
fee payment system including waivers	<ul style="list-style-type: none"> current and available price list of learning episodes guidance on application of waivers to costs quotations (including waivers) 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
customer care/client satisfaction surveys including:	<ul style="list-style-type: none"> complaints records learning feedback report improvement actions 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
other (please specify)		<input type="checkbox"/>

This checklist is not exhaustive. Please submit any appropriate evidence that you feel demonstrates how your learning centre meets each point of the pledge.

Pledge to learners

learndirect scotland branded learning centres undertake to:

2. give **clear information** that helps you make the best personal choices about learning programmes and maintain control of your learning



marketing and event plan and calendar	media advertisements and brochures recruitment events and workshops information/open days	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
information leaflets, prospectuses, course descriptions (detailing access, subject, time, place, pace, style, cost of courses)	list of competent advisers flexible hours of access advisers' meeting schedules	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
access to focussed, impartial guidance list of competent advisers		<input type="checkbox"/>
initial guidance materials	schedule and contents of learner induction programme learner introductory pack learner invitations to induction induction programme agenda and records learner attendance records	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
learner guides		<input type="checkbox"/>
course materials including learner deliverables		<input type="checkbox"/>
regular feedback on achievement	learner self-assessment records completed learner feedback/questionnaires effective recording of achievements and progress	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
other (please specify)		<input type="checkbox"/>

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Pledge to learners

learn direct scotland branded learning centres undertake to:

3. provide learning materials that **are relevant to your own personal and work interests** and actively involve you in practical examples, exercises and experience ✓

statement of learner's own personal interests	list of learning materials matched by adviser	<input type="checkbox"/>
statement of learner's own work interests	list of matched learning materials learning materials under revision and issue control customised learning materials to match learner's needs record of learner's selected materials	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
practical examples, exercises and experience	practical experience for each course wherever possible record of learner's course attendance and participation record of learner's performance	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
learner satisfaction reports		<input type="checkbox"/>
complaints records		<input type="checkbox"/>
other (please specify)		<input type="checkbox"/>

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learndirect scotland branded learning centres undertake to:

4. enable you to **monitor your progress** and **record your achievements** as you go, not just at the end of a complete programme



<p>clearly-defined learning outcomes and milestones</p>	<p>maintained learning materials linked to milestones regular review of agreed milestones learning monitoring sheet learner guide to monitoring their own progress planned training events access to training facilitator</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>learner verification that they understand the monitoring process</p>	<p>learner verification records</p>	<input type="checkbox"/>
<p>means of recording progress and achievements</p>	<p>template/completed monitoring sheets/materials record of (timeous) return dates of assessments regular updated progress or achievement reports</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>effective management information systems</p> <p>other (please specify)</p>		<input type="checkbox"/> <input type="checkbox"/>

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learn direct scotland branded learning centres undertake to:

5. provide you with access to the **specialist support** you need, when you need it



list of named facilitators assigned to courses	<ul style="list-style-type: none"> staff competence determined by qualifications and experience named facilitators assigned to each learner defined methods to access facilitators for all courses 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
statement of learner's preferred method of access to facilitators	<ul style="list-style-type: none"> direct access (one-to-one, classroom, small groups) telephone access web-based/online access (e-mail, chat-room, video) 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
provision of support materials via library/web repositories	information and communications technology widely available	<input type="checkbox"/>
specialist advice regarding reference materials	<ul style="list-style-type: none"> learner guide to accessing specialist support record of learner's request for specialist support statement of learner's preferred times/durations of access access times, durations and methods agreed and booked 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
records of access to competent facilitators, including facilitators, learners, times, durations and methods	service level agreement for learner access waiting times	<input type="checkbox"/>
network/signpost learners to other agencies		<input type="checkbox"/>
other (please specify)		<input type="checkbox"/>

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learn direct scotland branded learning centres undertake to:

6. work with you to help you **develop the skills** that help you to learn and stay learning



core skills policy		<input type="checkbox"/>
core skills monitoring and reporting		<input type="checkbox"/>
guidance materials and induction in the development of skills for learning	effective guidance and induction learner schedules for induction timetable of availability of specialist support	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
personal development options	personal development plans with options learning plans identified professional/personal benefits and deliverables clear progressive and articulation arrangements report on learner uptake of further learning	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
other (please specify)		<input type="checkbox"/>

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learndirect scotland branded learning centres undertake to:

7. give you the chance to **relate your learning** to your own longer term ambitions



<p>clear guidance on matching learner ambitions to available learning and employment opportunities</p>	<p>learner qualifications discussion agenda statement of learner ambitions clear goals and outline of progression plans report on available learning opportunities articulation arrangements report on available employment opportunities</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>matches between learner qualifications and employment/ further learning opportunities</p>	<p>clear statement of learner progress route and goals</p>	<input type="checkbox"/>
<p>other (please specify)</p>		<input type="checkbox"/>

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learn direct scotland branded learning centres undertake to:

8. help you to feel part of a **wider learning community** and put you in touch with other people studying the same things



information and publicity material on learner involvement with the wider learning community		<input type="checkbox"/>
learner guide explaining how the learner may participate within the wider learning community	named facilitators to put learners in touch with one another learner representatives included in review forums	<input type="checkbox"/> <input type="checkbox"/>
calendar of learning centre's social and recreational activities		<input type="checkbox"/>
access to other facilities e.g. library, information and communications technology		<input type="checkbox"/>
other (please specify)		<input type="checkbox"/>

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learn direct scotland branded learning centres undertake to:

9. **link your learning to key areas of your life** such as work, family, citizenship and your own personal development



effective guidance and induction materials		<input type="checkbox"/>
core skills policy		<input type="checkbox"/>
statement of learner's personal and vocational goals	map linking learner's goals to learning options customised learning packages to match learner's goal range of learning options availability of APL assessment on demand	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
other (please specify)		<input type="checkbox"/>

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learn direct scotland branded learning centres undertake to:

10. encourage you to **value learning** and to see it add value to your life



celebrate success	certificates, case studies, learner events	<input type="checkbox"/>
other (please specify)		<input type="checkbox"/>

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