

# Qualifications that take you places



**0800 101 901**  
**learndirect.co.uk**

*Nothing can stop you when you learndirect*



English  
Qualifications

Maths  
Qualifications

IT  
Qualifications

Other  
Qualifications

Next Steps

Short Online  
Courses

FAQs

# Why learndirect?

Are employers asking for qualifications that you don't have? Do you want to build your self-confidence and improve your skills?

If so, we've got a range of courses that are flexible and designed to fit around you and your lifestyle. This means you can carry on working, looking for a job or running a home while learning with us. So, whatever your reason for learning we can help you achieve a nationally recognised qualification and reach your goals.

## How long will it take to gain a qualification?

It takes on average three months to gain one of our qualifications. Some may take a little longer, and others can be completed in just a few weeks. Before you start, we'll discuss and agree this with you.

## How much will my learning cost?

All our courses are very affordable and in most cases funding is available to cover the cost. How much you pay will depend on your personal circumstances. Our friendly staff will talk you through this and let you know right from the start if you're eligible for funding.

## Where will I study?

Anywhere that you have access to the internet! All our courses are available online so you can study at a time and place that suit you – from the comfort of your own home in the evening or weekends, in the workplace during lunch breaks or quiet periods, or in one of our centres.

## What if I need help while I'm learning?

For most of our courses, you'll have your own personal tutor who'll support you while you learn. This will either be in person, or by email and over the phone. You can also use our online community. The community is there to give you support and advice, or just for you to make new friends and chat with other learners.

**We've already helped more than 3 million people transform their lives by gaining a new skill or qualification, so how can we help you?**



# Contents

If you want to improve your skills by gaining a qualification, we can help. Just take a quick look inside this booklet to find out more.

## English Qualifications Page 4

**Need to improve your everyday English skills?** We can help you with your reading, writing, spelling, grammar and more. You'll even get to start at a level that's right for you so you don't struggle with any new topics.

## Maths Qualifications Page 6

**Struggling with numbers?** We'll help you learn how to do subtraction, work with money and use things like percentages or fractions. We'll even start you at the level that's right for you, so you never get left behind.

## IT Qualifications Page 8

**Want to make more of your computer skills?** We can help you use spreadsheets, send emails, create presentations and even keep your computer safe. Best of all, when you learn with us, you only ever start at the level that suits your ability.

## Other Qualifications Page 10

**Want to see what other qualifications we offer?** We offer a range of work-based qualifications, so if you're working and your employer is happy to support you, you could get a qualification based on the work you do day to day.

## Next Steps Page 12

**Want to get started?** Just follow three easy steps.

## Short Online Courses Page 14

**Want to start topping up your skills in other areas today?** Starting at just £22.00 our eCourses cover everything from accounting with Sage to web design and food hygiene. Simply buy online and you're ready to go.

## Frequently Asked Questions Page 16

# English Qualifications

Do you need to improve your punctuation or practise your spelling? Would you like to gain important communication skills or do you need an English qualification to improve your CV?

If so, we can help. We understand that English skills are part of our everyday lives – at work, at the shops and even at home. If you need help following written instructions at work, filling out a form or understanding what a leaflet is telling you then gaining a Certificate in Adult Literacy could be the right step forward.

## What will I learn?

You'll be able to cover topics such as:

- **reading**
- **writing**
- **speaking**
- **listening**
- **grammar**
- **punctuation**
- **spelling**

All of our English courses lead to a nationally recognised qualification – the **Certificate in Adult Literacy**. This is similar to a GCSE, so it's a great way of proving to employers that you have the right skills.

To find out more about these courses and read a more detailed description of what you'll learn, just visit [www.learndirect.co.uk](http://www.learndirect.co.uk)

## How much will it cost?

In most cases your learning will be funded, so you don't have to pay a penny. To find out how likely it is that you'll have the cost of your learning covered by funding, you can use our online funding checker. Just go to [www.learndirect.co.uk/funding](http://www.learndirect.co.uk/funding) or pop into your nearest **learndirect** centre to find out more.

## How long will it take me?

On average, it takes around three months to gain a Certificate in Adult Literacy. Once you've finished all your courses, and when you feel ready, you'll need to take a short test to get your qualification. This doesn't necessarily mean a written exam though – it could be an online test taken using a computer. Don't worry, we'll give you practice questions beforehand to make sure you're completely prepared.

