

# FAQS

## What is Glasgow's Learning?

Glasgow's Learning is the partnership of learning providers responsible for delivering literacies support across the city.

## Who is a learning programme for?

It is for anyone, of any age, who wants help with reading, writing, spelling or everyday numbers.

## What does it involve?

There are no tests! Learners have their own Learning Plan: programmes are based on what an individual wants to learn using everyday materials at a pace that suits them.

Learning usually takes place once a week in small groups or sometimes 1:1.

Learning sessions are normally 1-2 hours long and are relaxed with plenty of tea breaks!

Adult learning staff are friendly and make everyone feel welcome.

## Where does it take place?

There are learning groups at local venues throughout Glasgow – for example, community centres, libraries and workplaces.

## How long does it last?

As long as the learner needs it to! Some people just want to brush up on their skills over a few weeks; others stay longer to build their confidence. It can be the first step to get back into learning and some people go on to get a qualification.

## What learners say:

**'I feel confident enough to have a go at sitting my driving theory test thanks to the classes.'**

**'It helped me get my confidence back and has been good in giving me support to get into volunteering.'**

**'I have a reason, a purpose to get out of the house.'**

**'It has helped keep me out of jail.'**

## What referral organisations say:

**'It is easy to take people along to the sessions as the tutors are really good at putting learners at ease and engaging them in relevant learning activities.'**

**'The learners have found the atmosphere very relaxed, having previously had very negative learning experiences. Some have moved onto other opportunities: including employability training, college and volunteering after many years of work inactivity.'**

## How can I make a referral?

Contact Glasgow's Learning  
Freephone: 0800 027 6402  
[glasgowlearning@glasgowlife.org.uk](mailto:glasgowlearning@glasgowlife.org.uk)  
[www.glasgowlearning.org.uk](http://www.glasgowlearning.org.uk)

GLASGOW'S  
**LEARNING** 

Help with reading,  
writing and numbers.

A guide to  
making a  
literacies  
referral



# How do I know someone may need help with literacies?

Examples include:

## Reading

- Does not read letters/written information

## Writing

- Avoids filling in forms

## Numbers

- Not clear on budgeting/using money

## General

- Makes excuses, eg forgot glasses
- Easily overloaded by information
- Angry or embarrassed
- Poor time keeping/attendance
- Conversational skills much better than written/number tasks
- Reluctant to use a computer



# How do I talk about literacies?

- Use positive/persuasive language, eg We all need to brush up our skills...; it's a chance to increase your confidence...
- Reassure about confidentiality
- Reassure that learning will be about what they want to learn

## Questions to ask

How do you get on with reading your mail, street signs etc?

How do you get on with filling out forms? Sometimes people like a bit of help with this.

How do you manage with budgeting and numbers? Sometimes people need to work on these.

Everybody comes across new things they need to learn.

# How do I support people with literacy/numeracy tasks?

- Offer support and encouragement
- Break tasks down into small steps, eg to support attendance at appointments, check they know what bus to get and what time they will need to get it
- Follow up written communication with a phone call/short text
- When presenting client with forms/documents, read/talk them through together

