

Adult and Community Learning



Learner Handbook 2017-18



Your Tutor Details	
Name	
E mail address	
Telephone Number	

Your Course Details	
Days of the Week Attended	
Time	
Room Number/s	
Start Date	
End Date	
Dates when no sessions planned	

Contents Page

Content Item	Page Number
Course/Tutor Details	Page 1
Contents Page	Page 2
Welcome	Page 3
Term Dates	Page 4
Learner Charter	Page 5
Learner Support <ul style="list-style-type: none">• Numeracy and Literacy• Additional Support/Resources• Information , Advice and Guidance	Page 6 and Page 7
Health and Safety	Page 8
Equality and Diversity	Page 9
Safeguarding <ul style="list-style-type: none">• Use of Computers	Page 10
Our Values (The Prevent Duty)	Page 11
Learner Feedback	Page 12
Confidentiality and Data Protection	Page 12
Learning Calendar	Page 13
Key Contacts	Page 14

Welcome

Welcome to Stoke-on-Trent City Council's Adult and Community Learning handbook .

Learning through life is essential in order to maintain employability, achieve personal fulfilment, build cohesive communities and add to the quality of life.

Stoke-on-Trent City Council and its partners recognise that some people find it difficult to access learning, so we offer a wide range of learning opportunities across the city. We ensure that the courses that we offer respond to the needs and demands of the community.

We are pleased that you have chosen to study with Stoke-on-Trent City Council.

Your learner handbook is designed to help you throughout your learner journey.

This booklet contains information about

- Learner Charter
- Equality and Diversity
- Course fees
- How you can get information and advice about other courses you may want to move onto
- Support for learners with disabilities and/or learning difficulties
- Why we ask you to complete paperwork
- Health and Safety
- How to make suggestions to improve your course
- How to contact us.

Your tutor will take time to go through this booklet with you as part of your course induction. Please speak to your tutor if there are any parts of the booklet that you would like further help with.

Happy Studying

Elaine Spooner – ACL Team Leader Accredited Programs

Susan Cliff – ACL Team Leader Non Accredited Programs

Stacey Hargreaves - Post 16 Operational Team Leader

Term Times

Autumn First Term	4 Sep 2017 (Mon)	20 Oct 2017 (Fri)
Autumn Half Term Holidays	23 Oct 2017 (Mon)	27 Oct 2017 (Fri)
Autumn Second Term	30 Oct 2017 (Mon)	19 Dec 2017 (Tue)
Winter Holidays	20 Dec 2017 (Wed)	2 Jan 2018 (Tue)
Spring First Term	3 Jan 2018 (Wed)	16 Feb 2018 (Fri)
Spring Half Term Holidays	19 Feb 2018 (Mon)	23 Feb 2018 (Fri)
Spring Second Term	26 Feb 2018 (Mon)	29 Mar 2018 (Thu)
Easter Holidays	30 Mar 2018 (Fri)	11 Apr 2018 (Wed)
Summer First Term	12 Apr 2018 (Thu)	25 May 2018 (Fri)
Summer Half Term Holidays	28 May 2018 (Mon)	1 Jun 2018 (Fri)
Summer Second Term	4 Jun 2018 (Mon)	20 Jul 2018 (Fri)
Summer Holidays	23 Jul 2018 (Mon)	

Bank Holidays

Bank Holidays	
02/01/2017	Mon
14/04/2017	Fri
17/04/2017	Mon
01/05/2017	Mon
29/05/2017	Mon
28/08/2017	Mon
25/12/2017	Mon
26/12/2017	Tue

2017

Bank Holidays	
01/01/2018	Mon
30/03/2018	Fri
02/04/2018	Mon
07/05/2018	Mon
28/05/2018	Mon
27/08/2018	Mon
25/12/2018	Tue
26/12/2018	Wed

2018

Learner Charter

Our commitment to you

Our aim is to ensure that everyone has the best possible chance to learn and enjoy their experience.

My tutor agrees to:

- Begin all sessions on time, as agreed;
- Ensure a safe and comfortable training environment with high quality teaching and learning in response to my individual needs;
- Promote equal opportunity, diversity and fundamental British Values;
- Support me to establish challenging personalised targets to move me towards my goal;
- Use a wide variety of learning and assessment activities and resources in order to engage me;
- Enable me to use and develop my Employability, Mathematics, English and ICT skills;
- Provide regular and timely feedback on my progress through the course, giving me clear advice on how to improve.

Your commitment to us

I agree to:

- Arrive on time for all sessions and, where applicable, examinations;
- Contact my tutor or the centre to inform you if I am unable to attend or if am going to be late;
- Demonstrate a positive attitude towards my learning, bringing the relevant materials and any homework set to each session;
- Keep my tutor up to date with any information relating to my wellbeing, health and/ or learning support needs;
- Be courteous and respectful to all learners, tutors, staff and visitors;
- Observe the health and safety information provided on the course and report incidents/accidents as soon as possible;
- Abide by the ground rules agreed by my group.

