

## **The Learning Hub at Birmingham Airport – FAQs**

Take a look at our FAQ's to help you decide if a visit will meet your needs.

### **Why should I bring my students to Birmingham Airport?**

Because it offers a stimulating environment where teachers can use their professional skills to bring STEM subjects, English, maths, modern languages or indeed any aspect of the curriculum, to life. With more than 6000 people working in hundreds of different jobs, it's a dynamic community which can showcase the world of work, excite young people and help raise their understanding and aspirations.

### **What ages does The Learning Hub cater for?**

All ages. We regularly receive visits from groups ranging from pre-school to university.

### **Is The Learning Hub appropriate for students with Special Needs?**

Yes. The Learning Hub and the terminal buildings provide a safe, controlled and welcoming environment for groups with a broad spectrum of special needs. There is plenty of room, all areas are accessible by ramps or lifts and our staff are always willing to offer any help you may need.

### **Can I bring a Youth Group such as Scouts or Guides?**

Yes. However, you should be aware that The Learning Hub is generally not open outside school hours or at weekends. It is also available on weekdays during school holidays.

### **How many young people can I bring?**

Although The Learning Hub is large enough to accommodate a large number of young people, we can only accept groups of up to 60, plus their accompanying adults. This is because we have to balance the impact of groups of young people in the terminal with the needs of our passengers and other airport users in what is a busy working environment. If you wish to bring more than 60, then you'll need to make an additional booking for another date.

### **Where can we go while we're at the Airport?**

You have access to all outside public spaces and to all landside public areas within the terminal, including concourses and check-in desks, retail and catering areas as well as The Learning Hub itself. Once you've booked we send detailed maps and instructions.

### **Can we visit Air Traffic Control or get on board an aircraft?**

Unfortunately not. Access to these areas is restricted and not open to visits.

### **When can we visit The Learning Hub?**

The Learning Hub is open Monday to Friday, throughout the year, between 09:00 and 16:30.

### **How long would a visit take?**

As a minimum – perhaps for a very young group – we'd suggest 90 minutes. However, a well-planned visit, taking in The Learning Hub, a look around the Terminal, lunch and any activities you prepare, could easily fill a school day when travelling time is taken into account. An arrival time of around 10:00 and a departure of around 14:00 is practical, but the choice is yours; you can spend as little or as much time in The Learning Hub as you wish.

### **Will there be anyone to show us around the Airport?**

Unfortunately, no. Were we to employ staff to run The Learning Hub, we would need to make a significant admission charge, something we are reluctant to do as we want to make The Learning Hub accessible to all. You should be aware therefore that your visit is conducted under your own supervision, but we're confident that with the help of the information we supply, teachers will be able to plan a smooth-running and educationally rewarding visit. To help you plan your activities and to familiarise yourself with The Learning Hub, we encourage you to make a pre-visit, which you can do without having to notify us in advance. Information on how to make a pre-visit is included in the detailed information we send once you've booked.

### **We will need to complete a Risk Assessment; do you supply one?**

Yes. When you book we will send you a generic Risk Assessment. You will need to adapt this to the specific circumstances of your own group, but it identifies the main risks when visiting the Airport and what measures are in place to address them.

### **Can we bring our own lunch?**

Yes. Young people are welcome to bring and eat their own food. Alternatively, there are many outlets in the terminal in which you can buy food and drinks.

### **What's the best way to travel to the Airport?**

You can travel by coach or minibus – we provide free parking for both, if required. Or you might consider using public transport – in fact, we encourage you to do so. The Airport is served by a number of bus routes and is easily accessible by rail, via Birmingham International Station, which is just a free, two-minute journey from the terminal via the Air-Rail Link. Younger children in particular invariably find a trip on this unusual form of transport an enjoyable part of their visit. We provide a comprehensive guide to accessing the Airport when we confirm your booking.

### **Do you have any pre-prepared materials to support our visit?**

At this stage unfortunately not, but we are hoping to develop resources that will be shared on the web site.

### **What does it cost?**

Nothing. We appreciate that transport costs are already an important consideration for anyone planning educational visits. We want The Learning Hub to be accessible to all, and so we make no charge for visiting the Airport, using the Learning Hub or for coach parking.

### **Do we have to book before we can visit?**

Yes. Booking is essential. You cannot visit the Airport with a group of young people or gain access to The Learning Hub without having booked in advance.

### **How far in advance should we book our visit?**

You are advised to book as early as you can. During the summer term in particular, slots get taken up very quickly.

### **How do we book a visit?**

- 1:** Return to our web site, where you'll find a link to our Booking Enquiry form
- 2:** It is a good idea for the person who will lead the visit to make the booking. This is important because we will reply with detailed information that the person leading the visit will need to read in advance. We do not want your visit to be spoiled because this important information has not been passed on, read and understood.
- 3.** The Booking Enquiry Form will ask you to choose your preferred date and two alternatives, in case your preferred date is unavailable.
- 4.** We aim to respond within three working days to confirm your booking, when we will supply a Learning Hub User Guide. This is a detailed set of instructions which will take you through how to get here, parking arrangements, how to find your way around the airport and everything else you should need to ensure your visit runs smoothly and successfully. We're confident this should answer any questions you may have, but there is space on the enquiry form for any queries you have. If the User Guide does not provide the information you require, we will answer your specific questions when we confirm.
- 5.** Finally, when we do confirm your booking, we'll include a copy of your The Learning Hub Agreement, which we will ask you to sign on the day of your visit, to confirm you have read and understood everything and that you agree to our Terms of Use.