



# Learner Case Study

## Introduction

Glasgow ESOL Forum's ESOL in the Community Project delivers SQA accredited and non-accredited courses, both with partner organisations and with learners who directly access its ESOL provision.

## The learner

Learner M is a young woman from Ethiopia who came to Glasgow with her husband four years ago. They have four pre-school children. She began her ESOL learning journey in a women only class at Garnethill Multicultural Centre in late 2019. When she first arrived in the class, she was very shy, couldn't really speak any English and understood almost nothing. She could write her first name and just about managed to write her phone number. She participated in a face-to-face literacies level group until the pandemic began but was very hesitant and lacked confidence.

## What we did

She then joined a Glasgow ESOL Forum Volunteer Tutor Project (VTP) online class in early 2021. She was lucky enough to be given a device and data through the Connecting Scotland scheme, which made it possible for her to study online throughout lockdown. She did well in the VTP class and was selected to join an SQA accredited National 2 Literacies class, funded by the Glasgow Communities Fund, which began in February that year. She passed the National 2 Literacies 1 assessment in July and was able to complete most sections of her National 2 Literacies 2 assessment in January this year.

## The result

She is flourishing in class thanks to her excellent attendance and active participation in lessons. She has found the National 2 Literacies accredited classes very motivating

and worked hard both in class and at home.

She now volunteers answers very willingly and supports classmates. She has also learnt important study skills and regularly does written homework.

She has also been able to attend a 1:1 match with a volunteer which has had a hugely positive effect on her confidence and fluency, which she herself has acknowledged. Recently, her 1:1 volunteer tutor encouraged her to attend a toddler group at Woodlands Community Garden and to speak some English there for “homework.” She did the homework and went along to the group, spoke English to other parents and said she enjoyed it and has been to other events there since.

She has risen to the challenge of online learning and now that she is familiar with how her device and the online platform work, she enjoys English class very much. Her volunteer tutor, who is relatively new to Zoom and teaching online herself, has reported that M occasionally helps her to use the features of Zoom.

A bonus for her with learning online is that she can attend class regularly without having to worry about childcare.

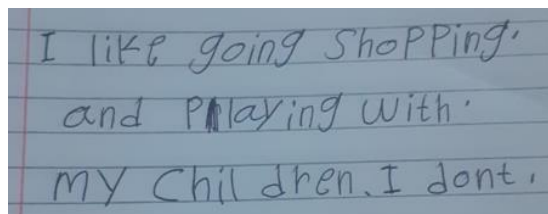
She has formed supportive relationships with the other learners in her National 2 Literacies group, some of whom have also been in the group since February 2021. Among her classmates are a number of other mothers.

She was keen to participate in the Learner Consultation which was carried out last year and made valuable contributions to the discussion.

She feels she has improved in all skills and this has given her confidence a boost. She is particularly happy about the improvement in her listening. She says she used to be scared to interact socially because she didn’t understand anything. She now feels able to use her English when she goes shopping, and says she “feels good” talking to people at her children’s nursery.

Her reading and writing have also improved a great deal.

She used to write sentences like this:



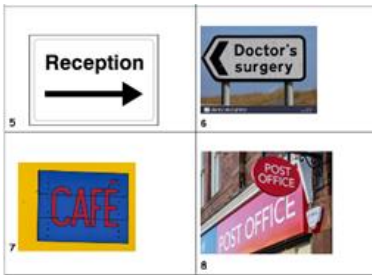
She can now write sentences like this, showing a greater awareness of position of letters on the line, and use of capital letters and full stops:

My favourite food is chicken and pizza.

My country is Ethiopia.


I clean my house once a day.

From reading social sight words like this:



She is now able to read and extract information from a complex form like this:

Central Medical Practice  
REGISTRATION FORM

Today's Date: 02/12/2021		PCP:	
<b>PATIENT INFORMATION</b>			
Patient's last name: <b>Wilson</b>		First name: <b>David</b>	Middle:      Marital status: <b>Married</b>
Date of Birth: <b>23<sup>rd</sup> April 1990</b>	Age: <b>31</b>	Sex: <input checked="" type="radio"/> M <input type="radio"/> F	
Address: <b>Flat 2/4 80 Ayr Street, Glasgow, G3 9HS</b>			
Home phone no.: <b>0141 372 183</b>		Mobile phone no.: <b>0778 381 226</b>	
		2 <sup>nd</sup> December 2021	
Patient/Guardian signature		Date	

She would like to go on to study ESOL at college and hopes one day to find work in beauty or childcare, or perhaps in a shop.