Support Services

Our Student Services Team is committed to help you to succeed, from your first enquiry, throughout your learning and beyond. We are available every week day and can offer you support advice and guidance. Our professional and experienced team will listen, offer guidance and help you make the most of your time with us. Our services include:

Information and advice about courses.

Impartial careers advice and guidance through a one-to-one session if required.

Employment support - CVs, job search and interview skills.

Advice on additional support that you may need to help you achieve on your course.

Safeguarding support - if you have concerns about bullying, harassment, mental, physical or sexual abuse, sexual exploitation, hate crime or extremism.

Opportunities to give feedback about what we do.

Support with learning

It is vital that you are on the right course, at the correct level. The Adult Community Learning team will work closely with every learner on an individual basis to ensure that you are accessing your course at the correct level. All learners complete an initial assessment to gauge the level you are working at. This helps your tutor to plan their lessons and personalise your learning. It also makes sure that you are on the right course/ level and ensures that you feel comfortable and positive about your learning environment. Once you have completed your course, various progression routes are available, should you choose to continue your learner journey. We offer a range of courses to suit a variety of learning styles and ability levels.

If the course you are currently studying does not lead to a nationally accredited qualification you will be advised to consider this as a next step.

If the course you are studying is a nationally accredited program you will be advised to progress to the next level within your chosen subject. There may be other options to consider dependant on your circumstances.

Literacy and numeracy

If you are concerned about your English and Maths skills or have a disability which you feel may affect your learning we can help. We are an inclusive learning provider- and provide support for people with learning difficulties and disabilities. We will also support you with any other individual needs- including any health conditions. The more information you give us- the greater the support we can offer. If you have any concerns about anything that you feel may have an impact on your learning and you want to discuss it- please get in touch

Telephone: 01782 234775

Email: Adult.learning@stoke.gov.uk

Additional support/ resources

There is additional support and resources available. As stated earlier, we need to know how we can help you, and what your needs are? For example, large print, coloured overlays, audio tapes, specialist support in the classroom etc. Dependent on your individual needs- you may also be entitled to additional support during assessments (extra time, reader or scribe).

IAG (information, advice and guidance)

We have a number of professionals on hand to support you with your next steps. If you feel that you need additional advice, regarding career progression, or progression onto a course, it might be appropriate for you to have a meeting with a Careers Adviser. A Careers Adviser specialises in 'information, advice and guidance'. They offer impartial, independent advice during a 1:1 guidance appointment. They can offer you support in the following...

- Courses and workshops available from Community Learning
- Courses available from other providers and organisations.
- Courses available in further and higher education.
- Qualifications
- Careers

For more information please visit the National Careers Service website
www.nationalcareersservice.direct.gov.uk
0800 100 900

The JET (Jobs Enterprise and Training) team also offer a service to support you with your progression. They are experts in helping you to find opportunities in the work place, for example; volunteering, apprenticeships/ training and paid employment. They can support you in the following;

Developing a CV

Improve your job seeking,

Enhancing your interviewing skills,

Improving presentation skills,

Providing relevant information and guidance with regards to the job market.

Training courses

To speak with an Engagement officer please contact the office on 01782
234775

Health and Safety

We are committed to promoting a safe and healthy learning environment for all our learners and staff. All of our tutors have relevant clearance checks and have up-to-date training in safeguarding and health and safety. We have a duty to keep all our learners safe, including safeguarding learners when they use the internet and related communication technologies (E-safety). All safety issues that are raised will be followed up and treated in the strictest confidence.

If you have any issues that you feel affect your safety, then report the problem to your tutor, staff on reception or if you prefer, please contact the Employment and Skills Team using the contact details below.

Learners also have a duty to take reasonable care for the health and safety of themselves and others. During induction, your tutor will cover the following health and safety issues:

- **Fire and emergency evacuation.** This procedure will be explained by the tutor at the start of each course/session.
- **Accident reporting.** All accidents must be reported and recorded in the venue accident book.
- **Medical needs.** If you need to take any medication or have a medical condition, please inform your tutor.
- **First aid.** If you need any first aid treatment please contact your tutor/centre staff.
- **Risk assessment.** All venues are risk assessed before you attend. Course and workshop activities are risk assessed by your tutor and you will be advised of hazards and safe working practices during your learning.

If you have any safety issues, or want to report any instances of bullying or harassment, in the first instance speak to your tutor. You can also use the contact details below.

Telephone: 01782 234775

Email: Adult.learning@stoke.gov.uk



Safeguarding

All our learners and staff have the right to feel, and be safe. Nobody should experience any threatening or abusive behaviour. All learners and staff have a responsibility to respect other people's rights to safety and not harm or abuse others or threaten to do so. If you have any concerns please talk to your tutor.