## What level can I study at?

When you enrol with us we'll first check which level of qualification you should be working towards, either entry level, level 1 or level 2. We'll then see what skills you already have in the different areas of the qualification, for example grammar or spelling. This helps us to work out which courses are right for you, saving you time in the long run.

### What support will I get?

By enrolling at one of our centres, you'll get face to face support from our friendly staff. You can still learn from home, work, or anywhere you have an internet connection.

If you enrol online from our website, then you'll get support from your tutor by telephone and email.

Whichever way you want to learn, you'll be able to join our online community where you can talk to other learners.

### How do I get started?

To start learning with us and gain your qualification, pop into your nearest **learndirect** centre, go to **[www.learndirect.co.uk](http://www.learndirect.co.uk)** or call **0800 101 901**.



I did a course from home with **learndirect** and then went on to get a job working with children.



“I never thought I would find permanent employment in an area of work that I enjoy so much, and I have the whole team at **learndirect** to thank for that.”

Jacqueline Devlin

# Maths Qualifications

**Do you struggle to work out the discounts when the sales are on?** Have you been putting off a DIY task because you can't work out the exact measurements or do you need a maths qualification to improve your CV?

If you find it hard when your maths skills are put to the test, from working out the interest on your credit card to making sure you've been paid correctly, then we can help. We have a range of courses that will build your confidence when using numbers and help you gain a qualification.

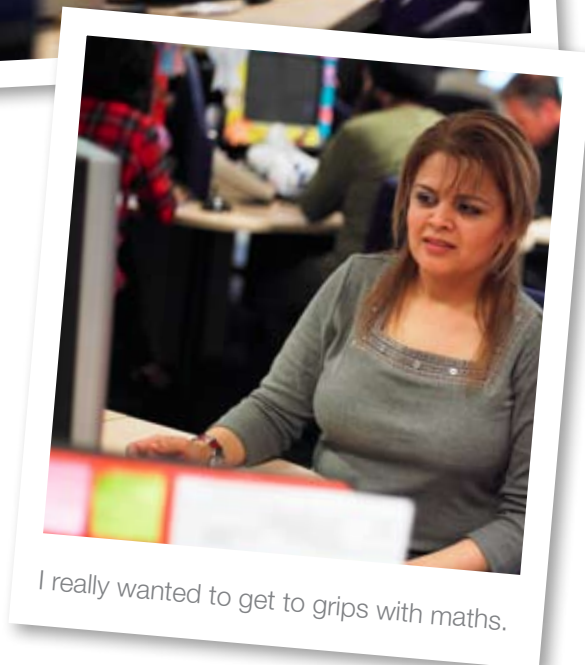
## What will I learn?

You'll cover topics such as:

- **fractions and decimals**
- **subtraction**
- **shapes and space**
- **percentages**
- **measurements**
- **handling data**
- **numbers**
- **money**
- **addition**
- **multiplication**
- **division**

All of our maths courses lead to a nationally recognised qualification – the **Certificate in Adult Numeracy**. This is similar to a GCSE which makes it a great way to prove to employers you have the number skills they're looking for.

To find out more about these courses and read a more detailed description of what you'll cover, just visit [www.learndirect.co.uk](http://www.learndirect.co.uk)



I really wanted to get to grips with maths.



# IT Qualifications

**Do you want to improve your IT skills?** Would you like to be able to use a computer to stay in touch with friends, find out information, or shop online? Do you need an IT qualification to help you get a job or get on at work?

Then we can help. Whether you'd like to know how a computer could make your life at home a bit easier, or just want to find out how computer skills for the workplace could improve your job prospects, then an IT qualification could be right for you.

**To get an IT qualification you'll need to enrol at one of our centres. To find your nearest centre and to see if they offer the qualification you're interested in, just visit [www.learndirect.co.uk/centresearch](http://www.learndirect.co.uk/centresearch)**

## What will I learn?

You'll be able to cover topics such as:

- **word processing**
- **spreadsheets**
- **desktop publishing**
- **presentations**
- **computer art**
- **improving productivity using IT**
- **internet and email**
- **maintenance, security and troubleshooting**

All our courses lead to nationally recognised qualifications, such as the **ITQ** or **ECDL** (European Computer Driving Licence).

