ESOL Information Booklet
## Contents

What is ESOL? ................................. 04
How to Join an ESOL Class ................................. 04
ESOL Assessment Sessions ................................. 05
Eligibility for ESOL Classes ................................. 06
Fee Information ................................................. 07
ESOL Initial Assessment Checklist ................................. 08
ESOL Qualification Classes ................................. 09
ESOL Classes (without exams) ................................. 12
IT for ESOL ................................................. 14
Job Search Skills for ESOL ................................. 15
Maths for ESOL ................................................. 16
Knowledge of Language and Life in the UK .................. 17
Preparation for IELTS ........................................... 17
English Literacy ................................................. 17
Thank you for your interest in English classes at Idea Store Learning.

We offer the following classes:

- English for Speakers of Other Languages (ESOL)
- IT for ESOL
- Job Search Skills for ESOL
- Maths for ESOL
- Preparation for Knowledge of Life and Language in the UK
- Preparation for IELTS
- English Literacy (for learners with English as a first language)

This guide will help you to understand:

- How and when to enrol on one of our classes.
- The different types of classes we offer.
- Our fees.

Please read it carefully before attending an ESOL assessment.

If you have any further questions, please email 
ESOLAdvice@towerhamlets.gov.uk
What is ESOL?

ESOL classes are for UK residents who do not speak English as their first language.

Our ESOL classes are taught by our ESOL specialists. They aim to improve speaking, listening, reading and writing skills and can help you to:

- Find work and gain further skills
- Improve your grammar and literacy
- Take part in everyday life in the UK and your community
- Talk to doctors, teachers and other professionals
- Use computers

We deliver ESOL classes at Idea Stores and learning centres across the borough from Pre-Entry to Level 2.

You will be in a class of learners of the same level as you and when your class ends we will support you with your next steps.

How to join an ESOL class at Idea Store Learning

Before you can join any of our ESOL classes, you must attend an assessment and enrolment session

At assessment we will guide you onto the right class through a one-to-one interview with an ESOL specialist.

Your speaking and listening skills will be tested and we will ask you to do some reading and writing.

We will also discuss your needs and availability.

Once we have agreed a suitable class for you, you will need to enrol and pay any fees that are due as soon as possible.

You will not have a confirmed place in the class until you have enrolled.

Please note that due to high demand for ESOL courses, we cannot guarantee a place for every learner.
Our main ESOL assessment sessions take place in September 2015. For a list of dates and venues in September please ask at your local Idea Store Helpdesk.

We run further enrolment and assessment sessions across the borough throughout the year. The dates for these are:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday 14th December 2015</td>
<td>10.00am – 3.00pm</td>
<td>Idea Store Watney Market</td>
</tr>
<tr>
<td>Tuesday 15th December 2015</td>
<td>10.00am – 3.00pm</td>
<td>Idea Store Bow</td>
</tr>
<tr>
<td>Wednesday 16th December 2015</td>
<td>10.00am – 3.00pm</td>
<td>Idea Store Whitechapel</td>
</tr>
<tr>
<td>Thursday 17th December 2015</td>
<td>10.00am – 3.00pm</td>
<td>Idea Store Chrisp Street</td>
</tr>
<tr>
<td>Friday 18th December 2015</td>
<td>9.30am – 12.30pm</td>
<td>Idea Store Canary Wharf</td>
</tr>
<tr>
<td>Friday 18th December 2015</td>
<td>9.30am – 12.30pm</td>
<td>Shadwell Centre</td>
</tr>
<tr>
<td>Monday 4th January 2016</td>
<td>10.00am – 3.00pm</td>
<td>Idea Store Watney Market</td>
</tr>
<tr>
<td>Tuesday 5th January 2016</td>
<td>10.00am – 3.00pm</td>
<td>Idea Store Bow</td>
</tr>
<tr>
<td>Wednesday 6th January 2016</td>
<td>10.00am – 3.00pm</td>
<td>Idea Store Whitechapel</td>
</tr>
<tr>
<td>Thursday 7th January 2016</td>
<td>10.00am – 3.00pm</td>
<td>Idea Store Chrisp Street</td>
</tr>
<tr>
<td>Friday 8th January 2016</td>
<td>9.30am – 12.30pm</td>
<td>Idea Store Canary Wharf</td>
</tr>
<tr>
<td>Friday 8th January 2016</td>
<td>9.30am – 12.30pm</td>
<td>Shadwell Centre</td>
</tr>
<tr>
<td>Monday 11th April 2016</td>
<td>10.00am – 3.00pm</td>
<td>Idea Store Watney Market</td>
</tr>
<tr>
<td>Tuesday 12th April 2016</td>
<td>10.00am – 3.00pm</td>
<td>Idea Store Bow</td>
</tr>
<tr>
<td>Wednesday 13th April 2016</td>
<td>10.00am – 3.00pm</td>
<td>Idea Store Whitechapel</td>
</tr>
<tr>
<td>Thursday 14th April 2016</td>
<td>10.00am – 3.00pm</td>
<td>Idea Store Chrisp Street</td>
</tr>
<tr>
<td>Friday 15th April 2016</td>
<td>9.30am – 12.30pm</td>
<td>Idea Store Canary Wharf</td>
</tr>
<tr>
<td>Friday 15th April 2016</td>
<td>9.30am – 12.30pm</td>
<td>Shadwell Centre</td>
</tr>
</tbody>
</table>

