



Hampshire Achieves – Adult Tailored Learning Learner Handbook 2025 / 2026

Welcome!

Hampshire County Council's Adult Tailored Learning (ATL) Team at Hampshire Achieves offers a range of free courses for people of all ages and backgrounds living in Hampshire.

Our adult learning courses align with the Department for Education's (DfE) ATL purpose and aim to:

- Build your confidence
- Prepare you for further learning
- Prepare you for employment
- Improve your essential skills in English, maths or digital skill (including ESOL)
- Be equipped to support your child or children's learning
- Improve your health and wellbeing, or
- Develop stronger communities

This handbook will help you know what to expect before, during and after your course. For any further questions, please email our team at adult.learning@hants.gov.uk



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Section 1 - Your Learning Entitlement

Our ATL team are committed to your wellbeing, safety and success. Before, during and after your course, we will make sure you have the information and support you need to achieve.

Before your course starts, we will tell you:

- Your start date, session times, number of weeks, and any fees/costs (if applicable)
- The location of your course (in-person or online)
- The level of the course (e.g. beginners)
- Your course aims and the intended learning outcomes, including any prior knowledge needed
- If there's anything you will need to prepare or bring with you
- How we can support you with any learning or access needs before or during your course.

At your first session, you will find out:

- Your tutor's experience and how your course will be taught
- How we will check your progress
- Key information to keep you safe in your learning environment
- How to access learning support or request reasonable adjustments
- How we will keep your learning environment safe, respectful and inclusive
- How to report any concerns about yours, or someone else's welfare or safety.

During your course, we will ask you to:

- Take part in regular reviews on your progress
- Tell us whether your support is right for you
- Let us know if you ever feel unsafe or have any concerns
- Share ideas on how we can improve the course.

At the end of the course, you will be asked to share your feedback — including how the course has impacted you.

What can you expect from your tutor?

- They will be fully qualified and highly skilled / experienced in their subject specialism

- They will identify your learning needs and discuss personalisation or reasonable adjustments you may need to succeed
- Help you build a learning plan that recognises what you already know and what you hope to achieve
- Deliver high-quality teaching that matches your goals and learning preferences
- They will include health & safety, safeguarding, prevent and British values in their learning plans so you feel safe and respected in your learning environment
- They will offer information, advice and guidance at the start, during and after your learning, including the progression opportunities available
- Will let you know that sessions may be observed by Hampshire Achieves staff or Ofsted inspectors.

Course Cancellation:

- If your teaching session needs to be cancelled due to adverse weather, tutor sickness or an unexpected reason, we will contact you by email, text or phone.
- If you are unsure if your class will run, then please contact your tutor, or email our team at: adult.learning@hants.gov.uk.

What We Ask of You:

- Please join in fully, attend your sessions, arrive on time and complete the activities - consistent attendance and engagement really boosts your chance of success
- If you're unwell or unable to attend for any reason, please tell your tutor in advance wherever possible, or email adult.learning@hants.gov.uk with a brief reason
- Help us keep the learning environment safe, caring and inclusive for everyone.

When Learning Online - We Ask You to:

- Be kind and respectful — speak one at a time and use mute and reactions when requested
- To keep everyone safe, never record sessions or take screenshots of other learners
- Try to learn in a private space if possible and avoid sharing personal information
- Dress appropriately
- Take regular screen breaks.

Section 2 – Safe & Inclusive Learning

Safeguarding

- We're committed to protecting children, young people and adults from harm
- Your tutor will explain how we keep you safe when you are attending one of our courses and how to report any concerns
- If you have a safeguarding concern about yourself or another person, please speak to your tutor in the first instance, or email:
HAsafeguarding@hants.gov.uk.

British Values & the Prevent Duty (in simple terms)

- We will co-create a group agreement, so everyone in the class feels respected and welcome
- Mutual respect and tolerance of other people irrespective of their differences is an expectation on ATL courses to ensure a safe, supportive and inclusive learning environment
- You will be offered choices in your own learning and can opt out of activities that feel uncomfortable.

