

FAQs (Frequently asked questions)

- **How do I enrol?**

You can enrol in any of these ways:

1. Enrol online <https://ebsontrackprospect-mk.tribal-ebs.com/page/findcourse>
2. Email Communitylearning.mk@milton-keynes.gov.uk
3. Call 01908 252083
4. By Post - send your enrolment form to FPN7760 FREEPOST CLMK. This may take some time to arrive.

- **How do I study English/Maths/ESOL?**

We ask all new and existing customers to send us an email to communitylearning.mk@milton-keynes.gov.uk with your first name, surname, date of birth and a contact number so we can either make you an appointment or add you to a skills check waiting list to help find what level you are working at.

- **Am I entitled to a concession?**

If you are eligible for a concession you will need to state that on the enrolment form when you complete it. This will allow you a discount on the course unless stated “no concession” in the brochure.

- **When is this course starting and how long is it?**

You can find all the course starting times and duration on the course database. Go to <https://www.milton-keynes.gov.uk/courses> to check when the course starts and how long it is running for.

- **Where is this course held?**

When applying for the course it will state where it is held on the page and you can find the list of venues on our home page (half-way down the page under the term dates).

- **Is this course online?**

This will be stated in the publicity and on the course database when enrolling on the course. If you can't find it feel free to contact us and we will help with any queries.

- **Where can I find out further information about the course before I enrol?**

Please consult our adult learning course finder where you will find answers to further questions about the course, <https://www.milton-keynes.gov.uk/courses>

- **I want to take a language course (not English). What level am I working at?**

You can check what language level you are working at by going to <https://www.milton-keynes.gov.uk/schools-and-lifelong-learning/community-learning-mk-hub/adult-learning-community-learning/language-ladder>

- **What are the term dates?**

Our term dates for this year are as follows:

Autumn Term

Monday 6 September - Saturday 18 December

Half term is the week beginning 25 October

Spring Term

Tuesday 4 January - Saturday 8 April

Half term is the week beginning 21 February

Summer Term

Monday 25 April - Saturday 23 July

Half term is the week beginning 30 May

- **When is the new brochure coming out?**

We aim to get our brochure out in the months of:

July – Autumn brochure for courses starting from September

November – Spring brochure for courses starting from January

March – Summer brochure for courses starting from May

- **Do you have social media?**

We have a Facebook page <https://www.facebook.com/CommunityLearningMK/> and an Instagram account https://www.instagram.com/clmk_adult_education/ where we post regularly with course updates and new courses that are starting soon.