Our assessment sessions are usually very busy and you may need to wait to be assessed.

If we are too busy when you arrive, you may be asked to return later in the day.

We are usually at our busiest in the morning.
Eligibility for ESOL classes

When you come to an ESOL assessment, you must bring your passport.

If you hold a non-EU passport, you must ensure that your passport holds an in-date visa. If you have a Residence Permit, you must also bring this with you.

To be eligible for our classes, one of the following statements must apply to you:

- You have been resident in the EEA for 3 years (not for educational purposes) or you are the spouse of a UK or EU citizen who has been resident in the EEA for 3 years.

- You hold Refugee Status, Discretionary Leave to Enter/Remain, Exceptional Leave to Enter/Remain, Indefinite Leave to Enter/Remain, Humanitarian Protection.

- You are an asylum seeker meeting one of the following conditions: in the UK more than six months, in the care of the local authority, granted support under section 4 of the Immigration and Asylum Act 1999 or awaiting the results of an appeal made over six months ago.

If you are not eligible for one of our classes, we may be able to place you in an informal conversation club (subject to availability).
Fee information

Our courses are part funded by the Skills Funding Agency and Tower Hamlets Council. You will need to pay any remaining fee.

Courses have been grouped into bands. Each band has a set hourly rate if you are a standard fee payer or are eligible for a concession fee.

<table>
<thead>
<tr>
<th>Band</th>
<th>Type of Programme</th>
<th>Hourly rates (NEW)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Standard Fee</td>
</tr>
<tr>
<td>1a</td>
<td>Adult and Community Classes (no exam)</td>
<td>£3.25</td>
</tr>
<tr>
<td>ASB.1</td>
<td>Qualification classes</td>
<td>£3.50</td>
</tr>
<tr>
<td>U21k</td>
<td>Qualifications classes for learners employed with an income less than £21,000 a year (for courses up to level 2 only)</td>
<td>£1.00</td>
</tr>
</tbody>
</table>

Am I eligible for a concession fee?

<table>
<thead>
<tr>
<th>Are you …….</th>
<th>Evidence you will needed to provide when enrolling</th>
</tr>
</thead>
<tbody>
<tr>
<td>receiving Job Seekers Allowance</td>
<td>• Proof of benefit: this year’s benefit award letter with a bank statement showing receipt of payment in the last 3 months. AND</td>
</tr>
<tr>
<td>receiving Employment Support Allowance</td>
<td></td>
</tr>
<tr>
<td>receiving Income Support or/and Incapacity benefit</td>
<td>• Proof of address (no older than 3 months): utility bill (gas, electricity, council tax bill), rent statement</td>
</tr>
<tr>
<td>receiving Pension Credit (Guarantee Credit Only)</td>
<td></td>
</tr>
<tr>
<td>employed with an income less than £21,000 a year</td>
<td>• Proof of income: payslips (covering the last 3 months) or bank statements showing salary AND • Proof of address (no older than 3 months): utility bill (gas, electricity, council tax bill), rent statement, bank statement</td>
</tr>
</tbody>
</table>
ESOL Initial Assessment Checklist

Before you attend your assessment, please check that you have all of the documents that you need to bring:

1. **Passport** (including visa/residence permit if applicable)
2. **National Insurance Number**
3. **Proof of address** (no older than 3 months)
4. **Proof of benefit or income** (if claiming a concession fee)
5. **Previous ESOL certificates** (if you have any)
6. **Your fee**

Please note: we cannot assess and enrol you unless you bring everything you need.
ESOL Qualification Classes

Only some of our ESOL classes lead to qualifications and spaces on these are very limited.

We run ESOL qualification classes twice a week for up to five hours per week and at the end of the course you will sit either Speaking and Listening or Reading and Writing exams.