About Prevent

- Prevent is a national initiative to identify and support people at risk of radicalisation
- The aim is to stop people being drawn into terrorism or support for violent extremism
- If you have concerns about someone's safety, or that someone is expressing extremist thoughts, views, language, or opinions, then please talk to your tutor in the first instance, or email HAsafeguarding@hants.gov.uk.

Equality, Diversity & Inclusion

- We welcome and value all adults on our ATL courses, regardless of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
- We promote dignity, kindness and respect and will work hard to ensure you experience an inclusive learning environment
- We will personalise learning and / or the learning environment to help you to succeed and achieve.

Tailored / Personalised Learning Support

We want you to succeed and achieve on your ATL course. Our tutors will personalise the learning to meet your individual needs and we can:

- Explore changing the venue, the room, or the room layout to allow access and free movement for mobility aids, a loop system or located near a toilet.
- Make adaptations to your teaching materials (e.g., large print, sending copies before your class, translating the resources, showing you how to add subtitles, captions, or use digital accessibility tools)
- Provide extra in-class learning support such as support with reading, note-taking, using digital technology or arranging a 'study buddy' to help you
- Personalise your learning goals so you can succeed.

When Can I Request Learning Support / Personalised Learning?

- At any time — even after your course starts!
- We can only make your learning tailored to your individual needs if you let us know
- You can ask for any information you tell us about your learning needs to remain confidential. Just talk to your tutor or email us at:
adult.learning@hants.gov.uk

Section 3 - Learner Code of Conduct

We can all help to make our classes safe, respectful and inclusive. We ask that you please:

- Always act responsibly to safeguard yourself and others
- Respect different backgrounds, experiences and lifestyle choices
- Avoid using discriminatory or offensive language
- Follow your Group Agreement and The Hampshire Achieves Policy for Learner Code of Conduct contained in this handbook.

Mobile Phones

- Please keep phones silent during lessons wherever possible, unless your tutor invites you to use them for learning.

Health & Safety

- Your tutor will explain local procedures for emergency evacuation at the beginning of your session. Please follow any guidance provided to keep yourself and others safe
- If the alarm sounds, leave via the nearest exit and go to the assembly point
- If you feel unwell, have an accident / near-miss accident, please tell a member of staff. They will contact a first aider or emergency services if needed. All incidents are recorded.

Medication

- Please bring any medication or equipment you need to your lessons (e.g. inhaler, epi-pen, insulin) and let your tutor know if it is appropriate to do so
- For courses involving physical activity such as yoga, dance or keep-fit, you will be asked to fill in a short Activity Checklist Form so your tutor can personalise your learning to safeguard your health and wellbeing.

Smoking, Alcohol, Drugs & Offensive Weapons

- Being under the influence of alcohol, substances, or bringing offensive weapons into class is strictly prohibited
- You will be asked to leave immediately, and the Police will be informed if there is a concern of safety to yourself, or to others
- Smoking (including e-cigarettes) is not permitted inside public buildings. Please use designated outdoor areas and dispose of waste considerately.

Bullying, Harassment & Anti-social Behaviour

- Hampshire Achieves have zero tolerance for bullying, harassment and anti-social behaviour on our ATL courses
- If you or someone you know is affected, please tell your tutor or email adult.learning@hants.gov.uk as soon as possible.

Use of ICT (including online learning)

- Using the internet and email is encouraged when it supports your learning. Please:
- Please ensure you have a suitable device with a camera, microphone and access to Wi-Fi to access online learning
- Follow the law and use ICT responsibly
- Avoid creating any risks to the organisation
- Please do not share the links to your online classroom with family or friends
- You will be asked to turn on your camera and speak to your tutor to prove your identity in online learning sessions.