Stoke Adult and Community Learning Service has a Safeguarding Policy to protect children and vulnerable adults. Please talk to your tutor or someone from ACL if you would like to know more about this.

Stoke Adult and Community Learning Service reserves the right to suspend and/or exclude learners from their course and other ACL funded learning opportunities where they act or behave inappropriately and fail to treat fellow learners and staff with respect or dignity.



Use of computers

Please remember:

- To use equipment safely as directed by your tutor/venue.
- To report any faults to your tutor.
- Do not attempt to repair any faults.
- Do not use the internet to access offensive, inappropriate or illegal material.
- To take regular breaks from your computer screen.
- Do not place drinks near computer equipment.

Our values (Prevent Duty)

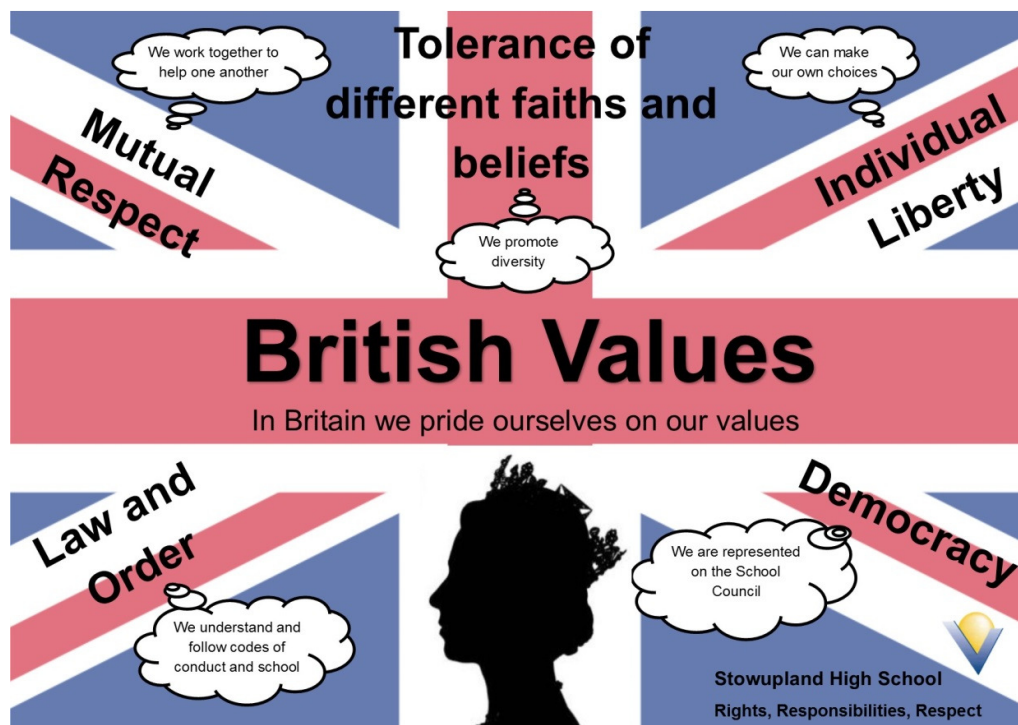
Adult Community Learning promotes 'British values' through all aspects of teaching and learning. This complies with the "Prevent Duty", which is one of the elements of the governments counter terrorism strategy.

Prevent is about safeguarding you as a learner to keep you both safe and within the law

The aim is to enrich your experience, regardless of the course you are enrolled on. We will offer a variety of multi-cultural events and social functions which you are encouraged to attend. This will help to enrich your knowledge through experiencing a variety of different cultures. The following values that we will promote are:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith

These values aim to prepare all learners for life in 'modern Britain'. Everybody involved in your learning experience- including tutors and other service providers will adhere to the same values in order to share a positive learning experience for everyone. We recognise that we live in a multi-cultural society- and we look forward to you joining the Adult and Community Learning team.



Feedback

All learners will have the opportunity to evaluate their experience and provide feedback at the end of their course. However, if there is anything in addition that you would like to feedback or comment on- please get in touch.

We hope that you will have no reason to complain, however if there is something that you are not happy about- we would like to hear from you, as this is a way to continually improve our service and course delivery.

Please refer to the contacts section on the back page of this booklet to see how you can get in touch with us.

Confidentiality and Data Protection

The service takes great care to ensure that any information you provide to us is treated as confidential. However it is a condition of our funding that we share the information given on your enrolment form with other statutory bodies registered under the Data Protection Act 1998 such as the Education Skills Funding Agency (ESFA). This information is used for statistical purposes and the ESFA may contact you if you have ticked the relevant box on your enrolment form.