Your eligibility and suitability for these classes will be assessed by one of our ESOL specialists during your assessment session.

Priority will be given to:

- Unemployed learners who are actively seeking employment
- Learners who need to sit an exam for work or further study
- Learners who are willing to attend all classes until the end of the course
Fast-Track Qualifications

These classes are for the most able learners. They run for 6 months and you will sit exams at the end of the course. You will need to do extra self-study at home every week and attend additional workshops to pass your course.

Get Set and Get Qualified

For learners who will take longer to achieve qualifications, we offer 12 week preparation classes from Entry 1 to Level 2. These classes are called Get Set to Study.

At the end of your preparation class, your teacher will talk to you about what you can do next. If you are ready to progress, you could enrol on one of our 22 week qualification classes in either Speaking and Listening or Reading and Writing.

Here is an example of the classes we have to offer across Idea Store Learning

<table>
<thead>
<tr>
<th>Timetable</th>
<th>Class Fees</th>
<th>Income under £21,000 (U21k)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fast Track Speaking and Listening</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple Sept AM &amp; PM 17 5.00</td>
<td>£298 £0 £85</td>
<td></td>
</tr>
<tr>
<td><strong>Fast Track Reading and Writing</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple Feb AM &amp; PM 17 5.00</td>
<td>£298 £0 £85</td>
<td></td>
</tr>
<tr>
<td><strong>Get Set to Study</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple Sept AM &amp; PM 12 5.00</td>
<td>£210 £0 £60</td>
<td></td>
</tr>
<tr>
<td><strong>Speaking and Listening</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple Jan AM &amp; PM 22 5.00</td>
<td>£385 £0 £110</td>
<td></td>
</tr>
<tr>
<td><strong>Reading and Writing</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple Jan AM &amp; PM 22 5.00</td>
<td>£385 £0 £110</td>
<td></td>
</tr>
</tbody>
</table>
Case study

**Piotr Pacyga**

**ESOL**

When Piotr’s friend first told him about ESOL classes at Idea Store Learning, he wasn’t sure if they would help him to improve but decided to give it a go. He enrolled on an Entry 1 class and in the last three years he has passed a range of Entry 1, 2 and 3 ESOL exams. He says:

“When I joined Idea Store Learning, I soon began to enjoy it as I was learning and passing my exams. Even though the work is hard I try my best and I spend lots of time revising. I know that I improved a lot thanks to my past and present teachers. ESOL classes made my life in England much easier; I can communicate better, go to meetings, to the doctor, parent’s evenings and meet new people. My hard work and my achievement gave me satisfaction and allowed me to get a job. Currently I work as a carer for disabled people. My occupation is a car mechanic, and in the future I would like to create my own business.”

Case study

**Amina Yasmin Pably**

**ESOL**

Since coming to the UK in 2003, Amina has completed a range of ESOL and Family Learning courses with Idea Store Learning. She says:

“I chose these courses because they made me open my mind and communicate with people from diverse cultures. These courses made me confident. I chose these courses because I want to speak English fluently.

Now I know how to book an appointment with the doctor, school teacher and community centre independently. I want to do more learning in English and I’d like to be a teaching assistant. I will make myself a successful woman in the future.”
ESOL Classes (without exams)

Most of our ESOL classes do not lead to qualifications.

These classes are taught by ESOL specialists and aim to improve speaking, listening, reading and writing skills. They can help you to:

- Find work and gain further skills
- Improve your grammar and literacy skills
- Take part in everyday life in the UK and your community
- Talk to doctors, teachers and other professionals
- Use computers

These classes take place once a week for two hours.

We recommend that you join more than one class per week to help you improve your English, boost your confidence and learn new skills. (See pages 14-16)