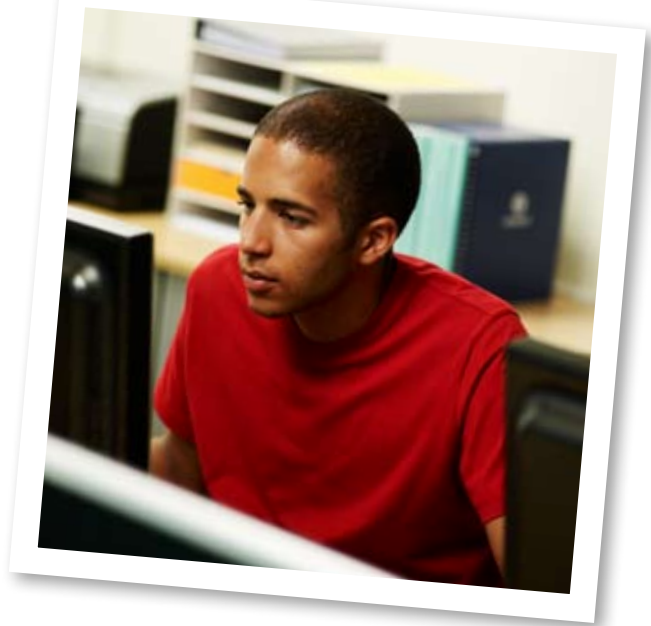
To find out more about these courses and see a more detailed description of what you'll learn, just visit [www.learndirect.co.uk](http://www.learndirect.co.uk)



I received excellent support from my tutor.

**“I'm now so much more comfortable with computers and I've got a lot more confidence in my own abilities.”**

**John Baker**



### How much will it cost?

Often the cost of some or all of your learning is covered by funding. This means you may not have to pay a penny. To find out if you're eligible to have the cost of some or all of your learning covered by funding, use our online funding checker. Just go to [www.learndirect.co.uk/funding](http://www.learndirect.co.uk/funding) or pop into your nearest **learndirect** centre to find out more.

### How long will it take me?

Usually, it takes around 12 weeks to gain an ITQ or ECDL qualification. Once you've finished all your courses, and when you feel ready, you'll need to be assessed to get your qualification. We'll make sure you get to do lots of practice beforehand, just to make sure you're completely prepared.

### What level can I study at?

When you enrol with us we'll check which level of qualification you should be working towards. And if you want to gain the ITQ qualification then we'll take into account all of your existing skills and any other recognised qualifications you may already have, so you shouldn't have to go over any topics you already understand. This means you'll be learning at the right level for your ability and you'll be able to gain your qualification much quicker.

### What support will I get?

You can enrol on one of our IT qualifications by popping into your nearest **learndirect** centre. While you're learning you'll get face to face support from our centre staff. You can still learn from home, work, or anywhere you have an internet connection and you can still talk to your tutor over the phone or by email if you don't have time to pop into the centre.

You'll even be able to join our online community where you can talk to other learners, ask for help, and make new friends too.

### How do I get started?

To start learning with us and gain your qualification, pop into your nearest **learndirect** centre or call **0800 101 901**.

Please note that not all of our centres offer the ITQ and ECDL Extra qualifications. Check with your nearest **learndirect** centre to see if these qualifications are available by going to [www.learndirect.co.uk/centresearch](http://www.learndirect.co.uk/centresearch)

# Other Qualifications

Do you need a vocational qualification to progress in your career? Want to show your employer you're committed? Want to develop new skills to help you at work?

We also offer a range of vocational qualifications, like NVQs, through a small number of our centres.

These cover subjects such as:

- **Business and Administration**
- **Childcare**
- **Health and Social Care**
- **Business Improvement Techniques**
- **Customer Service**
- **Management**
- **Team Leading**
- **Retail**

These qualifications are great if you're working and want to gain a qualification in the workplace. You'll need the support of your employer as you'll be assessed on the day to day things you do at work, creating a portfolio of evidence as you go along to show what you've achieved.

It's worth bearing in mind that not all of our centres offer these qualifications and that you'll need the support of your employer, before you can get started.

To find out a bit more about these qualifications and read a more detailed course description of what you'll learn, just visit **[www.learndirect.co.uk](http://www.learndirect.co.uk)**

If you think one of these qualifications could be right for you, the easiest thing to do is visit **[www.learndirect.co.uk/centresearch](http://www.learndirect.co.uk/centresearch)** to find your nearest centre and see if they offer the qualification you're interested in or call **0800 101 901**.





“I feel like I’ve been given a real head start achieving my NVQ and I’m enjoying learning every day. I developed lots of useful skills through **learndirect** that I’ve been able to apply to my administration role – so it’s been very relevant to my job.”

