

FREQUENTLY ASKED QUESTIONS

WHAT DO WE MEAN BY ESOL SKILLS FOR LIFE?

It is an English language course for Speakers of Other Languages designed to improve life skills such as English, Maths and Computer Skills.

HOW DO I KNOW MY LEVEL?

Many courses are aimed at teaching learners at a particular skill level in that subject. To determine your skill level, please contact the curriculum co-ordinator via our centre office to discuss your learning needs.

WHAT WILL I LEARN?

You must satisfy yourself that the course on which you have enrolled is the one that is most appropriate to your needs. Consultation with course tutors and further advice on course content is available through our centre office.

MUST I TAKE AN EXAM OR ASSESSMENT?

If you are enrolling on a course leading to a qualification you will be expected to take an exam at the appropriate time.

STUDENTS' RESPONSIBILITIES

The Flexilearning Centre accepts no liability for loss or damage of your personal property or personal injury unless caused by negligence of our staff.

CAN I SMOKE AT THE CENTRE?

Smoking is banned within all areas of our building. Please use the designated smoking areas located outside the building. Your co-operation is appreciated.

ARE THERE ANY REFRESHMENTS?

Yes, free coffee and tea are available in the kitchen area and a microwave for you to use.

WHAT ABOUT QUALITY ASSURANCE?

The Flexilearning Centre is committed to ensuring that all adults who enrol have a positive, enjoyable and educative experience. A set of quality standards were developed by the accreditation board of the British Council and against which our services are assessed and monitored. To help us improve we may, from time to time, request feedback on your course of learning. Please help us to get it right for you.

WHAT ABOUT EQUAL OPPORTUNITY?

It is the policy of the Flexilearning Centre to treat all employees, job and course applicants fairly and equally, regardless of their sexual orientation, marital status, race, colour, nationality, religion or disability among other types of discrimination.

WHAT IF I HAVE A COMPLAINT OR A COMPLIMENT TO MAKE?

We do everything we can to ensure our service runs satisfactorily. If you wish to register a comment, compliment or complaint, please speak to your tutor. If you are still not satisfied then please contact the company director or the head of finance department as appropriate.

WHAT HAPPENS TO THE INFORMATION YOU ARE HOLDING ABOUT ME?

We need to keep your personal information at the centre for our records for a while even after you have finished your course.

All our employees and data processors who have access to, and are associated with the processing of, personal data are obliged to respect the confidentiality of our learners' personal data. We don't pass any of your personal data to outside organisations and/or individuals, except with your express consent.