



London Borough  
of Hounslow

# Learn Hounslow Courses for Adults

Empowering residents to realise  
their full potential



**LEARNHOUNSLOW**

2021 / 2022

[www.hace.ac.uk](http://www.hace.ac.uk)





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# Welcome to Learn Hounslow

As the Cabinet Member for Education, Youth and Children's Services, I am delighted to welcome you to this year's Learn Hounslow Course Guide, which gives you an introduction to the types of courses Learn Hounslow offers, how to enrol and where to find our learning centres.

The service continues to offer an extensive range of courses for adults to choose from, whether you want to develop your personal skills, get physically and mentally fitter, or gain a qualification essential for work. We want to ensure that your learning is enjoyable, successful and helps to transform your life.

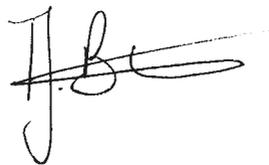
Alongside our courses, all our learners have access to employment advice from our Work Hounslow colleagues. They can offer impartial advice to help you choose the right course or provide information on appropriate next steps including career development and employment opportunities.

I hope you enjoy looking through the subjects on offer and find an area which inspires you.



**Councillor Tom Bruce**

Cabinet Member for Education,  
Youth and Children's Services

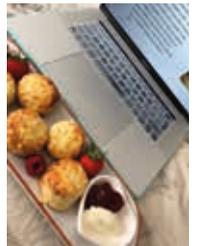


# About Us

Learn Hounslow is a provider of Adult and Community Education and is part of London Borough of Hounslow council. The teaching and learning we provide is funded by the Greater London Authority's Adult Education Budget (AEB). We are an Ofsted good provider, and the information, advice and guidance we offer is Matrix accredited.



We offer a wide range of courses: short informal courses to get you into something, qualifications so you can build skills to improve your job prospects, get into work or an apprenticeship opportunity and courses to enhance your employability, your business and your personal development.



Learn Hounslow is always looking to increase its work with community, voluntary groups and other partners, to ensure that learning opportunities reach those most in need and provide new opportunities to our residents who have not thought about returning to learning before.

# New for 2021 / 2022

Find out what is new for this academic year.

The following courses are offered for free, irrespective of your financial circumstances:

- Functional Skills and GCSE;
- Qualifications in English and Maths;
- Essential Digital Skills Qualifications at Entry 3 and Level 1;
- Qualifications which support the SEND Workforce;
- Level 3 courses which are part of the National Skills Fund offer.

## Designed & Made in Hounslow

These courses are designed to support you to grow as an artist and entrepreneur. You will gain handicraft and essential skills for promoting your designs commercially. You can sell your work at the Design & Made in Hounslow Markets. Take this opportunity to learn new skills and expand your creative visions - Beginners are Welcome!

## Digital Skills and Technology Qualifications

Get the digital skills and knowledge you need for everyday life, study, work and a career in technology. Start with the new free Essential Digital Skills Qualifications, or for those who can already do the basics, gain advanced office skills or see what's involved in Cybersecurity and Programming through our practitioner qualifications pathway.

## Creative Enterprise Qualifications

Get ready to take advantage of the amazing opportunities for employment or business that London has to offer in the creative industries. Take your hobby or creative talents to the next level through gaining qualifications in Photography, Film-making, Pottery or Textiles.

## Free Courses - Your Entitlements

Learning towards certain specific qualifications is free for everyone who doesn't yet have them. Make sure you don't miss out on your entitlement for these essentials which you can learn with us: Functional Skills and GCSE English and Maths, Essential Digital Skills Qualifications, SEND Workforce, and National Skills Fund offer (see Advanced Qualifications – Level 3).

## Advanced Qualifications - Level 3

Now you can take your learning to the next level as part of your professional career in Early Years or Business with our new Level 3 offer: AAT Bookkeeping Advanced Certificate and Cache/Ncfe Early Years Workforce Diploma. These courses comprise our National Skills Fund offer and are free for those who wish to study at this level for the first time.

