



Glasgow's Learning Promise to Learners

Glasgow's Learning helps individuals, families and communities learn about themselves, others and society through activities that offer enjoyment, challenge, learning and achievement. Learning is a lifelong journey that happens in places and at times when people are ready to engage, learn and make use of it. As a community based learner in Glasgow, Glasgow's Learning will offer you high quality and accessible learning. Learning should be relevant and meaningful and bring about positive changes in people's personal, family, work and community lives.

Glasgow's Learning welcomes and values you and all participants in community based learning in the city. Glasgow's Learning will work in partnership to help remove barriers so that you can benefit from a wide range of courses across the city to help you achieve your life goals and make positive changes in your life.

Organisations that offer learning opportunities under the Glasgow's Learning partnership brand make the following commitment to you.

As a learner in Glasgow you should get:

1. information on all the learning opportunities in your community and in Glasgow so you can pick the best learning for you
2. support to help you identify your strengths and areas you want to improve
3. excellent learning which supports you to set and achieve your goals
4. where possible, programmes at times and in locations that suit your needs
5. learning that is fun but also challenges you and boosts your confidence
6. a learning plan to record your goals, learning and progress
7. regular reviews of your learning plan to celebrate what you have learned
8. support, guidance and learning that helps you get qualifications or move onto other opportunities if you want to
9. a chance to meet and learn with and from other learners
10. a chance to be involved in telling us what you think of the learning so we can improve it
11. free access to books, computers and WiFi at any library in the city

Any staff or volunteers involved in your learning should:

1. be friendly, patient and helpful
2. be professional, arrive on time and be prepared for each learning session
3. listen to you and involve you in shaping and reviewing the learning
4. help you to set and review goals in your learning plan
5. ensure a safe and welcoming space for you to learn
6. encourage you to work with and learn from others
7. encourage you to complete your programme and progress onto other opportunities
8. challenge you to use what you have learned outside of the class
9. encourage you to learn when you are not in the class
10. encourage you to be more independent and ambitious

Our Facilities should be:

1. welcoming, safe and easy for you to access
2. comfortable and conducive to learning

What we ask of you.

1. Try to show up on time and let us know when you can't come
2. Let us know what you like about the learning, but also tell us how we can make it better
3. Treat our staff and volunteers with respect
4. Be considerate and respectful of other learners
5. If you can, try to use what you've learned when you're not in the class
6. Encourage friends and family members to take up learning

If you have any questions on this promise, please ask a member of staff.