Here is an example of the classes we have to offer across Idea Store Learning

<table>
<thead>
<tr>
<th>Timetable</th>
<th>Course Fees</th>
<th>Day of Week</th>
<th>Start Months</th>
<th>Class Times</th>
<th>No Weeks</th>
<th>Hrs Per Week</th>
<th>Full Fee</th>
<th>Concessionary Fee</th>
<th>Band</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Steps to Learning for ESOL</strong></td>
<td></td>
<td>Multiple</td>
<td>Sep/Jan/April</td>
<td>AM &amp; PM</td>
<td>10</td>
<td>2.00</td>
<td>£65</td>
<td>£20</td>
<td>1a</td>
</tr>
<tr>
<td><strong>Basic Literacy and Phonics for ESOL</strong></td>
<td></td>
<td>Multiple</td>
<td>Sep/Jan/April</td>
<td>AM &amp; PM</td>
<td>10</td>
<td>2.00</td>
<td>£65</td>
<td>£20</td>
<td>1a</td>
</tr>
<tr>
<td><strong>Boost your Literacy Skills for ESOL</strong></td>
<td></td>
<td>Multiple</td>
<td>Sept/March</td>
<td>AM &amp; PM</td>
<td>15</td>
<td>2.00</td>
<td>£98</td>
<td>£30</td>
<td>1a</td>
</tr>
<tr>
<td><strong>Brush up your Grammar for ESOL</strong></td>
<td></td>
<td>Multiple</td>
<td>Sept/March</td>
<td>AM &amp; PM</td>
<td>15</td>
<td>2.00</td>
<td>£98</td>
<td>£30</td>
<td>1a</td>
</tr>
<tr>
<td><strong>Health and Wellbeing for ESOL</strong></td>
<td></td>
<td>Multiple</td>
<td>Sep/Jan/April</td>
<td>AM &amp; PM</td>
<td>10</td>
<td>2.00</td>
<td>£65</td>
<td>£20</td>
<td>1a</td>
</tr>
<tr>
<td><strong>Accessing Local Services for ESOL</strong></td>
<td></td>
<td>Multiple</td>
<td>Sep/Jan/April</td>
<td>AM &amp; PM</td>
<td>10</td>
<td>2.00</td>
<td>£65</td>
<td>£20</td>
<td>1a</td>
</tr>
</tbody>
</table>
Case study

Jafrine Nahar  
ESOL

Jafrine first joined Idea Store Learning in 2011, attending a Family Learning ESOL class at a Children’s Centre. She soon progressed to mainstream ESOL classes within our Idea Stores and has successfully completed Entry Levels 1, 2 and 3 as well as a range of ICT and Employability courses. She is currently working towards her Level 1 ESOL exams. Jafrine says:

“When I first came to the UK my English was very poor. I did not understand English properly and could not communicate with other people in English. Since I started to take ESOL courses at the Idea Store I have become more confident at speaking in English with people. Now I can confidently go to the doctor and speak with them. I have become a more independent person and I am also able to talk to my daughter in English whereas before I would not be able to do this.”

Case study

Nataliya Shaynyuk  
ESOL

When Nataliya arrived in the UK in 2014, she could only say thank you and goodbye in English and she had to rely upon her daughter for the simplest of tasks. Now, one year later, Nataliya is attending an ESOL Entry 3 course at Idea Store Bow. She has greatly increased her knowledge of English and has become much more confident. She says:

“It is no doubt that learning English has made a huge impact to my life and my future endeavours. I have become more self-sufficient in terms of figuring out transportation and making living arrangements. It has also increased my cultural tolerance and understanding. I believe that it will help me in acquiring new friends and I will be able to find a new job and freely communicate with other people.”
IT for ESOL

We run IT for ESOL classes at Idea Store Bow, Idea Store Chrisp Street, Idea Store Whitechapel and the Shadwell Centre. Classes take place once a week for two hours, either in the morning or afternoon.

There are three types of classes:

Beginners IT for ESOL: you will learn to work safely with computers, use the internet to find information, send and receive emails, and create documents.

Improvers IT for ESOL: you will build on your IT skills and learn more about Microsoft Word, using the internet, social networking and digital media.

Digital Inclusion: you will find out how to save time by doing things online - for example taxing your car, looking for a new flat to rent or finding a job. You will learn to complete online forms.

You can be assessed for these classes at our ESOL assessments.

Here is an example of the classes we have to offer across Idea Store Learning

<table>
<thead>
<tr>
<th>Timetable</th>
<th>Course Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day of Week</td>
<td></td>
</tr>
<tr>
<td>Start Months</td>
<td></td>
</tr>
<tr>
<td>Class Times</td>
<td></td>
</tr>
<tr>
<td>No Weeks</td>
<td></td>
</tr>
<tr>
<td>Hrs Per Week</td>
<td></td>
</tr>
<tr>
<td>Full Fee</td>
<td></td>
</tr>
<tr>
<td>Concessionary Fee</td>
<td></td>
</tr>
<tr>
<td>Band</td>
<td></td>
</tr>
<tr>
<td>----------------</td>
<td>-------------</td>
</tr>
<tr>
<td>IT for ESOL (Beginners)</td>
<td></td>
</tr>
<tr>
<td>Multiple Sep/Jan/April AM &amp; PM 10 2.00 £65 £20 1a</td>
<td></td>
</tr>
<tr>
<td>IT for ESOL (Improvers)</td>
<td></td>
</tr>
<tr>
<td>Multiple Sep/Jan/April AM &amp; PM 10 2.00 £65 £20 1a</td>
<td></td>
</tr>
<tr>
<td>Digital Inclusion</td>
<td></td>
</tr>
<tr>
<td>Multiple Sep/Jan/April AM &amp; PM 10 2.00 £65 £20 1a</td>
<td></td>
</tr>
</tbody>
</table>
Job Search Skills for ESOL Learners

