



1

How do I enquire about your courses?

You can access information in a way to suit you.

You can find information about our courses and services on our website:

kentadulteducation.co.uk and kenttrainingandapprenticeships.co.uk

If you'd prefer to speak with somebody, then you can contact us via our website or by calling: **03000 41 22 22**

2

Can you give me any information and advice?

If you have a question, our Customer Relations and Curriculum teams are here to help.

Additionally, course outlines provide information such as: what to expect on your course, the cost, start date and location. Course outlines are available on our website and in our centres.

Our teams can provide impartial information and advice to help you make the right decision about what to do next.



3

How do I enrol?

You may be required to complete an initial assessment or interview prior to joining your course.

We will discuss with you reasons for undertaking a course and what you want to achieve.

You can enrol on a course online, in person in our centres or via our phone number.

4

How will I be supported?

You will be asked to complete a learner induction.

You and your tutor will discuss individual goals in the Individual Learning Plan (ILP).

Throughout the course we will provide feedback on your progress, review/discuss your targets and talk about your next steps. As part of your course, you may be required to complete an assessment and you will have access to tutor and online learning resources.

We can also provide additional support and welfare, where required; for example, resources and equipment, accessibility support, mentoring support.

5

Completing your course and exam

You may be required to complete an external exam (this will be discussed at interview stage).

You may be required to complete an End Point Assessment (Apprenticeships) and your achievements will be recorded in your Individual Learning Plan (ILP).

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What's next?

- Further learning with KAE/KT&A
- Further learning with another provider
- Higher Education
- Employment
- Volunteering



Learner voice

Your opinion matters to us to ensure the continuous improvement of the services we offer. We may ask for you to participate in learner surveys and forums and/or to complete an end of course evaluation.

We hope you enjoy learning with us.

If you do have a comment, feedback or a complaint, you can either contact your tutor, contact us via our website or speak to a member of our Customer Relations team either in centre or on: **03000 41 22 22**

