

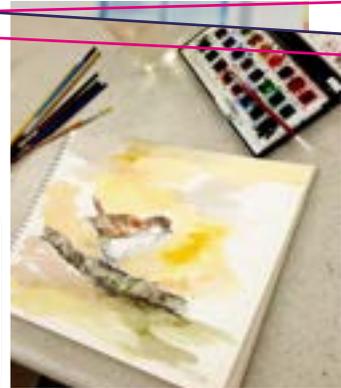
GoLearn!

Leicestershire Adult Learning Service

Learner Handbook



Your guide to a better
learning experience
with Leicestershire
Adult Learning Service



Freephone 0800 988 0308

[Leicestershire.gov.uk/GoLearn](https://www.leicestershire.gov.uk/GoLearn)

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Disclaimer:

Every effort has been made to ensure information contained in any of our documents or online is correct at time of print, but we reserve the right to amend without prior notice any of the contents. This could include, for example, adjustments to fees, and cancelling or combining courses due to insufficient learners. This is to maintain the highest possible value for money and quality of learning within the restrictions of available funding.

Welcome to Leicestershire Adult Learning Service

We are delighted you have chosen to enrol onto a course with Leicestershire Adult Learning Service.

This handbook will provide you with useful information that we hope will help you to get the most from your course.

We value our learners as individuals and the contribution that they can make to our learning opportunities. We put the learner at the centre of the learning process. What does this mean for you and other adult learners?

We will:

- Identify learning needs with individuals and communities
- Aim to reach new and different learners
- Support our current learners to develop their learning to their own benefit and that of their community
- Uphold all safeguarding procedures/have due regard for your safety
- Celebrate achievement
- Continually review and seek to improve the curriculum and your learning experience

Our staff will support you to achieve your learning goals and help you to progress to the next step, whether this is further learning, employment or volunteering.

I wish you every success with your learning.

Gail Pringle

Senior Adult Learning Manager

Learning Charter

What you, as a learner, can expect from us

- To be treated with respect and without discrimination. We will actively challenge any discriminatory behaviour
- A welcoming and safe place to learn
- Clear and impartial advice about learning and learning support
- Experienced and suitably qualified tutors who teach you as an individual, offering a variety of teaching methods to suit different learning styles
- To develop your skills as an independent learner
- To have feedback to help you to improve your skills and understanding
- Resources and materials to help you learn
- To have your comments, compliments, concerns and complaints listened to and to know what action has been taken
- We will ensure all your personal information is kept confidential and only shared with appropriate third parties





What does the Adult Learning Service expect from you?

- To let us know if you have to miss a class so that your tutor can plan to help you
- To arrive promptly or to let us know if there is a problem with being on time
- To make sure we always have your up-to-date contact details, as we may need to contact you urgently
- To talk to your tutor about your progress and anything that may affect your learning
- If you have enrolled onto one of our examination courses you are expected to take the exam
- To respond to health and safety advice and procedures
- To use all computing and internet access safely and appropriately
- To take good care of equipment and buildings
- To treat other learners and staff with respect at all times. We reserve the right to withdraw your place if you are verbally or physically abusive to staff or other learners
- To give us feedback to help us to improve what we offer
- To complete set tasks outside of your course sessions
- To respond to requests for information, so we can plan future provision to meet the needs of the community
- To let us know why, if you wish to withdraw from your course



General Information

Course cancellations, delays or merges

We will make every effort to run all the courses advertised, however, occasionally we will have to cancel, delay or merge a course if not enough people enrol. We will endeavour to give you at least one week's notice to any changes, and would recommend that you do not purchase materials or equipment relevant to your course until you know the course is running.

If a class is cancelled for any reason, such as tutor illness or bad weather, we will contact you to let you know and will make other arrangements wherever possible. This usually involves adding an additional session at the end of the course.

Refunds

Refunds are not normally given except when we close a course.

