

Let's get going

learndirect starter pack



Nothing can stop you when you learndirect



First steps

Congratulations! You have taken your first step towards learning something new. At **learndirect**, we want to make your learning experience as enjoyable as possible.

This pack gives you all the information you need – including step-by-step instructions on getting started.

Fill in this card and keep it somewhere safe, like your purse or wallet.

Your password belongs only to you, and you must not share it with anyone else, even your tutor. If your **learndirect** centre has set up an account for you with a temporary password, you must change it to your own password as soon as you start.

If you forget your details, or lose the card, you can retrieve your details at: www.learndirect.co.uk/learn/login.asp Click on 'I've forgotten my password' and then follow the instructions.

Username

Password hint

Nothing can stop you when you **learndirect**



Your tutor

Name

Email

Learner support

If you are unable to get in touch with your **learndirect** centre or tutor, you can ring learner support on 0800 101 901. The helpline is open 7am–11pm, seven days a week.

A typetalk service is available for learners who are deaf, hard of hearing or speech impaired, this can be accessed via www.typetalk.org/

Your **learndirect** centre

Centre contact

Address

Tel

Email

Opening hours

Your support team

Welcome to **learndirect**.

Whatever your goal, we are here to help you.

With **learndirect**, you'll be amazed at how quickly your confidence increases at work and at home. Our courses cover a range of subjects – at a level that suits you. The great thing about **learndirect** courses is that they are so flexible.

- You can do your course at your local centre, or from home or work if you have access to the internet.
- Our courses are broken down into bite-sized chunks, so you can learn at your own pace and whenever it suits you.
- We have hundreds of centres throughout the country, so there's sure to be one near you.



If you have visited one of our centres, you will have noticed they offer a relaxed and supportive environment for you to learn in. What's more, **learndirect** centre staff will be on hand to help you as you learn. You should by now have been allocated a tutor and if you need any help your tutor is the first person to contact. Don't worry if you are not learning in a centre, there are various ways you can contact your tutor online – find out how on page 11.

We hope you enjoy your learning with **learndirect**.

“The tutors were so supportive and had faith that I could pass. It was brilliant to have people believe in my commitment to learn. Learning through learndirect has opened up a whole new world for me.” Susan Conway, Literacy Level 2 and the European Computer Driving Licence (ECDL)

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We've highlighted key information in this guide to make it easier for you to find. Look out for this symbol  to find the start of a new section, and this one  for a useful hint or tip.

Help with planning your learning

▶ Staff at your **learndirect** centre are on hand to help you choose the right course for you and support you throughout your learning.

To help this process, your tutor will work with you to put together an Individual Learning Plan (ILP) which will include information about your reasons for learning, your skills and interests, qualifications and short and long term goals.

Staff at your centre can also give you advice and support on:

- Costs associated with your learning
- Ways to learn while you work
- Childcare

At your centre you'll also find all the computer equipment and technical support you need to do your learning – and you can use it for free.

learndirect centres also have qualified Information, advice and guidance (IAG) advisers who can give practical advice to help you make the right choices whether you want to learn new skills, change career or return to work.

This could include information and/or advice on:

- Returning to work
- Getting on at work
- Getting a qualification
- Helping your kids learn
- Making decisions
- Dealing with redundancy
- Volunteering – where your learning can lead to

“I needed someone to help me, my centre did exactly that. They offered a personal service and wanted to see me do well. Over a period of six months my tutor helped me build my confidence and my skills and I was soon ready to send out my CV.”

Helen Dresner, IT course

Make your learning work for you

As soon as your course is completed, your tutor will arrange for you to receive your **learndirect** Statement of Completion. This is a permanent record of the level of work and/or qualification that you have achieved.

Sometimes the end of the road is actually the beginning! Finishing your **learndirect** course will show that you can do anything you put your mind to – so why stop there? **learndirect** can help you get ahead! Other people who completed **learndirect** courses have told us that they led to:

- New skills
- New qualifications
- A change of career
- A new job
- A promotion at work
- A pay rise



“I wasn’t sure how easily I’d pick up the qualifications I needed but with the support of the tutors and the tailored programme they created for me I was able to fulfil my childhood ambition.” Saed Ali, maths, English and IT course

You can talk to your tutor or IAG adviser, during and after your course, about what you have learnt and what you might want to do next. More details about the opportunities that **learndirect** courses open up, and the chance to gain qualifications from your learning, are featured later in this guide (page 12) and on the **learndirect** website.

