

LEARNER AGREEMENT AND HANDBOOK

Welcome to the Isle of Wight Council Adult Community Learning Service

The Isle of Wight Council supports opportunities for learning across the Island for adults aged 19+. Whether you are looking for a workshop or course to learn new skills, improve existing ones, gain a qualification, meet new people, develop new interests, gain skills to support your children's learning, or to just have fun –Adult Community Learning is for you!

Adult Community Learning is funded by the Education and Skills Funding Agency (ESFA)

This handbook has been designed to help you make the most of your time with us. It explains how we can support your learning, what you need to know when attending one of our courses and how you can help us to improve our services to you. We look forward to seeing you at one of our venues and hope you enjoy your learning experience with us.

Eligibility

- To attend one of our courses you must be aged 19 or over and live on the Isle of Wight.
- To be eligible for funding, a learner must be a citizen of the United Kingdom and Islands, or the European Economic Area and have been ordinarily resident in the United Kingdom and Islands, or the European Union or the European continuously for at least the past three years.

Learner Agreement

By either signing an electronic or paper enrolment form you are agreeing to this learner agreement.

Expectations - What you can expect from us:

The Adult Community Learning Service and its partner organisations will provide a variety of affordable and accessible courses that will assist with employability skills, promote social inclusion and widen participation in lifelong learning. Our courses are delivered during the academic year and will include short workshops, courses and qualifications.

As a learner you are entitled to:

- be treated fairly, as an individual, with respect and courtesy, representing British values of democracy, the rule of law, individual liberty and mutual respect and tolerance;
- learn in a safe and friendly environment with good facilities;
- experienced and approachable tutors who provide regular feedback and support your progress to achieve agreed outcomes;
- receive free and impartial information and advice on your next steps;
- be listened to and be able to give compliments or complaints;
- enjoy learning and achieve or exceed your learning goals;
- enjoy courses that have been quality assured by our own team, qualification awarding bodies, ESFA and Ofsted;
- For qualification courses you will be given information of how to raise compliments, complaints or appeal your assessments with awarding bodies.

To get the best from your learning we expect you to:

- attend your course regularly and on time. If you are unable to attend a session, please notify your tutor or contact the office to explain. Attendance on longer courses is monitored to ensure you make good progress in your studies, the service may contact you if your attendance falls below 80% to offer support.
- behave responsibly and politely, treating everyone with respect;
- Refrain from smoking, consuming alcohol, or illegal substances on any of our premises.
- follow all health and safety procedures and take care of property, equipment and ICT facilities;
- use the internet in an acceptable way in compliance with ICT terms of use policy;
- complete and update your individual learning plan so we can support your progress in learning;
- If it is needed on your course, you will complete work outside of the classroom to help you achieve your targets.
- ensure you attend exams and follow rules provided by the tutor during exams;
- let us know if we can help, if you need to change or leave your course, or if there is any issue you may have within the classroom;
- provide feedback your learning experience and what you intend to do next.

Learner Paperwork

During your course you will be asked to complete some paperwork in addition to any coursework. This paperwork consists of the following elements:

- **Enrolment form** – provides Adult Community Learning with information about who is attending our courses.
- **Individual learning plan (ILP)** – this shows you what you will be learning on the course (course aims), your reason for joining and what you wish to learn on the course (personal learning aims). The ILP helps you and the tutor plan your learning, undertake assessments to identify gaps in your knowledge, and provides on-going support during your studies in order for you to achieve your targets and progress.
- **Learner evaluation form** – you will be asked to complete this at the end of your course. It will provide your tutor and the service with information on what you thought of your learning experience to help us improve. We would also like you to tell us what you intend to do next in your learning and if there is anything we can support you with in order for you to achieve this.

Learner Support

Adult Community Learning is committed to providing support to meet your needs wherever possible to enable you to take a full part in your learning.

- **Financial help** - If you are on a low income, a job seeker, or in receipt of a means tested benefit, you may be eligible to receive a concessionary course fee. Some qualifications are fully funded by the Education and Skills Funding Agency, subject to status.
- **Support in the classroom** - We will endeavour to provide support to meet your needs including special resources. If you have a learning difficulty or a disability, please ensure that you declare this on the enrolment form and discuss with the tutor in confidence. If you feel you need extra help in order to

access our courses you can bring along a 'buddy'. This can be anyone you feel comfortable with and they can join in the class at no charge.