## Business and Employment

Whether looking to get into work or to get your own business going, we have courses to support you to build employability skills or entrepreneurship. Develop your awareness and knowledge of digital business communication, e-commerce, social media and marketing as well as the personal styles and behaviours you need in 2021 to get that job.

# Come learn with us

LEARN HOUNSLOW provides a range of courses that will meet your individual needs and goals. We offer Online courses and have fully equipped teaching facilities in multiple locations.

## You can choose courses in...



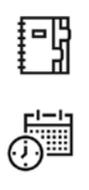
**Courses for Leisure:**  
Pursue and develop new interests or passions for your personal enjoyment.



**Courses for Wellbeing:**  
Relax and focus on your health to help improve your overall wellbeing.



**Qualification Courses:**  
Earn a qualification designed to improve your skills or career development.



**Skills for Life:**  
Improve your personal skills that are essential for life and work.

### Before you start a course...

- Initial Assessment (for Vocational, Qualification and Skills for life and work courses)
- One to One interview (if appropriate)

### During your course...

- Individual Learning Plans (ILP)
- Tutor feedback and support

### At the end of your course...

- Progress onto a another course
- Learner feedback through surveys
- Possible exhibition events

We want to ensure we can identify and help you achieve your goals. Every learner has different needs and we will provide support as necessary.

## How to get in touch?

**Phone - 020 8583 6000**

**Email - [courses@hounslow.gov.uk](mailto:courses@hounslow.gov.uk)**

**Website - [www.hace.ac.uk](http://www.hace.ac.uk)**

**Open from Monday - Saturday**

# Progression Pathways



# Subject Areas

Our courses are built for participants to develop their learning journey and progress onto different courses.

### Family Learning

These courses focus on having fun and learning together as a family whilst focusing on a variety of themes such as celebrations, arts and crafts or science. There are also courses to support parents and carers to keep up with challenge of what and how children learn at school in English and maths and other areas.

### New Skills

These courses are very practical and are a great place to start. This is where you can get into something, enjoy learning and then move on to something else or hone your skills further. We have a wide range of courses such as creative writing and drama, drawing and painting, pottery, sewing, photography, health, fitness and wellbeing and jewellery making.

### Vocational Qualifications

You can start to develop your skills further and achieve qualifications at entry 3, level 1 and level 2, so you can get into work or start to re-train in the areas of catering, childcare, customer service, learning support, Special Educational Needs and Disability, bookkeeping, information, advice and guidance, health and social care and environmental sustainability. Take it to level 3 in bookkeeping or childcare.

### ESOL (English for Speakers of Other Languages), English, Maths, Digital Skills

If English is not your first language, our ESOL courses are a great place to start. You can specialise by learning ESOL for Care, or ESOL for Essential Digital Skills. Develop your English and maths further with Functional Skills and GCSE qualifications. Digital Skills start with Essential Digital Skills Qualifications. Go further with practitioner courses in cyber security, coding and skills for the office.

### Languages

Start at the beginning with something new to broaden your horizons. We currently offer Spanish, French and Arabic.

### Professional Development

Our business and employability courses provide support such as digital marketing, e-commerce, interview skills, and transferable skills. We also have a range of sector-based short CPD courses which can be accessed online.

# Eligibility to attend a course

Participants must be eligible to attend a course. Please find the eligibility criteria diagram on this page.



## Eligibility Criteria

You must be aged 19 or over by 31 August 2021, be a resident of London or its borders and one of the following...

Visit [www.hace.ac.uk](http://www.hace.ac.uk) for the full eligibility criteria

UK Resident for the last 3 years

Or

Have settled or pre settled status and resident of the EU for the last 3 years

Or

With a specific status such as

- Asylum seeker who has been in UK for over 6 months,
- Refugee status,
- Discretionary leave to enter or remain,
- Exceptional leave to enter or remain,
- Indefinite leave to enter or remain,
- Humanitarian protection,
- Afghan Locally Engaged Staff under the intimidation policy,
- The husband, wife, civil partner or child of any of the above.

# Fees, Concessions and Financial Support

Information on our full fees, concessions and financial support. If you have any further questions, contact the team today.