2017/18 Calendar

July 2017							
No.	Mo	Tu	We	Th	Fr	Sa	Su
26						1	2
27	3	4	5	6	7	8	9
28	10	11	12	13	14	15	16
29	17	18	19	20	21	22	23
30	24	25	26	27	28	29	30
31	31						

August 2017							
No.	Mo	Tu	We	Th	Fr	Sa	Su
31		1	2	3	4	5	6
32	7	8	9	10	11	12	13
33	14	15	16	17	18	19	20
34	21	22	23	24	25	26	27
35	28	29	30	31			

September 2017							
No.	Mo	Tu	We	Th	Fr	Sa	Su
35					1	2	3
36	4	5	6	7	8	9	10
37	11	12	13	14	15	16	17
38	18	19	20	21	22	23	24
39	25	26	27	28	29	30	

October 2017							
No.	Mo	Tu	We	Th	Fr	Sa	Su
39							1
40	2	3	4	5	6	7	8
41	9	10	11	12	13	14	15
42	16	17	18	19	20	21	22
43	23	24	25	26	27	28	29
44	30	31					

November 2017							
No.	Mo	Tu	We	Th	Fr	Sa	Su
44			1	2	3	4	5
45	6	7	8	9	10	11	12
46	13	14	15	16	17	18	19
47	20	21	22	23	24	25	26
48	27	28	29	30			

December 2017							
No.	Mo	Tu	We	Th	Fr	Sa	Su
48					1	2	3
49	4	5	6	7	8	9	10
50	11	12	13	14	15	16	17
51	18	19	20	21	22	23	24
52	25	26	27	28	29	30	31

January 2018							
No.	Mo	Tu	We	Th	Fr	Sa	Su
1	1	2	3	4	5	6	7
2	8	9	10	11	12	13	14
3	15	16	17	18	19	20	21
4	22	23	24	25	26	27	28
5	29	30	31				

February 2018							
No.	Mo	Tu	We	Th	Fr	Sa	Su
5				1	2	3	4
6	5	6	7	8	9	10	11
7	12	13	14	15	16	17	18
8	19	20	21	22	23	24	25
9	26	27	28				

March 2018							
No.	Mo	Tu	We	Th	Fr	Sa	Su
9				1	2	3	4
10	5	6	7	8	9	10	11
11	12	13	14	15	16	17	18
12	19	20	21	22	23	24	25
13	26	27	28	29	30	31	

April 2018							
No.	Mo	Tu	We	Th	Fr	Sa	Su
13							1
14	2	3	4	5	6	7	8
15	9	10	11	12	13	14	15
16	16	17	18	19	20	21	22
17	23	24	25	26	27	28	29
18	30						

May 2018							
No.	Mo	Tu	We	Th	Fr	Sa	Su
18		1	2	3	4	5	6
19	7	8	9	10	11	12	13
20	14	15	16	17	18	19	20
21	21	22	23	24	25	26	27
22	28	29	30	31			

June 2018							
No.	Mo	Tu	We	Th	Fr	Sa	Su
22					1	2	3
23	4	5	6	7	8	9	10
24	11	12	13	14	15	16	17
25	18	19	20	21	22	23	24
26	25	26	27	28	29	30	

July 2018							
No.	Mo	Tu	We	Th	Fr	Sa	Su
26							1
27	2	3	4	5	6	7	8
28	9	10	11	12	13	14	15
29	16	17	18	19	20	21	22
30	23	24	25	26	27	28	29
31	30	31					

August 2018							
No.	Mo	Tu	We	Th	Fr	Sa	Su
31			1	2	3	4	5
32	6	7	8	9	10	11	12
33	13	14	15	16	17	18	19
34	20	21	22	23	24	25	26
35	27	28	29	30	31		

September 2018							
No.	Mo	Tu	We	Th	Fr	Sa	Su
35						1	2
36	3	4	5	6	7	8	9
37	10	11	12	13	14	15	16
38	17	18	19	20	21	22	23
39	24	25	26	27	28	29	30

Contacts Page

Safeguarding Champions

You have the right to feel safe during your period of study. Other people should not hurt or abuse you.

If you want to speak to a member of our team or report an incident, your safeguarding Champions are:



Adult & Community Learning
Stacey Hargreaves
E - stacey.hargreaves@stoke.gov.uk
Tel - 232147



Safeguarding Coordinator
Beverley Ashley
E - beverley.ashley@stoke.gov.uk
Tel - 238291



14 – 24 Pathways
Sharon Slaymaker
E - sharon.slaymaker@stoke.gov.uk
Tel - 238026



Learn4Work
Wesley Weston
E - wesley.weston@stoke.gov.uk
Tel - 236138



e-Safety
David S. Bloor
E - david.bloor2@stoke.gov.uk
Tel - 232726



JET
Diane Wardle
E - diane.wardle@stoke.gov.uk
Tel - 236094