- **English and maths** - All learners are entitled to support with English and maths. This may be to help you progress on your course or to help you gain level 2 qualifications (equivalent to GCSE level). The courses are fully funded at no cost to the learner.
- **Digital Skills** - All learners are able to complete the fully funded Computers for Beginners course. Additionally there are also opportunities to gain the European Computer Driving License ECDL qualification which includes ICT skills such as word processing, spreadsheets and presentations.

Online Learning

During your course you could access online learner materials to support your learning in the classroom. Resources include:

- Google classrooms which are online classrooms containing resources, assignments and practices as well as video conferencing abilities. None of these sessions will be recorded and will only be accessible by you, your class and Adult Community Learning. www.google.com
- My Dynamic Learning for maths and English diagnostic assessments and resources to help you achieve functional skills qualifications. www.my.dynamic-learning.co.uk
- The Equals online platform from the Skills Network give access to over 60 short courses which are automatically marked, meaning that feedback is instant. These courses make a great addition to your CV. Course topics include business, health and safety, retail and hospitality, health and social care, personal development and sustainability. <https://isleofwightcouncil.equal-online.com>

Your tutor will support you to get set-up with e-learning tools, including a personal login. You must not give your details to anyone else. If you are unfamiliar with using the internet you may be interested in our fully funded Computers for Beginners course.

As part of your safety online, if you are taking part in video classrooms, we suggest that you consider your environment, not just for yourself but for others taking part. For example, think about your background and whether there are personal items on display or anything that may offend others etc.

ICT Terms of Use

By using Adult Community Learning ICT equipment, you agree to the following 'ICT Terms of Use Agreement' and will not engage in any of the following acts:

- Abuse, harass, threaten or in any other way violate the legal rights of others or that may disturb or cause offence such as using vulgar, obscene, sexually explicit or racially abusive material
- Use materials including text, graphics, video, audio or programs with the intention of committing an illegal act. particularly violence or pornography, and materials which incite hatred or discrimination on the basis of race, religion, gender or sexual preferences
- Use any material including text, graphics, video, audio or programs to which you do not own the copyright or rights of privacy
- Use any materials including text, graphics, video, audio or programs which may belong to or be the same as another persons.
- Download any file that you know, or reasonably ought to know, cannot be legally distributed in such a manner

- Impersonate any person, or other form of organisation or institution
- Upload files that contain viruses, corrupt files, or similar software or programs that may damage the operation of another's computer
- Watch live TV on the internet or use your mobile phones to take pictures of others without their permission.

Data protection and confidentiality

The personal information you provide is processed and shared with the Education and Skills Funding Agency which subsidises the cost of these courses. Under data protection legislation you have the right to access any personal data we hold about you. At no time will your personal information be passed onto third party organisations for marketing or sales purposes.

Quality Assurance

We maintain the quality of our service by monitoring our staff through classroom observations; we will ask you for feedback and respond to your views.

Quality Assurance is additionally monitored by ESFA and Ofsted and qualification awarding bodies.

Equality and diversity

The Adult Community Learning Service is committed to widening and improving access to learning opportunities and appreciates the diversity of people of the Isle of Wight.

We will ensure that all reasonable adjustments are made to ensure that learners are treated fairly and that they are not placed at any substantial disadvantage. We confirm that:

- we will not discriminate against anyone by reason of his or her age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including ethnic origin, colour or nationality), religion or beliefs (including lack of belief), sex or sexual orientations;
- we will actively promote equality, diversity and inclusion and individual differences are appreciated and valued;
- all individuals are treated fairly, with dignity and respect.

Health and safety

Adult Community Learning has a responsibility for providing a safe and healthy learning environment for all our learners and staff.

To help us achieve this we:

- assess venues for their suitability;
- require all tutors to risk assess the activities they will be undertaking with you and put control measures in place for the risks;
- require tutors to inform you of fire and emergency procedures as part of your induction process;
- require you to inform your tutor if you have any additional needs or medical condition they need to be aware of;
- require you to report any accident to your tutor;

- ask all learners to respond positively to tutors' advice in all aspects of health and safety including safe use of equipment and protective clothing.

Safeguarding

We take seriously our responsibility for creating an environment that promotes well-being and ensures personal safety, security and welfare. To help us achieve this we:

- require all staff and providers to complete safeguarding training;
- require all tutors to inform all learners of safeguarding and 'Prevent' procedures during induction;
- ask all learners to respond positively to tutors' advice in all safeguarding aspects in the learning environment.