## Can I Pay by Instalments?

If courses cost more than £150 and you cannot pay the whole fee at enrolment you can pay the fee in monthly Direct Debit instalments, which will be agreed on an individual basis. You will need to pay 50% of the course fee at enrolment. Please ask for further details at enrolment and note that you are still liable for the course fee even if you withdraw from the course.



## Unemployed Adults in Receipt of Means Tested Benefit

If you are unemployed, looking for work, and are in receipt of a means tested benefit all the qualification courses in this prospectus are free. You will need to sign a self-declaration form stating that you are looking for a job and provide supporting evidence to qualify for a government fully funded course.



## Forms of Payment

We accept debit/credit cards, we do not accept cheques for course fees.



## Digital Skills

Some digital skills qualification courses are now free.



## Level 2 Entitlement

If you are aged 19-23 years old you may be entitled to free tuition if you do not already have a qualification at or above Level 2.



## Basic Skills

All basic skills courses in English and Maths are free - this includes English and Maths GCSE if you do not already have a grade A-C or grade 4 or higher.



## Refunds

Refund of full fees are only given if:

- If a class is cancelled by the Service and there is no suitable alternative, all fees are refunded
- The learner is unable to attend for medical reasons and has an appropriate medical certificate.

Administration, resource, examination and assessment fees are not refundable. In exceptional circumstances, Credit Vouchers can be issued for future courses and are valid for 6 months from the date of issue. Please note the Service is unable to make refunds for absence due to changes in work commitments or in personal or financial circumstances or any other reason for not attending the course.

For further details about this entitlement and whether it applies to you please contact our enquiry line 020 8583 6000.



## Learners on a Low Income

You do not have to pay any course fees if you meet both of the following criteria:

- You are in paid employment
- You earn less than £21,157.50 (£10.85 p/h) annual gross salary.

You will need to provide proof of income, for example, this could be a wage slip within 3 months of the course start date, or a current employment contract, which states gross monthly/annual wages.

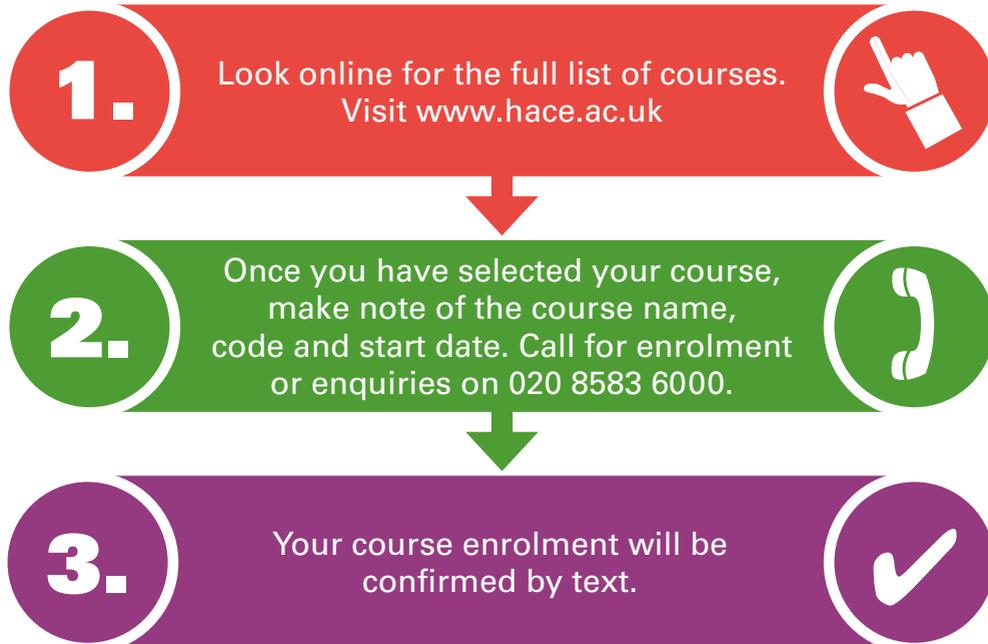
Fee remission under this category is at the discretion of the Service and must be claimed before the start of the course. Refunds will not be given after the start of the course.



