

Adult and Community Learning Service

Welcome to Learning in Warwickshire

Adult Learning Changes Lives



www.warwickshire.gov.uk/adultlearning



Welcome

Welcome to your course with Warwickshire County Council's Adult and Community Learning Service. We hope you will enjoy your time with us and find it valuable.

Your tutor will ask you what you want to gain from your course and will help you as much as possible. Please talk to your tutor if there is anything we can do to help. You will get feedback from your tutor about what is going well and how to get the most out of your learning.

We want you to enjoy every aspect of being on your course. This includes being valued and safe.

This booklet will give you information about:

- What you can expect from your course, including safeguarding
- What we expect from people who attend our courses
- 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
- How to make suggestions to improve your course
- How to contact Adult and Community Learning

We hope that you enjoy your course and the new skills you learn.

Best wishes

Adult and Community Learning (ACL)



What can you expect from ACL?

We will provide:

- high quality teaching delivered by suitably qualified and experienced staff
- clear information about your course
- high quality course materials
- a safe, accessible and pleasant learning environment
- impartial information and advice about other learning and training opportunities
- the opportunity for you to tell us your views about your learning experience
- help with English, Maths and other individual learning needs
- an environment which celebrates diversity and where you are treated with respect, dignity and equity by staff and fellow learners.

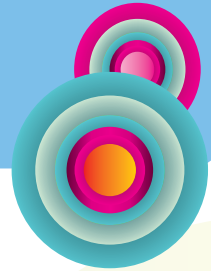
To meet these expectations and ensure that you have a good learning experience, Adult and Community Learning will:

- **Observe classes to:**
 - Help assess the standard of teaching and learning
 - Ensure accommodation is suitable
 - Check the quality of course materials
 - Ensure individual learning needs are being met
 - Ensure that you receive feedback on the progress you are making
- **Arrange class visits to ensure venues and activities are safe and accessible and to talk with you to obtain your views**
- **Provide Learner Feedback forms to gather your views**
- **Actively respond to the views of learners by providing feedback and where appropriate making adjustments to policy, procedures, courses and venues.**

If you need extra support as part of your learning, please talk to your tutor in confidence and they will do what they can to help you.

If you let us know, we can:

- Discuss your access requirements with you
- Discuss suitable examination arrangements
- Use some readily available specialist equipment or software where possible



We expect you to:

- Tell your tutor if you have a disability, learning difficulty or health problem so that support can be provided where needed.
- Treat all fellow learners and staff with respect, dignity and equity.
- Report all disrespectful behaviour to your tutor.
- Understand that there is a certain amount of necessary paperwork to be completed by each learner in order for our service to assure the quality of our provision and to record your progress.
- Attend regularly.
- Let the tutor know if you will be absent for any reason.
- Let your tutor know if you are thinking of leaving your course.
- Be punctual and talk to your tutor if you are having any difficulty getting to the course on time.
- Follow any ground rules agreed as a group.
- Follow any health & safety procedures or instructions.
- Report any accident that happens whilst at the class to the tutor.
- Enjoy your learning.

Induction

An important part of your course is induction. This is when your tutor will give you information about the following:

- Arrangements for agreeing and recording your individual learning needs and your progress towards meeting them
- Arrangements for accessing impartial information and advice about other courses or training you may wish to move onto
- Health & Safety procedures including any that relate to the course, fire and emergency evacuation procedures and first aid
- Course ground rules
- Information about our equal opportunities policies, (including bullying and harassment) and what to do if you feel bullied or harassed
- The importance of attending your class regularly and on time
- What you need to do if you cannot attend a session/s or if you leave the course before it finishes
- Practical arrangements including toilets, car parking and security issues
- The importance of providing up-to-date contact details so you can be notified of changes to or postponements of lessons
- Giving your consent for any digital recordings or photos of you and/or your child/children to be used by Adult & Community Learning for quality assurance, publicity and promotion if required.
- If you are attending a Family Learning programme you have been informed of and understand the Health & Safety issues relevant to your child/children and you recognise your responsibilities.

Use the checklist above to make sure you have all the information you need. If you have any queries, speak to your tutor.

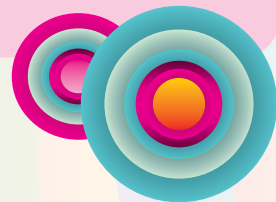
Safeguarding and Prevent

All learners and staff have the right to be and feel safe. People should not harm or abuse you or threaten to do so. You also have a responsibility to respect other people's rights to safety and not harm or abuse others or threaten to do so. ACL support the national Prevent agenda to support learners to express their views in a non-extremist way and not be drawn into violent or terrorism activities. ACL has Safeguarding Guidelines and Procedures to protect children and vulnerable adults. Please talk to your tutor or someone from ACL if you would like a copy.

If you wish to report a safeguarding concern please call 07557 005984 or 07557 005985 during office hours. In an emergency, call 999 and ask for the police.

ACL 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, dignity and equity.

Equality and Diversity



In Adult and Community Learning we are committed to equal opportunities. Everyone has the same chance to learn with us, to decide what they want to learn, and how to get the most out of their learning. We are welcoming and inclusive and actively encourage people from all backgrounds and with different personal attributes to participate in learning with ACL.

These expectations apply across Adult and Community Learning as a whole organisation, and to ACL staff and learners alike.

What could you do next?

You may find that you want to do more learning after this course. Whether this is to further develop your skills from this course, or to try something new, our tutors and development workers will be happy to offer you information and advice. Courses may be with ACL, or with other providers, depending on which would best suit your needs. We can also refer you to other agencies for more detailed advice on careers. ACL works alongside colleagues from the National Careers Service who provide information, advice and guidance to help you make decisions on learning, training and work opportunities.



We will be happy to help you make contact with their advisors should you wish.

Online Classes

Some of our classes take place online. Tutors will talk with you about how to access the virtual sessions and discuss online meeting safety issues; for example, they will explain that you will see and be seen by other learners. You will be encouraged to use virtual backgrounds if you are worried or you can limit your interaction to audio only.

Teaching staff are experienced at delivering virtual classes and take your safety and security very seriously.



Let us know what you think...

Whilst you are learning with ACL, you will have opportunities to let us know what you think of our service. We welcome your views on any aspect of your learning. At the end of your course, you will be asked to fill in a Learner Feedback form.

However, if you would like to make a comment, suggestion or compliment, please write to Adult and Community Learning, Pound Lane Learning Centre, Lillington, Leamington Spa, Warwickshire, CV32 7RT. Alternatively, you can email us at acl@warwickshire.gov.uk.

If you wish to make a complaint, please talk to your tutor. If this is not appropriate, or if you have a serious concern or complaint, please email janetdawson@warwickshire.gov.uk or ring **01926 738990**. We may request your complaint in writing.