What to do if you have any concerns

You can speak to your tutor about any concerns or contact one of the designated safeguarding leads: -

Rob Brindley, Adult Community Learning Manager, 01983 817280 or email acl@iow.gov.uk

Sarah Teague, Strategic Lead for Learning and Development, 01983 817280

Concerned about a child:

If you are concerned about a child or young person's safety or welfare contact Hants Direct - 0300 300 0117 (24 hours a day). If a child is in immediate danger or at serious risk of harm, you are advised to call the police on 999.

Concerned about an adult:

Isle of Wight Council Safeguarding Adults Team(01983) 814980

Out of hours contact the Emergency Duty Team(01983) 821105)

abusereporting@iow.gov.uk

In an emergency always call 999.

Preventing terrorism and radicalisation within communities

What is Prevent?

Prevent is the name given to the national strategy which aims to stop people from becoming violent extremists or supporting terrorism. Prevent aims to deal with all forms of extremism including Far Right racists extremism, animal rights extremism and religious extremism. By raising your concerns and making a referral, you can help someone who you believe is at risk of radicalisation to get support and can prevent them becoming involved in potentially violent activities, long before any criminal activity occurs.

IN THE RARE EVENT OF A FIREARMS OR WEAPONS ATTACK REMEMBER- RUN . HIDE . TELL

Signs of Possible radicalisation

- Notable changes in behaviour or mood
- May begin to express extreme political or radical views
- Appears increasingly sympathetic to terrorist acts
- Appearance may change
- Friends may change and may spend excess time on their own or on the internet

What to do if you have any concerns

The Adult Community Learning Service has a duty to protect students from the risk of radicalisation. Every member of staff has received Prevent training and you can speak to your tutor or Designated Safeguarding Lead about any concerns. In an emergency please contact the Police on 999

To report a concern about an individual, refer to the numbers below:

Crime stoppers 0800 555111

Anti-terrorist Hotline 0800 789321

Information, advice and guidance

The Adult Community Learning Service provides information, advice and guidance throughout the course to support you with your learning and progression.

Are you unsure which courses to take next? Are you interested in developing your skills further perhaps to retrain or return to work? Then why not contact the service to book a meeting with our Information, Advice and Guidance professional. You can also attend regular drop in sessions on Thursday 13.00 – 16.00 at the Learning Centre and talk with a member of staff.

Adult Community Learning can support you to find out about local jobs and if they are right for you and gain and improve the skills you may need to apply for work. We can offer help with CV writing, covering letters, application forms, and support you with career changes, redundancy and education and training. Where we are unable to meet your individual needs, we will do our best to signpost or refer you to someone that can. We may contact you around three months after completion of your course to see how you are progressing and whether there are other courses we can support you with.

Career education

This service can signpost you to impartial careers information, advice and guidance to help you make decisions on learning, training and work opportunities. The National Careers Service, supported by qualified careers advisors, can offer impartial advice, the use of free online tools such as course search, skills health check reports and CV builder.

National Careers Service provide telephone support from 8am to 10pm every day, call 0800 100 900 or visit <https://nationalcareers.service.gov.uk>

Learner voice

This is a chance for you to have your say, share opinions and help to develop the service. Learning forums bring together learners from different age groups and backgrounds to ensure learner opinions are taken into account when future courses are being planned. Learners are also encouraged to get involved in promoting and developing learning in their local communities. Learner voice

If you would like to get in touch please email acl@iow.gov.uk

Compliments, complaints and suggestions

In order to constantly improve our service to the community we appreciate your comments and feedback on how well we are doing or how we could do better. If at any time you want to offer feedback about the service you are getting you can talk to your tutor or alternatively contact Adult Community Learning directly.

acl@iow.gov.uk

www.iwight.com/council/OtherServices/Council-Complaints

In addition, learners have the opportunity to feedback on their learning experiences through our end of course questionnaires.

“Learners develop a wide range of additional personal skills and knowledge which have a significant impact on their lives. For example, they feel capable of applying for a job or for promotion at work, supporting their child

with homework or talking to their children's teachers. Older learners with no prior knowledge of computers gain digital skills that allow them to become more independent." Ofsted January 2020.

Contact Details

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