However, consideration will be given to learners who are unable to attend for medical reasons and have an appropriate medical certificate, or in exceptional circumstances. These refunds are subject to an administration charge.

Resources or examination fees included in the course fee are not refundable.

Unique Learner Number

Learner information is collected and supplied to the Learning Records Service, a part of the Education Skills Funding Agency (ESFA). The ESFA funds adult learning so we can offer subsidised course fees. This personal data is used by the ESFA to create your Unique Learner Number (ULN), and to create and maintain a Personal Learning Record. Information held in the Personal Learning Record is shared with third parties such as other providers of learning with your consent. This ULN will allow you to track your achievements at any college or centre you may attend. Please keep this information in a safe place as you may be asked to provide this number at enrolment with us or with another provider.

Confidentiality and Data Protection

Every effort is taken to ensure any information you provide us with is kept secure and confidential. Some of the information you supply will be used by the ESFA to fulfil its statutory functions, issue/verify your Unique Learner Number (ULN) and update/check your Personal Learning Record. The ESFA may share your ULN and Personal Learning Record with other education-related organisations, such as your careers service, private training providers, college, university, Government departments and public bodies responsible for funding your education. We may contact you in the future to let you know about news, courses and offers, or for survey and research if you have given your permission for us to do so. You may change your contact preferences at any time. Further details of how your information is processed and shared can be found in our [Privacy Notice](#).

Residency Status

If you have not been a resident in the European Economic Area (EEA) for the past three years, you will need to provide additional proof of eligibility before you will be allowed to join a course at a reduced rate. Please speak to a member of staff for further information.

Fairness for All – Equality and Diversity

Leicestershire Adult Learning Service is part of Leicestershire County Council. The council is committed to Leicestershire – to its people, places, communities and individuals. We want Leicestershire to be a place with a shared commitment to equality and human rights, and where diversity is valued and supported whilst promoting fundamental British values.

We are committed to meeting our duties under the related legislation and actively tackling discrimination in all its forms. Discrimination law has been simplified and strengthened by the Equality Act 2010 which contains a series of measures for tackling inequalities. This has made the law easier to understand and enforce by bringing together equality laws into a single Act. This gives people the right not to be treated less favourably by public authorities by reason of age, religion or belief, sexual orientation, transgender, pregnancy and maternity, or marriage and civil partnership status as well as their disability, gender, or race, which were already protected.

We also work within the Human Rights Act 1998 and actively pursue the standards contained within this Act.

You should not accept any form of discriminatory behaviour. You should report any actions or incidents that you consider inappropriate or offensive (see complaints procedure).

We welcome learners with disabilities and will make reasonable adjustments to support your learning. It would be helpful if you could let us know how we can do this, prior to the start of your course. Speak to any member of staff at one of our centres for help or contact Freephone **0800 988 0308**.



Supporting you as a learner

We promote equality and we support our learners by:

- providing information and advice before, during and after your learning
- discussing your learning needs to find out your starting points
- offering local provision in different settings, day and evening, and distance learning courses
- offering reduced fees for those in receipt of certain benefits
- providing help with essential skills - using computers, English, maths, language and study
- providing a variety of ways for you to learn e.g. informally without qualifications, or with qualifications
- challenging discrimination

Learner Information, Advice and Guidance

We do our best to ensure you choose the right course. We provide information and advice about your learning options before, during and after courses:

- In our course information sheets
- In our brochures and leaflets
- [On our website](#)
- [On our learner Virtual Learning Environment \(VLE\)](#)
- Through our frontline staff team, our curriculum specialists, our Learning and Work Advisors and your course tutor
- Our Learning and Work Advisors can meet you at a local venue to provide 1:1 free, confidential and impartial advice on learning and work options that best suits you. They can suggest practical solutions to help achieve your learning and work goals. Please call us to arrange an appointment on **0800 988 0308**.

If we don't have the right course for you we will do our best to point you in the direction of other learning providers who may be able to help.