Setting up your computer

- ▶ Our courses let you learn wherever you have internet access, so you can learn from home or work – as long as your computer meets a minimum specification. You will find details on PC specifications on the **learndirect** website: www.learndirect.co.uk/learnerhelp

learndirect recommend the use of anti-virus and firewall software on PCs connected to the internet. Our courses will work with most anti-virus and firewall software, however we are unable to offer technical advice on specific packages.

- ! In the online learner help area you will also find a **Test My PC** tool, which you can use to check whether your computer will work with **learndirect** courses: www.learndirect.co.uk/testmypc

If the test shows up any problems then you can contact **learndirect** learner support on 0800 101 901 for help, explanations and advice.

Plugins and players

Many **learndirect** courses need additional software, often referred to as ‘plugins’ or ‘players.’ This software allows your computer to read and display your course. These are free and can be downloaded from: www.learndirect.co.uk/players

The course description pages on the **learndirect** website will tell you what specific software is required.

Using CD-ROMs

A CD-ROM works in the same way as a music CD, but holds information that can be read by a computer. A CD-ROM course should open automatically when you insert the CD. If it doesn’t, then:

- Select the ‘Start’ button in the bottom left hand corner of your Windows toolbar
- Select ‘Run’ and type D:**learndirect** and press ‘Enter’, (if ‘D’ is not your CD drive, replace with the appropriate letter)

Once the opening screen appears, simply follow the instructions.

Setting your screen resolution

The ideal screen resolution for **learndirect** is 1024x768 pixels. Changing your screen to this resolution will make sure that screens appear correctly and are easy to read and use. To change your screen resolution you need to:


- Left click on Start in the left hand corner of the screen
- Select Settings
- Select Control Panel
- Select the Display icon (or the Appearance and Themes icon)
- Select the Settings tab (or select Change Screen Resolution)
- Adjust the Screen Area scale to read 1024x768
- Select Apply and OK

Browsers

A web browser, eg Internet Explorer, is the piece of software that gives users access to the internet. AOL and Netscape Navigator are not recommended with **learndirect** learning materials.

If you usually use these browsers:

- Log on to AOL or Netscape as usual
- Minimise the AOL or Netscape browser screen
- Open up Internet Explorer (if you don't have this you can download it for free from: www.microsoft.com/downloads)

 For some courses and applications you can use Internet Explorer 7.0 and Firefox 2.0. Most of our courses are compatible with Windows Vista Home Basic. The course description pages on the **learndirect** website provide details on specific compatibility.

Pop-ups

Most online **learndirect** courses are delivered via a pop-up window. To use **learndirect** you will need to make sure that any pop-up or ad-blocking software installed on your computer is allowing pop-up windows from the **learndirect** website. This can usually be done from within your browser, but for detailed instructions go to: www.learndirect.co.uk/popups

Information in different formats

- Information may be available in different formats on request.
- Please contact: translations@ufi.com with enquiries and requests.
- Many internet users with disabilities find websites difficult to use simply because of the way they are designed; we have a responsibility under the Disability Discrimination Act (DDA) to ensure our pages are accessible to all and we take this responsibility very seriously; the **learndirect** website is designed to comply with the World Wide Web Consortium's Web Accessibility Initiative (W3C/WAI) Level 2 (AA) guidelines as a minimum but where possible we comply with the Higher Level 3 (AAA) guidelines.

Beginning your journey

Before you start your course, make sure you read:

- Our terms and conditions, which you can find at: www.learndirect.co.uk/terms
- Our privacy statement, which explains how we collect, use and protect your personal data, which is located at: www.learndirect.co.uk/terms

If you don't have internet access or would like help with the above, a member of staff in your **learndirect** centre will be able to help you.

Online learner induction

You can find out more about learning with **learndirect** by having a look at the online learner induction: www.learndirect.co.uk/learnerinduction

This is an interactive induction which takes you through **learndirect** learning step by step and includes information and guidance on:

- Learning safely
- How you will be treated fairly
- Using computers properly
- Information about the advice and support you can expect from your **learndirect** centre

It also talks you through the four steps to learning:

- Understanding your learning needs
- Choosing a course
- Getting help as you learn
- Knowing what to do next



At the end of the learner induction there is a fun quiz to help you check what you have learnt.

