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**Adult & Community Learning**

**Learner Handbook**

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**ACL Learner Handbook**

*‘the contents of this policy are an integral part of the HA Quality Assurance Framework’*

**1.0 Welcome**

<< please insert introductory welcome relevant to your centre

and to include the following

Your course has been subsidised with funding through Hampshire Achieves (Hampshire County Council). Hampshire Achieves is funded by the Education and Skills Funding Agency (ESFA) to deliver a range of adult and community learning programmes. As the cost of your course is subsidised in this way, it is subject to occasional inspection by Ofsted.

This short handbook has been designed to help you as you settle into your course and outlines key people, services and policies. It also provides details for whom to contact should you have further questions or queries.

We hope that you will enjoy your learning and be both happy and successful on your chosen programme.

<< name>>

<< job title>>

<< insert contact detail>>

**2.0 Learner Entitlement**

Hampshire Achieves welcomes and values all learners. We offer a wide range of courses for young people and adults to help you achieve your career and life goals. We are committed to ensuring your wellbeing, security and providing a safe environment.

We will also aim to provide all the information you may need to succeed on your course as follows:

**Before the course starts**

* start date, times, number of weeks, fees and costs, location
* level of course – e.g. beginners’ level
* what the course will cover
* whether any previous knowledge is required
* any necessary preparation prior to the start of the course
* any materials you will need to provide
* an opportunity to discuss, in confidence if you prefer, any particular needs you may have and how we can support you to achieve your learning goals.

**At the first session**

* the qualifications / experience of your tutor
* the learning and teaching methods that will be used
* how your progress will be monitored
* relevant health and safety issues
* compliments / complaints procedures
* academic appeals procedures, if required
* arrangements for learning support, if required
* help to access your course if you have a disability or learning difficulty
* how we can ensure a safe learning environment and how you can contribute to this.

**During your course** we will ask you:

* to take part in regular reviews of your progress
* whether you have the right level and type of support to achieve on your course
* whether you feel safe as a learner with Hampshire Achieves
* whether you want to discuss any safety issues or anything else you feel concerned about
* to comment on how you think your course might be developed and improved to help you and other learners.

**At the end of the course** you will have the opportunity to provide feedback on all aspects of your learning experience.

**3.0 What you can expect from us and your tutor:**

* Your tutor will identify your learning needs by carrying out an initial assessment.
* Your tutor will help you personally develop through building a learning plan to recognise and record knowledge you already have, and that which you gain on the course.
* Your tutor will help you professionally develop by identifying areas where further development is needed.
* Your tutor will help you professionally develop by delivering appropriate teaching.
* Your tutor will cover Health & Safety policy and processes as part of your learner induction.
* If taking part in an accredited programme your tutor will guide you throughout the programme to produce a portfolio that meets the awarding body standards (accredited and qualification courses).
* Hampshire Achieves will ensure that portfolios submitted to the awarding body are suitable for external moderation (qualification courses only).
* Hampshire Achieves will ensure that appropriate examination, assessment and internal verification procedures are in place (accredited courses only).
* Your tutor will provide appropriate information and advice at the beginning, during and at the end of your learning programme.
* To quality assure the teaching, learning and assessment of all ESFA funded provision your course might be observed by your centre staff; staff from Hampshire Achieves; or by an Ofsted Inspector.

**4.0 What is expected of you?**

As a learner with Hampshire Achieves we expect you to:

* Participate fully in your chosen programme of study by maintaining full attendance, completing assessments/assignments, and meeting required deadlines.
* Inform the tutor of any absences.
* Behave in a way that ensure the health and safety of all those in the class and ensures that our caring, safe and inclusive ethos is actively maintained.

**5.0 Attendance & Punctuality**

We ask that you to aim for 100% attendance, and to arrive on time for all sessions.

Excellent attendance and punctuality increases success on the course, and where relevant, will prepare you for the high attendance expected by future employers.

**Sickness / Absence:**

If you are ill or unable to attend, where possible, please contact the learning centre staff in advance of the session and give the reason for your absence.

**Bad Weather:**

If a class is cancelled due to bad weather, then a member of the learning centre staff will contact you in advance of the planned session. If you are unsure whether a class will run, please speak to your learning centre contact using the contact numbers included in this handbook.

**Mobile Phones:**

These should be switched off or on silent during sessions, unless your tutor asks you to use them as part of your learning programme.

