Family and Community Learning
Referrers' FAQ and How To Guide

Who are we and what do we do?
Family and Community Learning (FaCL) offer adults a range of single-session and short courses taught online or at venues across Wiltshire.
Our courses are designed to enable adults to build confidence, gain new skills, reconnect with learning and take their next steps to further learning, volunteering or employment

Our courses cover a variety of topics including:
- Wellbeing and confidence building
- Skills for adults - English, ESOL, maths, IT, work-related skills
- Family skills - helping your child with learning and emotional wellbeing
- Independent living skills for adults with learning difficulties and disabilities.

Information about our courses can be found here: What's On? - Work Wiltshire

Who do we work with?
Our courses are funded by the Education and Skills Funding Agency.
Courses are no cost to learners who are 19+ and resident in UK/EU for 3+years* and live in Wiltshire, and if they can tick any one of these criteria:
- less than 5 GCSEs grades A-C
- in receipt of benefits
- military family
- family with SEN child
- are unemployed and seeking employment

*Adults with certain types of immigration status and their family members are also eligible to join our courses.

If you are unsure about eligibility, or if the person you are referring has any questions, please contact us for more information and support:
Call us: 01225 770478
Email: Familyandcommunitylearning@wiltshire.gov.uk
Website: www.workwiltshire.co.uk/family-and-community-learning/
Facebook: www.facebook.com/Wiltsfamilylearning/
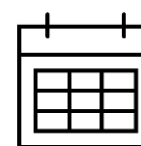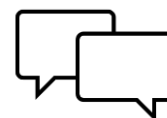
Making a Referral

FaCL accepts referrals from organisations working with adults as well as self-referrals. We ask that when referring someone you ensure they understand our service and have given their permission for their data to be used for the purposes of enrolling on their course.

Apply by dates

Referrals must be made at least 8-10 days before the course starts to ensure enough time for online learners to attend an induction to show them around our learning platform, and to allow for any additional support learners may need. Please check the 'apply by' date for the course the learner is interested in joining.

Steps to refer a learner onto a course

1. Explain FaCL's service and check that the course content and course dates and times are suitable for the learner. [Family and Community Learning - Work Wiltshire](#)

2. Check the course start date. Enrolments close 8-10 days before the course starts. For online courses, learners will join an induction session first to be shown around our learning platform.

3. Complete the enrolment form on our website with the learner: https://workwiltshire.co.uk/enrolment/

4. Email us at familyandcommunitylearning@wiltshire.gov.uk to let us know the enrolment has been completed.

Further support

If the learner would prefer, we can contact them to complete the enrolment form over the phone. In this case, please support the learner to complete our Expression of Interest form: https://workwiltshire.co.uk/signup/

If the learner needs support to access an online course, we can offer a short-term loan of a Chromebook. We are also working in partnership with libraries who are setting up learning pods for online learning.

Frequently Asked Questions

What is it like to learn online?

Before joining one of our online courses, learners will join an online induction session. The induction will show learners around our learning platform and help them to feel confident learning online.

There will be a short survey to fill in before the first online class. This will help the tutor to find out the learner's starting points and discover how best they can support the learner with their learning and help them to move towards their goals.

Learners join their tutor and their class online. They learn together and take part in practical group activities, all in a relaxed and friendly environment. There will be some activities to do at home after the session to help learners practise their skills.

Do learners have to put their camera or microphone on?

We understand that people are learning online in different circumstances. Being able to see learners does help your tutor to know if learners understand or if they need more help. If learners can't put their camera on in their first session, we would encourage them to try to set a goal to put their camera on when they can. Learners who are not able to talk via the microphone can respond to their tutor and fellow learners via the chat box, so that their tutor can check that they understand and can respond to any questions.

Can learners join an online class if their children are home with them?

Many of our learners are parents or have caring responsibilities. Online learning is designed to be flexible and to help to remove some of the barriers or traditional learning so learners can join our online courses if they have their children with them. They may like to blur their background on screen, or use the camera off or mute buttons when they need.

Is there help for learners to get online?

Learners may be able to borrow one of our Chromebooks for a short-term loan while learning online. We are also working with libraries to use their learning pods for online learning. Libraries also have free wifi and can help learners to log on with their own devices. Our online inductions help learners to use our learning platform with confidence. We also offer IT courses to help learners to develop their IT skills.

What support do learners get?

Our tutors are experienced in supporting adult learners with a range of barriers to learning and will help them to build their confidence with learning.

Learners will also receive help to work towards their goals, plus information, advice and guidance about their next steps.

How much do courses cost?

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3+years* and live in Wiltshire, and if they can tick any one of these criteria:
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