



Learner Information Booklet

Your rights and responsibilities

Welcome to Kirklees Adult & Community Learning

Lifelong Learning: Working together, building communities, making a difference



Review Date: August 2022

Introduction

Kirklees Adult & Community Learning (KACL) welcomes and values all learners. We offer a range of adult learning courses and hope you enjoy learning with us. We work with a range of partners to offer high quality adult learning. All the partners we work with are committed to:

- offering a friendly, adult atmosphere that encourages you to succeed
- welcoming, respecting and valuing the diversity and rights of learners and staff
- ensuring your well-being and security by providing a safe environment

Your tutor will ask you what you want to gain from your course/ your **personal goals** 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 and prevent
- what we expect from people who attend our courses
- how you can get information and advice about other courses/progression routes
- how to contact adult & community learning
- useful contact numbers for advice, support and guidance



What can you expect from KACL?

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 welcoming 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 as applicable
- 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 & Community Learning will:

Observe classes to:

- help assess the standard of teaching and learning
- ensure accommodation is suitable and activities are safe and accessible
- check the quality of course materials
- ensure individual learning needs are being met
- ensure that you receive feedback on the progress you are making
- provide learner evaluation forms to gather your views and/or talk with you to obtain your views
- actively respond to your views by providing feedback and where appropriate making adjustments to policy, procedures, courses and venues

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 any concerns to your tutor
- understand that there is a certain amount of necessary paperwork to be completed by each learner in order to meet your needs, quality assure 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
- stick to any ground rules agreed as a group
- follow any health & safety procedures or instructions
- report any accidents, incidents or near misses that happen to the tutor
- enjoy your learning and engage in all activities

Code of Conduct and Expectations/ Sanctions:

We have high expectations and as such we expect our learners to follow the above guidelines and to adhere to British values that underpin our provision and make learning a success for all. Tutors will have discussions with any learner that does not follow our guidelines and if necessary, learners will be asked to leave. This will be in agreement with KACL after all support options have taken place. We want learning to be an enjoyable and supportive experience for all and there should be no distraction from this.

OFSTED

Our delivery means that we fall under scope for Ofsted. Ofsted is an organisation that checks and monitors the quality of education being offered to learners. You may be more familiar with hearing about them in relation to schools, but adult learning is inspected too.

They will want to know about our: -

- Intent - curriculum design, coverage and appropriateness
 - Do we have the correct subjects on offer to our residents, is it reasonably accessible and is it fit for purpose?
- Implementation - curriculum delivery, teaching, assessment
 - How well do we do it – is the teaching good, are you being challenged with the content and are you learning and making progress from your starting point?
- Impact - attainment (qualifications & assessments), progress, knowledge and skills, development, destinations
 - Were you able to achieve all the outcomes, learn and improve your knowledge? Do you know what the next step is for you?



Equality, Diversity and Inclusion

In Adult & 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 & Community Learning as a whole organisation, ACL staff and learners alike.

We incorporate British Values in all our sessions and promote:

- ❖ **Democracy** - by including you in decision making.
- ❖ **The rule of law** - by following relevant legislation.
- ❖ **Individual liberty** - by asking for your views and opinions.
- ❖ **Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith** - by promoting inclusion and celebrating diversity.



Digital Inclusion

When the pandemic started and we all went into our first lockdown in March 2020, we did not know what the impact of that would mean.

ACL adapted its wholly classroom-based offer over to an online one so that learners could continue to access the learning and support opportunities available to them.

We will, whilst government guidelines allow continue to offer classroom and online based learning opportunities.

For those learners who do not have a device or a suitable device we have our Digital Hubs and Chromebook loan scheme. You can find more information here at [Digital access and skills training during COVID-19 | Kirklees Council](#) or speak to a member of the ACL team, our contract details are at the end of this booklet.

Safeguarding and Prevent Duty

All learners and staff have the right to feel safe. You also have a responsibility to respect other people's rights to safety and not harm or abuse others or threaten to do so. We follow the Prevent agenda to support learners to express their views in a non-extremist way. ACL has a Safeguarding policy including Prevent and Online Safety to protect its learners. We also want learners to be aware that Sexual Violence and Harassment is not acceptable in our provision or in our communities and society.

Your tutor will tell you who the designated safeguarding officer is and how to report any concerns. You can record these details here: -

My Designated Safeguarding Officer is: - _____

I can contact them by: - _____



Staying Safe - Health & Safety

Covid 19 - we will follow government guidance to keep you safe and will ensure all venues are risk assessed to comply with the latest guidance.

We believe that learners are entitled to a safe, healthy and supportive learning environment. The Health & Safety at Work etc. Act (1974) places a general duty on learning providers to have adequate arrangements for your health, safety and welfare.

Your learning provider should be clear about:

- providing a safe learning place for the learner
- what responsibilities the learner has

Learner responsibilities:

- ensure you understand the safety rules
- learn how to work safely and follow all safety rules
- use all equipment provided for your own safety
- do not interfere with or misuse any equipment provided
- report things that seem dangerous, damaged or faulty

If you need independent advice, then please contact: Health and Safety Executive
www.hse.gov.uk/contact

Why do I have to complete paperwork?