**6.0 Code of Conduct**

When participating in Hampshire Achieves’ courses and activities, the following behaviour is expected of all staff and learners:

* Act in a responsible way to safeguard your own health and safety and that of others (in line with both your learning centres and the Hampshire County Council/Hampshire Achieves Health and Safety policy guidance)
* Respect the different backgrounds, experiences and lifestyles of others
* Act in ways which do not discriminate against people of different backgrounds (in line with your centres and Hampshire County Council/Hampshire Achieves Equality & Diversity policy guidance)
* Do not use language which could offend others, e.g. racist, sexist, homophobic, ageist, or language offensive to people with a disability
* Comply with any other learning centre / Hampshire Achieves policies
* Comply with the information contained within this Handbook

**7.0 Health & Safety**

Our aim is to minimise the risk of fire, injury to people or damage to property, within reasonable limits. Your tutor will explain the Health & Safety Procedures and Emergency Evacuation Procedures to you at the first session; please adhere to these.

**Fire and Emergency Evacuation:**

If the fire alarm sounds, then you are expected to leave the premises via the nearest designated exit. You should report to the designated assembly point, outside the building.

**First Aid:**

If you feel unwell, have an accident, injury, or near miss whilst on site please contact the nearest member of staff. They will contact a first aider or call the Emergency Services, if required. All incidents and accidents need to be reported as soon as possible after the event on the appropriate Accident or Incident Form.

**Medication:**

If you are on routine medication or use medical equipment (e.g. inhaler, epi-pen, insulin etc.), it is your responsibility to bring any medication you require to all activities and to inform your tutor, where appropriate.

**Smoking:**

Smoking (include the use of e-cigarettes) is not permitted in any County Council buildings, or in any buildings used for County Council funded provision eg venues used for funded learning activities.  Smokers will have to go outside to smoke, either to a designated location on the site away from entrances or, if the building does not have a suitable on-site location for smoking, into public open spaces such as the pavement. Where smokers have to go into public areas, they need to show consideration when smoking and disposing of smoking-related waste.

**Alcohol, Drugs and Offensive Weapons:**

Being under the influence of alcohol, illegal drugs or other substances is not permitted in any County Council buildings, or in any buildings used for County Council funded provision e.g. venues used for funded learning activities.

**8.0 Safeguarding**

Hampshire County Council is committed to ensuring children, young people and adults are protected from harm and that their welfare is at the forefront of the Council’s work. Hampshire Achieves aims to provide safe learning environments, and to promote well-being, safety and security for all learners and all staff.

If you have a concern related to safeguarding you should in the first instance discuss it with your tutor, or contact your centres Designated Safeguarding Officer: <<insert name>>

**Bullying, Harassment and Anti-Social Behaviour:**

Hampshire Achieves has a zero tolerance of bullying, harassment and anti-social behaviour. We are committed to ensuring all alleged instances of bullying; harassment and anti-social behaviour are investigated quickly and dealt with appropriately. If you or someone you know is being bullied or harassed, then please contact your tutor or another staff member as soon as possible.

**8.1 The Prevent Duty**

You need to be aware of the new Prevent Duty which has been in place since July 2015. It is part of the Government’s counter terrorism strategy. Prevent is about safeguarding you as a learner to keep you both safe and within the law. The Duty is not about preventing you from having political and religious views and concerns, but about supporting you to use those concerns or act on them in non-extremist ways.

**What is the Prevent Duty?**

Section 21 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies to have "due regard to the need to prevent people from being drawn into terrorism".

**What is Extremism?**

The government has defined extremism in the Prevent strategy as: "vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs." This also includes calls for the death of members of the British armed forces.

If you feel that you may be affected by issues covered by PREVENT or would like to know more, please speak to your programme tutor.in view of the expectation that tutors discuss BV Prevent and safeguarding,

**9.0 Use of ICT**

Use of internet and email by learners is permitted and encouraged where such use supports the goals and objectives of the learning programme.