Alternatively, contact the National Careers Service on **0800 100 900**.





Support for Adults with Learning Difficulties and/or Disabilities

We are committed to providing a supportive learning environment to all of our learners, and provide a varied programme of courses for adults with learning difficulties or disabilities.

Additional Learning Support

If you have a learning difficulty, disability, or health condition including mental ill health that might affect your learning, then please let us know at enrolment or discuss this in confidence with your tutor or another member of staff. We will do everything we can to offer additional support or adjustments in your class if required. You may be eligible for:

- Additional learning aids or equipment, such as screen readers or hearing loops
- Special examination arrangements
- Individual support in your class such as a learning support assistant to help with notetaking or extra instruction, signer etc

Please note that we will need reasonable notice to put appropriate support in place.

Please talk to your tutor in the first instance if you are worried about your progress or are not happy with any aspect of your course.

Help with Reading, Writing or Maths

Many adults are unsure of their reading, writing or maths skills, especially after returning to learn after a long break or if English is not their first language. If you need extra support please talk to your course tutor or call us and ask to speak to a member of our Skills for Life team. Our English and maths courses are free for most learners.

Online Learning (Virtual Learning Environment – VLE)

Leicestershire Adult Learning Service has an online Virtual Learning Environment (VLE), which can help you with your learning. If your course is supported by the VLE your tutor will be able to give you information on how to access your course page. Learners can also use the VLE to find information on:

- [E-Safety and Acceptable Use of Information Technology](#)
- [Information, Advice and Guidance](#)
- [Safeguarding, including Prevent](#)

www.leics-als.ac.uk/learnerinformation

Assessments/Examinations

If you have enrolled onto one of our examination courses **you are expected to take the exam**. The exam may not be at the same centre that you attend your course so you will need to make arrangements for this. You will be told well in advance when and where your exam takes place.

If you are eligible for specific exam arrangements such as additional support or extra time, please discuss this with your tutor at the start of your course as supporting documentation may be required to apply. Application for extra allowances need to be requested to exam boards in advance and evidence needs to be supplied at the time of requests. Applications can take six to eight weeks to be approved with some exam boards.

It is important to inform us if you change address so we can ensure your certificate is sent to the correct address.

Should you disagree with the outcome of an examination then please speak to your tutor in the first instance. There is an appeals process for each qualification and your tutor will advise you of this process.

Any examination non-attendance or re-takes will incur a charge to learners.

There may be a need to advise of any resit fees that will need to be paid in advance of booking the resit exam.



Financial Support

Leicestershire Adult Learning Service receives the majority of its income from the Education Skills Funding Agency (ESFA). This subsidises our course fees, without which they would be significantly higher. In order to continue to receive this funding we need to supply ESFA with information about our learners, and we will request this information from you at the start of each course. Some of our courses are supported by funding from other sources. We also offer courses that are not subsidised by any external funding and the fees for these courses are higher to cover the costs.

If you are in receipt of certain benefits or a low income you might be entitled to pay the reduced fees, and some benefits entitle you to attend the course for free. This may also mean that you can receive help from our Learner Support Fund, which can help you to pay for childcare, travel, exam fees and resources relating to your attendance of our courses. Please ask for more information or visit our [financial support page](#) on our website.