## When do courses start?

The website is updated with the latest courses for each academic term. We do add additional courses throughout the term or sometimes cancel courses due to enrolment numbers. For the most up to date course information, visit our website [www.hace.ac.uk](http://www.hace.ac.uk)

## How to enrol step by step



Please note your place on a course is only confirmed when your enrolment process is complete and a receipt is issued. Some courses are very popular and fill up quickly so please ensure you enrol as early as possible.

## Methods of Enrolment

-  **By Phone**  
Call us on **020 8583 6000**. Pay the full fee with your debit or credit card. You will be asked to sign a Learning Agreement at your first lesson.
-  **By Post**  
Complete an application form and send it to one of our main centres, enclosing a payment to London Borough of Hounslow. Enrolment forms are available from our centres or you can download a copy from our website at [www.hace.ac.uk](http://www.hace.ac.uk). If you are claiming concessionary rate, enclose a copy of your benefit proof.
-  **In Person**  
You can visit either one of our main centres, except in school holidays when LEARNHOUNSLOW Meadowbank Centre will be the only centre open to the public. If you are on a low income or on a means tested benefit, you have to provide proof of receipt of benefit (within 3 months).
-  **Reception opening times**  
**Term-time:** Mon - Wed 9am - 8pm, Thurs - Fri 9am - 4.30pm, Sat 10am - 12pm. **School holidays:** Mon-Fri 9am-5pm.
-  **Online**  
Visit [www.hace.ac.uk](http://www.hace.ac.uk) for more information.

# Support on our Courses

We can offer support to help participants start or continue their learning with us. To find out more, contact the team today.



## Support with childcare

We have limited funds to help with the cost of childcare whilst you are studying for a qualification with LearnHounslow. Please ask at enrolment for further details.



## Support with learning

We aim to make our courses accessible to everyone and help all our learners to achieve, whatever their current level of skills and ability. If you think that you may need additional support to complete your course, please notify us at enrolment or discuss with your tutor once enrolled. Your request will be treated in confidence. A meeting will be arranged with the Learning Support Team to assess your learning needs. If required, appropriate support (assistive technology, adaptive equipment, resources or learning support assistant) will be arranged to assist you according to your learning needs.



## Support with fees

If you are experiencing financial hardship and are unable to meet all the costs of your course, please ask the staff at the main centre and they will be able to advise you about our Discretionary Learner Support Funding.



## Support with online learning

We may be able to loan you a laptop and show you how to use it. We can also show you how to set up and use your own device for online learning.

# Locations

Courses may take place at one of the following venues across the borough.

1

**Beavers Lodge**

Salisbury Road,  
Hounslow TW4 6BE

2

**The HUB**

103 Salisbury Road,  
Hounslow TW4 7NW

3

**Feltham Library**

The Centre, High Street  
Feltham TW13 4GU

4

**Hounslow House**

7 Bath Road, Hounslow.  
TW3 3EB



5

**Meadowbank**

Community Close,  
Hounslow TW5 9QX

6

**Heston Library**

New Heston Road,  
Heston TW5 0LW

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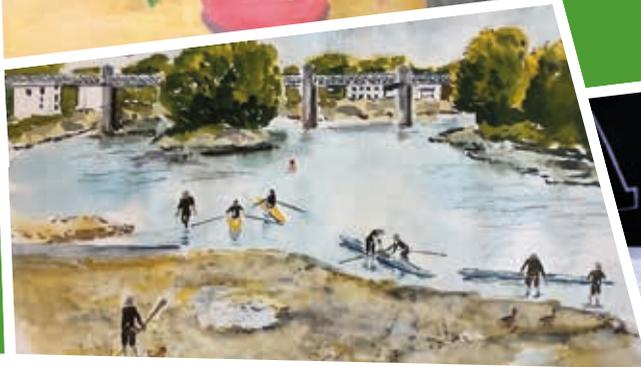
**Kingsley**

Cecil Road  
Hounslow, TW3 1NX

8

**Brentford Library**

11F Boston Manor Road,  
Brentford TW8 8DW



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London Borough of Hounslow  
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7 Bath Road  
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 London Borough of Hounslow

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