Hampshire Achieves has a policy for the use of internet and email whereby learners must ensure that they:

* comply with current legislation
* use internet and email in an acceptable way
* do not create unnecessary business risk to Hampshire Achieves by their misuse of the internet/email

**Unacceptable behaviour**

The following behaviour by a learner is considered unacceptable:

* use of <<insert centre details>> communications systems to set up personal businesses or send chain letters
* distributing, disseminating or storing images, text or materials that might be considered indecent, pornographic, obscene or illegal
* distributing, disseminating or storing images, text or materials that might be considered discriminatory, offensive or abusive, in that the context is a personal attack, sexist or racist, or might be considered as harassment
* accessing copyrighted information in a way that violates the copyright
* broadcasting unsolicited personal views on social, political, religious or other non-business related matters
* transmitting unsolicited commercial or advertising material
* introducing any form of computer virus or malware into the corporate network

**10.0 Equality and Diversity**

Hampshire Achieves welcomes all learners regardless of individual differences and aims to make learning more inclusive, widen participation, eliminate discrimination and promote equality of opportunity. We aim to ensure any reasonable adjustments and special considerations are provided to the learner, irrespective of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

When we talk about Equality and Diversity we mean:

Equality = Fairness, everyone has the right to fair and equal treatment

Diversity = Difference, everyone has the right to be different and the responsibility to respect the rights of others.

**11.0 Learner Support**

We want you to be successful on your course and understand that you may need extra help to support your learning. Your learning centre staff will always be happy to discuss this with you.

We will respect your confidentiality and if it is necessary to discuss any specific needs with someone else, we will ask your permission before doing so.

Some examples of how we may be able to support you include: changing a room to make access easier; adapting learning materials to suit your needs (for example, provide them in large print); giving you learning materials in advance; arranging for a member of staff to support you in class; providing specialist software for computer-assisted learning; providing someone to interpret, read, sign or take notes for you; arranging classes at times and venues that suit you; offering some courses free of charge or with a subsidy; making it easier for a carer to attend; supporting you if you have to miss classes.

**Who can support you?**

If you are disabled or have any cultural, religious or other needs you may wish to discuss your needs with any of the following people:

* a member of staff during enrolment
* your tutor
* other staff who are supporting your learning
* the Centre Manager

**When should I ask for support?**

You can ask for support at any time. Sometimes you may not be sure that you need support until your course has started, if that’s the case, just talk to your tutor.

**12.0 Learner Feedback**

We welcome feedback from you to help us improve our service to you. Regular evaluation and reviews will be sought during the course so you can provide feedback to us.

**End of course evaluations:** your tutor will ask you to complete an evaluation form at the end of your course.

**Learner surveys:** You will have the opportunity to take part in national learner satisfaction surveys; these surveys are an opportunity for existing learners to rate learning or training providers. This helps future learners make informed choices about where to study or train. These national surveys are usually conducted between November and March.

**13.0 Comments, Compliments and Complaints**

If you are unhappy about any aspect of your course or work placement opportunity, you can also make a complaint using the following complaints procedure:

**Stage One**

If you have a concern regarding any aspect of the service please speak to the appropriate member of staff as soon as possible, for example this could be your course tutor, the centre’s administration staff. Most concerns and complaints are quickly and successfully resolved in this way.

**Stage Two**

If it has not been possible to resolve your complaint at stage one, you may wish to consider progressing your complaint to the next stage. To do this you should make your complaint in writing or by telephone and asking to speak with the Centre Manager. The Centre Manager will investigate the issues raised, try to resolve them and respond to you in writing. We aim to resolve your complaint within 5 working days and by 20 working days at the latest.

**Stage Three**

Finally, if the first two stages of the process have still not resolved your complaint, you may write to the Head of Service at Hampshire Achieves to consider your complaint. The Head of Service will investigate and will make sure that your complaint is looked at again and that you are given a written response setting out the conclusions. Please ask your course tutor or centre’s administration for a copy of the Hampshire Achieves Complaints & Compliments Policy and Procedures.

We will not investigate any issues or complaints which are subject to an awarding organisations appeal or review process.

**14.0 Appendix 1 << insert centre name>> Contacts**

The following staff are responsible for the development, delivery and on-course support for your chosen learning programme

|  |  |
| --- | --- |
| **Name:** **Job title:**  | **Email:****Tel:** |
| **Name:** **Job title:**  | **Email:****Tel**: |
| **Name:** **Job title:**  | **Email:****Tel:** |
| **Website**  |  |
|  |  |
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|  |
| --- |
| **Your tutor’s contact details (add or remove as appropriate)** |
| **Name:** |  |
| **Tel:** |  |
| **Email:** |  |

**15.0 Appendix 2 Your Course**

**<<Suggest you could add**

* **specific course details relevant learning programme eg from course information sheet**
* **Term dates>>**