We run Job Search Skills classes at Idea Store Whitechapel and the Shadwell Centre for ESOL learners who are Entry Level 2 and above. Classes take place once a week for two hours either in the morning or the afternoon.

You will:

- Improve your English and gain confidence
- Learn how to complete a basic job application form
- Learn how to prepare for an interview
- Talk about your skills and strengths

You can be assessed for these classes at our ESOL assessments.

Here is an example of the classes we have to offer across Idea Store Learning

<table>
<thead>
<tr>
<th>Timetable</th>
<th>Course Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day of Week</td>
<td>Start Months</td>
</tr>
<tr>
<td>Job Search Skills for ESOL</td>
<td>Multiple Sep/Jan/April</td>
</tr>
</tbody>
</table>
We are run classes at Idea Store Whitechapel, Idea Store Chrisp Street and the Shadwell Centre for ESOL learners who are Entry Level 3 and above.

Classes take place once a week for 2 hours either in the morning or the afternoon.

These classes will help you improve your English and Maths skills. Through fun activities and support from your teacher, you will gain confidence:

- Talking about money and prices
- Measuring everyday objects
- Using tables, graphs and charts to present information

You can be assessed for these classes at our ESOL assessments.

Here is an example of the classes we have to offer across Idea Store Learning

<table>
<thead>
<tr>
<th>Timetable</th>
<th>Course Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day of Week</td>
<td>Start Months</td>
</tr>
<tr>
<td>Maths for ESOL</td>
<td>Multiple</td>
</tr>
</tbody>
</table>
Knowledge of Language and Life in the UK

We offer three courses to prepare you for the Life in the UK Test and the Secure English Language Test (SELT).

Please note: we are not a SELT centre or Life in the UK Test centre and therefore our courses do not include these tests.

For more information on the courses we offer, please pick up a copy of the Idea Store Learning Course Guide 2015-16 and see pages 18-19.

Preparation for IELTS

Preparation for IELTS classes are for learners who need higher level English qualifications for work or study or for those who are not intending to remain in the UK.

Please note: we are not an IELTS test centre and therefore our Preparation for IELTS course does not include the IELTS exam.

For more information on the courses we offer, please pick up a copy of the Idea Store Learning Course Guide 2015-16 and see page 23.

English Literacy (for learners with English as a first language)

We offer a range of classes to help you improve your understanding of key elements of English literacy, grammar and structure.

These classes are for learners who have English as their first language or high level speakers of English who need further support with their reading and writing.

For more information on the courses we offer, please pick up a copy of the Idea Store Learning Course Guide 2015-16 and see page 14-15.
Support for learners with Learning Difficulties and Disabilities

Learner Support Advisers are available to offer support for learners who have a learning difficulty and/or disability.

A range of specialist equipment is available to help you on your course such as:

- Adaptive technology and software
- Hearing loops
- Dictaphones
- Read assistants
- Line trackers
- Coloured overlays for dyslexic learners
- Wrist rests
- Tracker balls

Information, Advice and Guidance

- Not sure what course to enrol on?
- Need advice on a course to suit your needs?
- The Learner Support Team can provide information, advice and guidance before, during and after your course about what suits you best.
Come and see one of our experienced and friendly advisers who can help you make your next step.

We are here to:

- Help you achieve your educational and employment goals.
- Give you advice on the best course to suit you.
- Provide employment and career advice.
- Help you complete funding applications.
- Provide support to disabled learners and learners with learning difficulties.

For further information, text IDEA and your name to 07950 080 341 or email ideastorelearning@towerhamlets.gov.uk and a member of the team will get back to you.
Accessibility

All our main Idea Store sites are accessible for those with reduced mobility. However at Shadwell Centre only classes on the ground floor are accessible to people with reduced mobility. A variety of support is available for disabled people or people with learning disabilities.

If you would like more information on the support available call us on 020 73645665 or email ideastorelearning@towerhamlets.gov.uk

* Limited wheelchair access at Bethnal Green Library and Shadwell Centre. Access only to ground floor and annex. Detailed access information about Idea Stores can be found at www.disabledgo.info