**Cherry Smuk**

# Next Steps

**It's really easy to get started.** If you want to gain a qualification with us, just follow the simple steps below.

## 1

### **Let us know what you'd like to do...**

If you're interested in a **maths or English qualification** then there are two ways you can enrol with us – either by visiting our website and signing up there, or by popping into your nearest centre.

If you're interested in gaining an **IT qualification**, then you'll need to visit your nearest centre where we can talk to you and get you started.

Or if you're interested in gaining one of our **other qualifications** then you'll need to talk to your employer first to get their support.

Whichever way you enrol with us, you'll still have tutor support every step of the way.

## 2

### **Tell us more about you...**

We'll work out together what level you're at and what skills you already have. We'll also be able to let you know how much, if anything, you need to pay towards the cost of your learning.

Then, we'll make sure you're set up on the right qualification and talk through how we'll work together to track your progress.





### 3

#### **Start learning!**

You'll be able to learn at a time and place that suit you, with tutor support every step of the way to keep you going – whether it's by phone and email from home, or face to face in a centre. You can also join our online community of learners to get any extra support you need.

To get started, just visit **[www.learndirect.co.uk](http://www.learndirect.co.uk)** where you can find out more or enrol onto a maths or English qualification.

**To find your nearest centre, you can also visit [www.learndirect.co.uk/centresearch](http://www.learndirect.co.uk/centresearch) and see if they offer the qualification you're interested in.**

**Got any more questions?** That's alright – just read the FAQ pages at the end of this booklet, or just call us on **0800 101 901** where we'll be happy to help.

# Short Online Courses

Would you like to learn new skills for work or career development? Do you need to fill some gaps in your CV? Would you like to pay a one-off price for a course and start learning straight away?

If so, then our eCourses could be right for you. You can buy an eCourse today and start learning right now by visiting [www.learndirect.co.uk/ecourses](http://www.learndirect.co.uk/ecourses)

## What courses do you have?

There are over 150 eCourses to choose from, covering a range of work-based skills.

Subject areas include:

- **Computers and Software**
- **Health and Safety**
- **Sales and Marketing**
- **Financial Management**
- **Leadership**
- **Coaching and Managing People**
- **Web Design**
- **Communication Skills**
- **Customer Services**
- **Employment Law**
- **Accounting (Sage)**
- **IT**

## How much will it cost?

eCourses start from as little as £22.00, so you can get the skills you need without having to spend a fortune. Just visit our eCourses website for a full list of prices.

## How long will it take me?

When you buy an eCourse, you're given access to it for six months, but how long it takes you is really down to you. You could finish one of our eCourses in a few hours or stretch it out over a few months.

## Will I get a qualification?

Most of our eCourses are not linked to a qualification with one or two exceptions. See the eCourses catalogue for details.



*I enjoyed the flexibility of learning from home.*

### What support will I get?

eCourses have all the support built in, so you don't need any tutor help. Of course, if you have any technical difficulties, there's a helpline you can call where we'll be happy to lend a hand.

### How do I get started?

Just visit [www.learndirect.co.uk/ecourses](http://www.learndirect.co.uk/ecourses) if you think an eCourse could be right for you. From there you can view all the eCourses we offer and start learning straight away.



“Being able to learn from home was brilliant as I could learn around looking after my kids, and I often studied in the evening.”

**Kevin Roberts**

If you'd like to buy our short online courses just visit [www.learndirect.co.uk/ecourses](http://www.learndirect.co.uk/ecourses) to get started!

# Frequently Asked Questions

## Why learn with learndirect?

If you want to improve your skills or get a nationally recognised qualification, we've got a range of courses that are flexible and designed to fit around your lifestyle. All you need is access to the internet! You can carry on working, looking for a job or running a home while doing your learning.

To find out more about our courses and read a more detailed description of each course just visit [www.learndirect.co.uk](http://www.learndirect.co.uk)

## How much will my learning cost?

In many cases if you're after a maths, English or IT qualification, your learning will be funded, so you don't have to pay a penny. To find out how likely it is that you'll have the cost of your learning covered, use our online funding checker. Just go to [www.learndirect.co.uk/funding](http://www.learndirect.co.uk/funding) or pop into your nearest **learndirect** centre to find out more.

However, if you want to learn new skills in other areas then why not buy one of our short online eCourses, and start learning straight away. Prices start from as little as £22.00, just visit [www.learndirect.co.uk/ecourses](http://www.learndirect.co.uk/ecourses) to see our eCourses catalogue and get started.