We want your course to meet your individual needs. An Individual Learning Plan (ILP) or Learning Journal is a valuable working document to help you plan your learning with your tutor. We also have to provide evidence to our funding bodies of the many benefits you gain from your learning, including confidence and improved health and wellbeing.

You will be asked to complete:

- a learner enrolment form
- an ILP/Learner Journal
- a learner Evaluation & Social Value form

We will help you if some of these seem daunting; just tell your tutor and they will support you to complete them.



GDPR

General Data Protection Regulation (GDPR) is the European Union's new data privacy law. It gives people more control over their personal data and forces companies to make sure the way they collect, process and store data is safe.

We take the collection, use and deletion of your personal information very seriously. We have a number of privacy notices which explain how our services use the information you give us and ensure it is adequately protected.

You will see references and links to the appropriate privacy notices on our enrolment forms you can access them via the links below.

<https://www.kirklees.gov.uk/beta/information-and-data/how-we-use-your-data.aspx>

<https://www.gov.uk/government/publications/esfa-privacy-notice>

What next? Progression


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 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 C+K Careers Ltd who provide impartial information, advice and guidance to help you make decisions on learning, training and work opportunities.

Your course provider will contact you around 12 weeks after the course has completed to find out what you did next, this is normally just a really quick informal chat over the telephone or via email.

Adult Learning will also contact you via email around 6 months after the completion of your course. We will invite you to complete a quick online questionnaire, this helps us to identify and evidence the benefits of taking part in adult learning which will help support our requests to government for continued and improved funding.

If you want to access further support:

ACL is managed by the Employment & Skills team at Kirklees Council. Employment & Skills have a range of projects that you can access - ask your tutor or details.

	
Adult & Community Learning	Access courses that are free in Digital Skills, Personal Confidence, Volunteering Skills and Wider Family Learning
Works Better www.worksbetter.co.uk	Access to a range of Employment support opportunities – help to find employment or help to get a new job/improve your career path. We also offer this for residents aged 15+, if you know someone who this service could help please do pass on our details!
Talk English	A range of beginners English for Speaker of other Languages (ESOL) classes to improve confidence in English, speaking writing and listening.
First Steps to Learning	First Steps taster sessions within local community venues
Step by Step	Weekly support for local residents at venues in Kirklees. Support can be varied: signposting to further training, teaching job-search techniques and assisting with benefit concerns. This programme is run and managed by Paddock Community Trust.

These services are all free of charge to residents of Kirklees.

Information, Advice and Guidance

These organisations can advise you on developing your skills, finding a course and looking for the right job or training. They offer free support and can help you decide the next step to take.

Jobcentre Plus

Jobcentre Plus provides advice, guidance and support to customers actively seeking work at Jobcentres across Kirklees. They offer a range of learning opportunities, training programmes, job vacancies and financial advice to help customers return to employment.

T: 0800 169 0190

Textphone: 0800 169 0314 (for those with speech or hearing difficulties)

Kirklees College

Whatever your experience of learning in the past, there are plenty of opportunities to try something new and enrich your life.

T: 01484 437070

E: info@kirkleescollege.ac.uk

W: www.kirkleescollege.ac.uk

C+K Careers Ltd

To seek advice around careers information, education, training and work:

T: 01484 242000

E: enquiries@ckcareers.org.uk

W: www.ckcareersonline.org.uk

Recovery College

Recovery College Kirklees offers a range of courses and one-off workshops with the aim of improving mental health through learning.

T: 01924 481060

E: recovery.kirklees@swyt.nhs.uk

University of Huddersfield

For information about Higher Education courses contact:

T: 01484 472282

E: schools.liaison@hud.ac.uk

W: www.hud.ac.uk

Education Development Trust

National Careers Service - provide information, advice and guidance to help individuals make decisions on learning, training and work.

T: 0800 100900

W: www.nationalcareersservice.direct.gov.uk/

Northern College

Northern College is a residential college dedicated to the education and training of men and women without formal qualifications who are seeking to return to learning.

T: 01226 776000

E: Courses@northern.ac.uk

W: www.northern.ac.uk

More Information

Details of services available from the Employment and Skills Team can also be found here: -

<https://www.kirklees.gov.uk/beta/employment-information/employment-and-skills-support.aspx>

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. At the end of your course, you will be asked to fill in a Learner Evaluation/Social Value form.

However, if you would like to make a complaint, compliment or suggestion, please e-mail adult.learning@kirklees.gov.uk or telephone **01484 221000**.



Useful contacts:

Safeguarding

Adult Safeguarding:

Kirklees Council

Customer Service Centre Phone 01484 414933 Open 24 hours a day

Children's Safeguarding:

Kirklees Safeguarding Children

01484 456848

Kirklees Emergency Duty Service: 01484 414933 (outside office hours)

NSPCC Helpline: 0808 800 5000, email: help@nspcc.org.uk, text 88858 (free service), or complete online form

Prevent: Kirklees Prevent Hub Phone 01924 483747

Email – Prevent@kirklees.gov.uk