! You can access the online learner induction at any point during your learning from your 'My home page'.

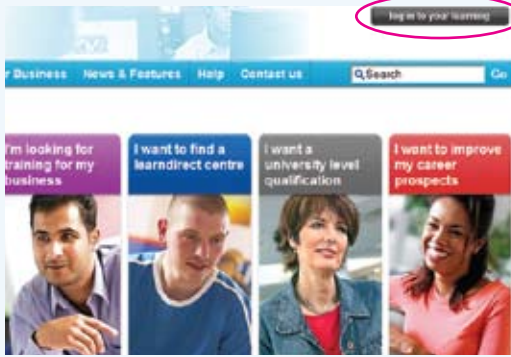
It is important that you log in and do some learning regularly. You may lose access if you don't access your course for a period of 28 days.

You will need to notify your centre or tutor when you have finished your course.

You will continue to have access to the course for 90 days after completion.

! If you log in to your learning and click on the 'Help' button, there are useful explanations on how to make the most of the 'learning tools' you can use.

How to log in and start learning online



Step 1 – Log in

Go to our website at: www.learnirect.co.uk
Click on 'Log in to your learning' (located at the top right of the screen).



Step 2 – Enter your username and password

You'll have been given your username and asked to specify a password when you enrolled.

If you have forgotten your password, use this page to retrieve it. Click the Log in button to access your learning page.



Step 3 – Start your learning

- Click 'Start my learning,' or 'Continue my learning' if you've already made some progress.
- If you want to see the topics your course is broken down into or jump to a specific topic, click 'View topics and assessments'.
- On the next page, click on 'Continue' next to the course topic, or click 'Continue my learning'.



Step 4 – Exiting your learning

At the end of your session make sure you use the 'Log out' button to close the course down and save your progress. Before you exit you should make any notes you want to about your course and tick any Learning Outcomes that you've completed.

“The support of the tutors and the unique nature of the courses allowed me to learn at my own pace, something that I hadn't experienced before.”

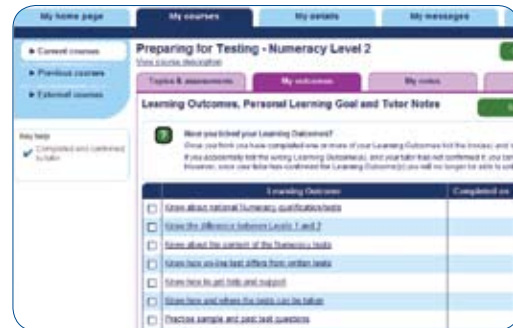
Jason Fisher, Literacy and Numeracy Level 1 and 2

Keep on track

▶ You can now use a range of tools to help you plan and keep track throughout your learning:

1 'Learning Outcomes'

By ticking your 'Learning Outcomes' as you complete each part of the course, you can track your progress and keep your tutor up to date on your progress and any support you might need.



2 Making Course Notes

You have an online 'Course Notes' area under 'My courses' for each of your **learndirect** courses. It's important to make notes frequently while you learn, ideally at the end of every session.



3 Assessments

Your course will contain some activities referred to as 'assessments'. These are exercises and assignments which are there to give you and your tutor an idea of how you're progressing.

Your assessment result doesn't mean you've 'passed' or 'failed' a course, but can help to highlight strengths and areas for improvement, and reinforce your understanding of each topic. Your tutor will explain how many assessments you'll need to do for your course.



If you're working towards a qualification then your tutor will tell you more about how it will be assessed. This is different for each qualification, so it could be an assignment, an online test or a work-based project. This will be in addition to your course assessments.

! Getting help when you need it

You can find answers to many common questions on the **learndirect** website at: www.learndirect.co.uk/learnerhelp

4 The 'Achieved' box

As soon as you've ticked all the 'Learning Outcomes', your tutor can confirm that you've finished. When you think you've achieved your 'Personal Learning Goal', tell your tutor by ticking the 'Achieved' box.



5 Next steps

Now you've finished your **learndirect** course, why stop there? Whether you want to do some more learning, gain a qualification, develop your career or get a new job, your tutor or the IAG adviser at your **learndirect** centre can talk to you about your next steps.