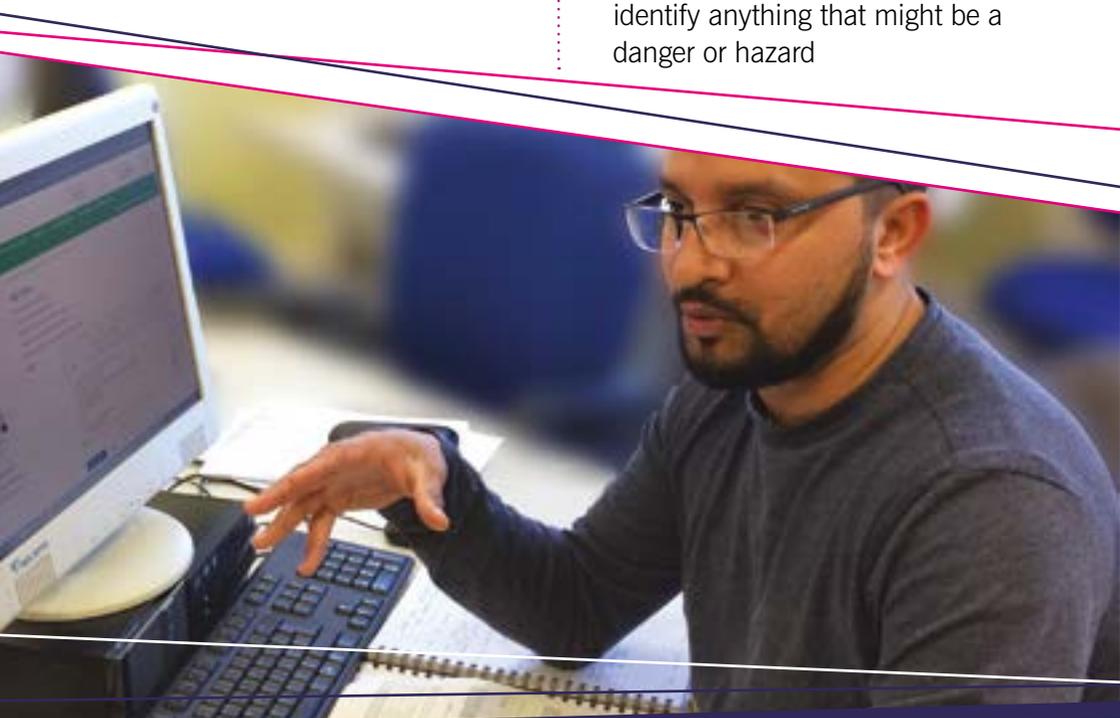
If you feel that you might struggle to pay your course fee all at once you might be able to pay in instalments if it is above £50.00.

Safe Learning and Safeguarding

Your Safety

All learners should have a healthy, safe, supportive and inclusive environment in which to learn. To help us to achieve this aim:

- all our teaching staff are DBS checked
- we train our staff about health and safety including safeguarding, first aid, risk assessment and personal safety
- make sure that you always know how to leave the building safely if there is an incident or a fire drill
- respond positively to your tutor's advice about safe practice in your learning, for example when using specialist materials or equipment
- drive and park on sites with care - there may be children in the area
- parking spaces for disabled people are for use of blue badge holders only
- we are all responsible for health and safety, so let us know if you identify anything that might be a danger or hazard



Use of LALS Information Technology and of Your Own Devices in Class

Where we provide appropriate access to ICT equipment for your course (including laptops, tablets, PCs etc), and use of the virtual learning environment (VLE) and internet to help support your learning, we expect you to use this respectfully and responsibly.

For your own personal security we ask you:

- Not to store personal/confidential information (e.g. password, date of birth, telephone number, address, CVs etc) on LALS equipment or the VLE.
- To be responsible for using/creating your account on the VLE.
www.leics-als.ac.uk/learnerinformation
- To save your work on to a memory stick or your own cloud storage and not onto the hard drive of the device you are working on. Let us know if you need help to do this.

Inappropriate use of the internet – we ask you:

- To only use the internet for matters relating to your course as directed by your tutor.
- To abide by copyright regulations relating to software, video, music or other copyrighted material and not to install software onto a computer or laptop.
- To only go to chatrooms when they are part of your course.
- Not to send, forward or store information that contains pornographic, racist, extremist, violent, hacking, or illegal information.
- To carefully consider the content that you upload or post on the VLE.