Unacceptable use of ICT will include, but is not restricted to:

- Using council systems for personal business or distribution of chain letters
- Downloading, distributing, storing or sending illegal, indecent, discriminatory or abusive materials, documents, videos or images
- Violating copyright
- Broadcasting unsolicited personal views on non-learning matters
- Sending spam
- Introducing viruses or malware.

Unacceptable Behaviour

You may risk being removed from your course, or not invited to attend another ATL course with Hampshire Achieves if you demonstrate any of the unacceptable codes of behaviour listed above or:

- Your attendance and engagement is continually poor without any reason provided
- Your language or behaviour significantly upsets and / or disrupts the learning environment, another learner, or learners in your class
- Your language or behaviour contravenes the group agreement
- Your language or behaviour contravenes the equality, diversity, values and inclusion of other learners in your group
- Through your behaviour or intentions, you put yourself or other people in danger / make others feel unsafe / or at risk of harm.

Section 4 – Feedback, Compliments & Complaints

Your feedback is important to us!

Please do tell us what's working, what you've enjoyed and what we can do to make it even better.

You can share your comments or compliments with your tutor, on your end-of-course evaluation form, or simply email the ATL team at: adult.learning@hants.gov.uk.

With your permission, we may contact you after your course to see what impact the learning has had on you. We are always keen to hear from our learners and share impact stories. These can be shared anonymously with the public and Ofsted.

For more information about our Privacy Policy please see: [HA Privacy Notice 25-26.pdf](#).

Complaints (in simple terms)

Stage One

- Speak to your tutor or email: adult.learning@hants.gov.uk — most issues are quickly resolved.

Stage Two

- If your complaint is not resolved, contact the ATL Development Manager at adult.learning@hants.gov.uk
- We aim to respond within 5 working days and aim to find a resolution by 20 days.

Stage Three

- If your concern is still unresolved, we will ask you to write to the Head of Service at Hampshire Achieves for a formal review.

Please Note: any issues under awarding organisation appeal / review are not investigated by us. Our team will provide you with contact details of the awarding organisation for you to raise a complaint in this instance.

To view the Hampshire Achieves Complaints Policy & Procedure please email our team at: adult.learning@hants.gov.uk.

Hampshire Achieves ATL Contact List:

To contact a member of our team, please email the adult learning inbox at adult.learning@hants.gov.uk in the first instance and your mail will be directed to the most appropriate team member to respond to your question:

Adult Tailored Learning Team: adult.learning@hants.gov.uk

Learning in Libraries Team: learninginlibraries@hants.gov.uk

Report a Safeguarding Concern: HA.safeguarding@hants.gov.uk

Adult Skills Development Manager: Claire Allen: claire.allen@hants.gov.uk

Adult Skills Coordinator: Susie Higgs: susie.higgs@hants.gov.uk

Adult Skills Coordinator: Peter McNulty: petermcnulty@hants.gov.uk

Adult Skills Business Support Officer: Lana Turner: lane.turner@hants.gov.uk

Senior Area Learning Lead: Jo Bourne: jobourne@hants.gov.uk

Area Learning Lead: Tina Sismey: tina.sismey@hants.gov.uk

Area Learning Lead: Laura Ellis: laura.ellis@hants.gov.uk

Area Learning Lead: Rose Al-Sheikhly: rosealsheikhly@hants.gov.uk

Senior Administration Assistant: Shannon Kelly: shannonkelly@hants.gov.uk

Administration Assistant: Sarah Trott: sarahrtrott@hants.gov.uk

Useful Links

- Hampshire Achieves Adult Tailored Learning Website:
<https://www.hants.gov.uk/educationandlearning/participation-lifelong-learning/adult-tailored-learning>
- Hampshire Achieves ESOL website:
<https://www.hants.gov.uk/educationandlearning/participation-lifelong-learning/esol>
- Participation and Lifelong Learning ATL Virtual Learning Environment (VLE) with course information:
<https://www.participationandlifelonglearning.co.uk/course/view.php?id=606>
- Hampshire Achieves Learning in Libraries: [Learning in Libraries – Hampshire County Council Shop](#)