"I am already looking at other courses to enrol on after I have finished this one so I can further my knowledge. I can't wait to start working so that I can use all my new skills." Ros Batchelor, IT course

Getting in touch with your tutor

If you need help at any stage, your tutor is the first person to contact.

You may find that your tutor is based at the **learndirect** centre you attend. If not, or you are learning at home or work, then you can get in touch with your tutor online by clicking on 'Contact tutor' in 'My messages' or by going to the 'My support' tab and clicking the send link next to the appropriate tutor name.

Your tutor is also able to contact you, either online through 'My messages', or by phone or email.

It is helpful to make sure we know your email address so we can stay in touch with you. You can enter your email address by going to the 'My details' section of your learner home page.

If you haven't got an email address you can get one free from many Internet Service Providers – visit their websites for more details.

Interested in a qualification?

- ▶ Many of our courses are designed to lead to a nationally-recognised qualification. A qualification is a great way to improve your CV and job prospects, as well as being a real achievement in itself.

Qualifications in English and maths

- Certificate in Adult Literacy – Level 1 or Level 2

These cover the English skills you use every day including reading and understanding written information, as well as writing skills such as spelling, punctuation and grammar.

- Certificate in Adult Numeracy – Level 1 or Level 2

These focus on everyday maths skills such as understanding and interpreting numerical information, as well as calculating and measuring.

To help you feel confident in passing your test, we have developed a preparation course. The course is split into two parts:

- Test information prepares you for what to expect and tackles any questions or problems you may face
- Practice gives you the chance to have a go at some practice questions

When you've finished, you'll be more confident and will be on your way to getting a Certificate in Adult Numeracy or Literacy.



“My NVQ in Customer Care has made me more efficient and also boosted my confidence. Thankfully, there was no classroom involved. I worked on my NVQ online at home, at work and at my local centre.

“Every now and again, I would get stuck, so I’d contact the online tutor and ask a question, which was great because I could keep working while I waited for an answer.” Malcolm Bunn, Life Skills and NVQ Customer Care

NVQ qualifications

learndirect offers Level 2 NVQ qualifications in the following subjects:

- Information Technology Qualification (ITQ)
- Business Improvement Techniques
- Customer Service
- Health and Social Care
- Team Leading
- Retail
- Business and Administration


learndirect also offers a Level 3 NVQ in Management.

Visit the **learndirect** website at www.learndirect.co.uk to find out more information about new NVQs that we offer.

Computer/IT qualifications

Many of our Home and Office IT courses can help you get the skills you need to work towards nationally-recognised computer qualifications such as:

- ECDL (European Computer Driving Licence)
- New CLAiT (Computer Literacy And Information Technology)
- CLAiT Plus

 For more information on qualifications, please get in touch with your **learndirect** centre or tutor. You can find further information at: www.learndirect.co.uk

learndirect

Customer service

▶ Learner promise

We want your **learndirect** experience to be a positive one. Our learner promise outlines what you should expect.

We will do the following:

- Help you find the right course
- Explain how much you need to pay and whether you can get help with the costs
- Give you a starter pack and explain how to learn with **learndirect**
- Show you how to log in to do your course
- Give you details of who to contact if you have a problem, want to complain or have any questions about this promise
- Tell you who your tutor is and how they can help you
- Treat you fairly, politely and with respect
- Tell you what you can do next when you have finished your course

You should do the following:

- Log in to your course regularly, otherwise you could lose access to it
- Let your tutor or **learndirect** centre know how you are getting on with your course

www.learndirect.co.uk/charter



Tell us what you think

We hope you get a lot out of your **learndirect** experience, and we would like your help to make it even better.

We want to hear from you so please tell us what you think!

All feedback is welcome, you can:

- Tell us what you like
- Make a suggestion
- Ask a question
- Make a complaint

You can tell us what you think in the following ways:

- Speak to your centre or complete a feedback card
- Contact us online at: **www.learndirect.co.uk/contactus**
- Take part in the online survey on your learning pages
- Call us on 0800 101 901
- Write to us at

learndirect
PO Box 900
Leicester
LE1 6ER

We aim to respond to all feedback within five working days.

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**Our
future.
It's in
our hands.**