## How long will it take me to gain a qualification?

Most of our qualifications take on average three months to complete. Some may take a little longer, and others can be completed in a little less depending on your lifestyle and the time you have to put in. We'll agree a timeline with you before you get started.

## What if I need help while I'm learning?

If you enrol in one of our centres, you'll get face to face support from our centre staff. You can still learn from home, work, or anywhere you have an internet connection.

If you enrol online from our website, then you'll have the support of your tutor at your fingertips by telephone and email.

Whichever way you want to learn, you'll be able to join our online community. The community is there for support and advice, or just to make new friends and have a chat.

If you buy an eCourse then all the support you need is built into the course itself, making them perfect if you're an independent learner and you just want to quickly develop your skills or learn new ones.

### What else do learndirect do?

We've teamed up with [monster.co.uk](http://monster.co.uk) to give you advice about finding a job, getting a promotion, dealing with redundancy or even changing career. From tips on boosting your confidence to advice on impressing in a job interview, just go to [www.learndirect.co.uk/improve-your-job-prospects/](http://www.learndirect.co.uk/improve-your-job-prospects/)

We're also on [facebook](https://www.facebook.com/learndirect). If you'd like to quickly brush up on your skills by playing our English and maths games, chat to us about your learning, or find out about any future events we have planned, just go to [www.facebook.com/learndirect](https://www.facebook.com/learndirect) and click the 'Like' button.

### Is learning with learndirect like going back to school?

Learning with us is nothing like school or college. There are no classes to attend and before you start we'll agree with you a pace that fits around your life. Together we'll decide on some milestones so you can see how you're progressing and make sure you're still on track. All your learning comes in bite-sized chunks, so you can dip in and out whenever you want. You're in control of your learning at all times.

### What type of qualifications do learndirect offer?

Our English and maths courses can help you gain a nationally recognised Certificate in Adult Literacy or Numeracy, which are similar to a GCSE. Our IT courses lead to qualifications such as the ITQ or ECDL (European Computer Driving Licence). All of these qualifications are a great way of proving your skills to future employers.



### What other qualifications do you do?

We also offer a range of vocational qualifications, like NVQs, through a small number of our centres in Business and Administration, Customer Service, Retail, Childcare, Business Improvement Techniques, Health and Social Care, Management and Team Leading.

If you think one of these qualifications could be right for you, the easiest thing to do is visit our website at [www.learndirect.co.uk/centresearch](http://www.learndirect.co.uk/centresearch) to find your nearest centre and see if they offer the qualification you're interested in or call **0800 101 901**.

### I don't want a qualification. Can I still learn with you?

Yes, you can do one of our short online courses by visiting [www.learndirect.co.uk/ecourses](http://www.learndirect.co.uk/ecourses) to get started.

### Do I have to wait until September/January to get started?

No, unlike school or college, you can enrol on one of our courses whenever you like. Your learning will fit around your lifestyle, and not around school/college terms.

### Where will I learn?

Anywhere that you have access to the internet! All of our courses are available online so you can do your learning wherever it suits you – from the comfort of your home in the evening, in the workplace during lunch breaks, or if you enrolled at a **learndirect** centre you can even use their computers to do your learning.

### What kind of computer will I need to learn with you?

If you want to do your learning from home, then your computer will need to meet certain specifications in order to be able to run our courses. Visit [www.learndirect.co.uk/help/testmypc/](http://www.learndirect.co.uk/help/testmypc/)

However, if you don't have a computer or your computer doesn't match our specifications then you can use the facilities in your nearest **learndirect** centre free of charge.

### How do I get started?

To start learning with us and gain your qualification, pop into your nearest **learndirect** centre, go to [www.learndirect.co.uk](http://www.learndirect.co.uk) or call **0800 101 901**.



“**learndirect** has really helped to boost my confidence. I’m really proud of what I’ve been able to achieve at **learndirect** – if it wasn’t for them I wouldn’t have my job now.”

**Jason Pennington**

For more information about the courses and qualifications we offer, pop into your nearest **learndirect** centre, go to **www.learndirect.co.uk** or call **0800 101 901**.



Photography throughout the document uses models based on real-life **learndirect** learners.  
Ufi Ltd September 2010. All rights reserved. **learndirect** is a registered trademark of Ufi Ltd.  
All information correct at time of going to press. SL/208/V01

**0800 101 901**  
**learndirect.co.uk**

*Nothing can stop you when you learn direct*

