



Adult Skills and Learning Service

You told us...

In 2007 – 08 we asked learners their views on our services using a variety of methods, overall learners were satisfied or very satisfied with their courses.

In the annual Learner Satisfaction Survey



93%

of learners satisfied or very satisfied with their courses

99%

of learners were fairly, very or extremely satisfied with the quality of teaching on their course.

82%

of learners were fairly, very or extremely satisfied with the quality of support provided by the service.

Learners said:

“Course Information Sheets aren’t always available and don’t always contain enough information.”

We have re-designed Course Information Sheets and worked closely with Curriculum Co-ordinators to improve accuracy and availability. They are now available online (www.lasals.co.uk).

“There have been delays in getting exam results and we don’t like having to collect our certificates from LAEC.”

We are recruiting additional staff to administrate our increasing range of qualifications. From now on, all certificates will be able to be collected from the Learning Centre where the exam was taken.

“We would like study / learner support centre(s) where we could use a computer and get some help with our course.”

We are investigating how and where we could provide this. We are piloting on-line learner support surgeries where learners can talk on-line to Kieran McKee, Learning Support Co-ordinator and get help and advice.

“In some Learning Centres, at certain times, there are no facilities for hot drinks or food”.

We are reviewing facilities in all our Centres and aim to have improved availability by September.

Leicester Adult Skills and Learning Service
www.lasals.co.uk