For the security and comfort of your class members and other LALS users:

- Unless part of your learning, you must not take photographs/videos/make any recording of any individuals without permission within our centres.
- If you bring your own mobile phone/device to use during the lesson, you must make sure it has been put on silent and that you have read the LALS 'Bring Your Own Device Policy' at www.leics-als.ac.uk/BYOD.
- Handle any provided ICT equipment with care and report to a tutor if equipment is damaged or requires attention.

Please talk to your tutor if you feel unsure or unsafe while using the ICT equipment or the VLE. Information on how to stay safe online can be found on our e-safety page www.leics-als.ac.uk/esafety

We reserve the right to withdraw access to the ICT equipment or the internet to individuals who disregard this policy.



Physical Activity Checks

Learners taking part in a physical activity course must complete a Physical Activity Readiness Questionnaire (PARQ) so that their tutor is aware of any health issues. It is your responsibility to ensure that you let your tutor know of any significant health issues/changes from week-to-week (confidentiality will be respected at all times, or appropriate to circumstances).

Safeguarding

We are committed to providing a safe and secure environment for all of our learners.

Abuse can be physical, sexual, discriminatory, psychological, emotional or financial. We want our learners to feel able to discuss their concerns with a member of staff they can trust.

If you have concerns about your own safety, or the safety of someone you know, please talk to your tutor or get in touch with our Safeguarding Officer, Gail Pringle **0116 305 0820** or Freephone **0800 988 0308**.

Prevent

We have a duty to raise awareness of the government Prevent strategy, which aims to stop people becoming drawn into committing violent or criminal acts or supporting extremism or terrorism. If you are worried about someone showing signs of being radicalised, or if you see or hear something that concerns you please talk to your tutor or get in touch with our Safeguarding Officer, Gail Pringle **0116 305 0820** or Freephone **0800 988 0308**.

Fundamental British Values

- Democracy
- The rule of law
- Individual liberty
- Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith

We believe people of all races and cultures including those with or without faith should behave with mutual respect and tolerance. We are all subject to British civil and criminal law and are proud to be part of a democracy encouraging individual liberty.

'If you see something, say something'

Your concerns will be taken seriously and treated in confidence.

Tell us what you think

If you think we have done a good job, or if you think we can do something better, we would love to hear your views. Your feedback is an important part of our quality assurance. We are also really interested in hearing how your learning has helped you. We will not use or publish your feedback without your permission.

There is a range of ways you can give your opinion:

- Talk to your course tutor or staff at one of our centres
- Complete our online comments, compliments and concerns form at www.leics-als.ac.uk/learnerinformation
- Email adultlearning@leics.gov.uk
- Join a Learner Focus Group. Throughout the year we ask learners to help us by giving your views on particular subjects. Let us know if you are interested and we will contact you to invite you to join a group.
- Take part in surveys:
 - a) **Learner evaluations** - during, and at the end of your course, you will be asked to complete an Individual Learning Plan where we ask for your views. These are collated and reviewed by curriculum Programme Managers and Senior Management, and the analysis feeds into our Self-Assessment Report which forms a key part of our quality assurance.
 - b) **FE Choices** – this is a mandatory survey that most learners are asked to complete on behalf of Education Skills Funding Agency.
 - c) **Ofsted Learner View** – this is an online optional survey by Ofsted which inspects adult learning to ensure quality of provision.
 - d) **Learner Destination Survey** – after courses have finished we are required to contact certain learners on behalf of the Education Skills Funding Agency to ask how your course has helped you to progress, for example into employment or further education. It is important we do this so we can receive funding and continue to subsidise course fees.

Classroom Observation

As part of our quality assurance, all of our tutors will receive a classroom observation visit from a manager. You may be asked questions about your course if this happens. Leicestershire Adult Learning Service is subject to inspection from Ofsted on behalf of the government, and they may also visit your class to observe and ask you about your learning experience.

