

**Hampshire County
Council
Adult Tailored Learning
(ATL)
Learner Handbook
2024/25**



Funded by
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Adult Tailored Learning - Learner Handbook



Welcome

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 Tailored 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 of whom to contact should you have further questions or queries.

1.0 Learner Entitlement

Hampshire Achieves welcomes and values all learners. Through our Adult Tailored Learning provision, we offer a wide range of courses 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 (if applicable)
- location (face to face or online)
- 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 experience and background 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, including the opportunity to share how the course has impacted you via a learner impact form.

2.0 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 standards of the awarding organisation your centre is working with.
- 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.

3.0 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, or email adult.learning@hants.gov.uk
- 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.

Attendance & Punctuality

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

Excellent attendance and punctuality increase 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 your tutor, or email adult.learning@hants.gov.uk 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 adult tailored learning team will contact you in advance of the planned session. If you are unsure whether a class will run, please contact your tutor, or email our team at: adult.learning@hants.gov.uk

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.

5.0 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

6.0 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 e.g., 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.

7.0 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 Hampshire Achieves Designated Safeguarding Officer by emailing: HASafeguarding@hants.gov.uk

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 email adult.learning@hants.gov.uk as soon as possible.

How are British Values supporting my learning?

- Our tutors will encourage learners who are taking a course to devise their own set of 'rules', group agreement or code of conduct to ensure that everyone feels comfortable in their learning environment
- Our tutors will treat learners with mutual respect and promote a safe, supportive, inclusive learning environment
- Learners will be involved in making choices about their learning and will always have the freedom to opt out of activities that make them feel uncomfortable
- We also have a duty to ensure learners are familiar with the government PREVENT Duty.

The Prevent Duty

What is PREVENT?

- Prevent is a Government initiative to identify and support individuals who are in danger of becoming radicalised or adopting extremist views or behaviour.
- The aim is to help us get a deeper understanding of how individuals become radicalised and thus help to identify ways of preventing people from becoming terrorists or supporting violent extremism.
- Extremism itself is not illegal, but everyone needs to be aware of potential signs of it because it can act as a pathway to terrorism.
- PREVENT does not aim to criminalise people for holding extreme views; instead, it seeks to stop individuals from encouraging or even committing violent activities (terrorism).
- If you have concerns that someone you know may be in danger of being drawn into violent extremism, then please speak to your tutor.
- Our tutors are your first contact if you have concerns about your own safety or the safety of your fellow learners.

8.0 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

Learners attending Adult Tailored Learning courses delivered online will be given safeguarding advice on how to stay safe online by their learning provider.

All learners are asked to complete and sign the multimedia consent section within the online enrolment form.

When learning online

- Please show respect for other people by speaking one at a time using the mute button where appropriate and utilise the reaction gestures or chat box
- It is not permitted for you to record the session or take screen shots of other learners
- To keep everyone safe and avoid safeguarding concerns try to ensure that you are the only person in the room during a session and that no personal information is seen by others on the video call
- Please ensure that you are appropriately dressed even when learning from home
- Please try to sit in a comfortable position with the screen straight in front of you so that you are looking straight ahead. Your tutor will plan screen breaks to reduce eye strain, but if you need more frequent breaks, please let your tutor know
- If you are not able to attend your session, please could we ask that you make your tutor aware of the reason or contact adult.learning@hants.gov.uk

Unacceptable behaviour

The following behaviour by a learner is considered unacceptable:

- use of Hampshire County Council 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

9.0 Equality, Diversity and Inclusion

Hampshire Achieves welcome and value all learners and staff regardless of individual differences in age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. We are committed to realising the ambitions of our communities by raising aspirations and enabling achievement. We promote equality, diversity and inclusion through education and learning. We actively challenge behaviour that does not align with our values of being an inclusive learning environment. We treat everyone with dignity and respect.

10.0 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
- or contact our team by emailing adult.learning@hants.gov.uk

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 or email adult.learning@hants.gov.uk.

11.0 Learner Feedback

How to give us feedback? If you have a comment, suggestion or compliment you can highlight this; in person via your course tutor, by completing your mid/end of course evaluation form or by email to Hampshire Adult Tailored Learning at adult.learning@hants.gov.uk.

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

12.0 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, or via the shared email adult.learning@hants.gov.uk. 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 Development Manager. The Development 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 Feedback & Complaints Policy and Procedures.

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

13.0 Appendix 1 Contacts

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

Claire Allen (Development Manager) Susie Higgs (Adult Learning Coordinator) Peter McNulty (ESOL & English Coordinator) Lana Turner (Business Support Officer)	Email our team at: adult.learning@hants.gov.uk
Adult Tailored Learning Website:	Adult tailored learning Education and learning Hampshire County Council
ESOL Website:	English for Speakers of other Languages (ESOL) Education and learning Hampshire County Council
Adult Tailored Learning Virtual Learning Environment (VLE)	Course: Adult Tailored Learning Offer