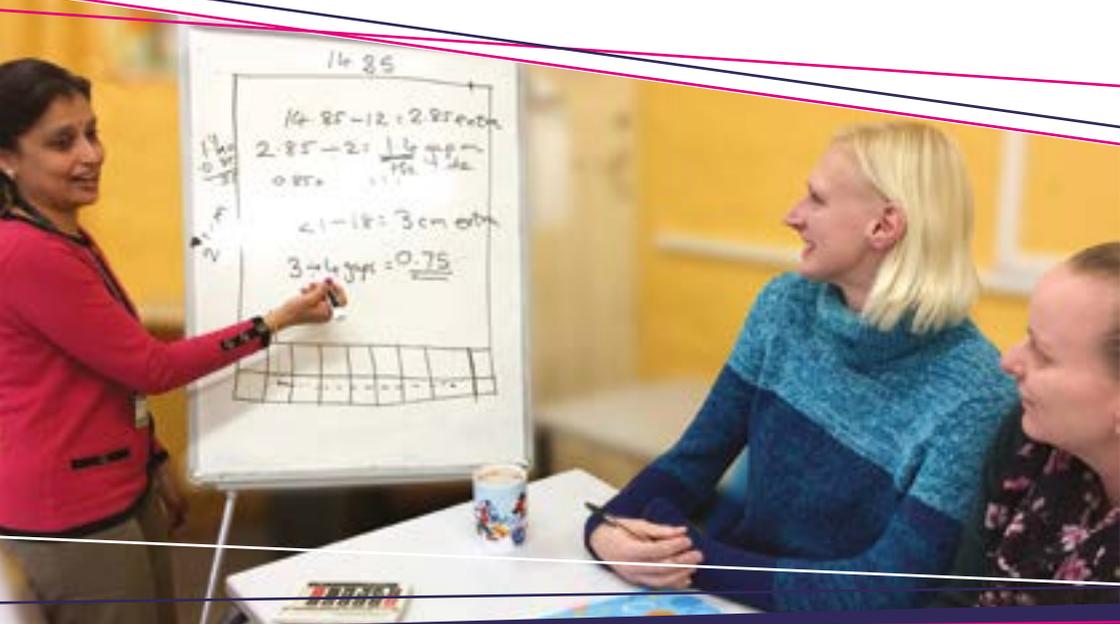
How to Complain

We always do our best to deliver a great service. However, occasionally things will go wrong but we can do something about it if you let us know.

To help us to improve the quality of our service, please follow this complaints procedure:

1. Speak to your tutor or any staff member in confidence.
2. If your issue is still not resolved the next step is to send your complaint to: Gail Pringle, Leicestershire Adult Learning Service, Room 600, County Hall, Glenfield, Leicester LE3 8RL.

Alternatively please email adultlearning@leics.gov.uk or call **0800 988 0308**.





At the end of your course

There are many ways that we celebrate your learning and achievement - exhibitions of art work, photographic records, a learning diary or portfolio, audiotapes, performances, or certificate presentations.

Talk to your tutor or any member of staff if you would like to find out about other courses, or discuss ideas for courses that we can run.

You can make an appointment with one of our Learning and Work Advisors if you are not sure what to do next.

You may be contacted a few months after completing your course so that we can find out about any ways that your learning has helped you. If you need information about other learning opportunities at this time, we will be happy to help.

Please note, we are unable to offer places to learners returning to study the same learning aim on qualification courses. Following initial assessment we will do our best to provide an appropriate course. However, where this is not possible, we will endeavour to signpost you to alternative providers.

If you enjoyed your course, please tell your family or friends who may be interested in enrolling on a course with us. You can view our courses on our website www.leicestershire.gov.uk/golearn or contact us directly on **0800 988 0308** to enrol.

GoLearn!

with Leicestershire Adult Learning Service

County Hall
Glenfield
Leicester
LE3 8RL

Freephone 0800 988 0308

adultlearning@leics.gov.uk

www.leicestershire.gov.uk/GoLearn

If you require information contained in this leaflet
in another format please contact us.

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