

Adult Learning

Learner Handbook 2024/25

#Relearn
#Reinvent
#RediscoverLearning



Westmorland
& Furness
Council

Working for Cumberland Council and
Westmorland & Furness Council

Contents

Welcome	3
Adult Learning 2024/2025 - term dates	3
Progress with Us	4
Information, Advice & Guidance	5
Enrolment	7
Your learning journey	7
Equality & Diversity	8
What we would expect from you	8
Your attendance	9
Individual Progress Record (IPR)	9
Safeguarding	10
Compliments, Comments & Complaints	13



Welcome

Adult Learning wish you every success in achieving your learning aims. We hope that you find your learning experience rewarding and fulfilling. Adult Learning welcomes learners from all backgrounds and abilities and our staff will give you the opportunities to develop your learning and skills. Please take a moment to read through this handbook as it outlines what you can expect from us as an education and learning service.

This handbook signposts you to important information about our service and tells you what you need to know to complete your course successfully.

Adult Learning 2024/2025 - Term Dates

Autumn Term 2024

Starts

Wednesday 4 September

Ends

Friday 20 December

Half Term Holiday

Monday 28 to Friday 1 November

Bank Holidays

Christmas Day 25 December

Boxing Day 26 December

New Year's Day 1 January

Good Friday 18 April

Easter Sunday 20 April

Easter Monday 21 April

Early May Bank Holiday 5 May

Spring Bank Holiday 26 May

Spring Term 2025

Starts

Tuesday 7 January

Ends

Friday 4 April

Half Term Holiday

Monday 17 to Friday 21 February

Summer Term 2025

Starts

Tuesday 22 April

Ends

Friday 18 July

Half Term Holiday

Monday 26 May to Friday 30 May



Progress with us

Community Learning

**Tasters and
Short Courses**

Beginners

Improvers

Intermediate

**Upper
Intermediate**

Skills

**Pre-entry
qualifications**

**Beginners
Entry 1 and 2
Qualifications**

**Improvers Entry 3
and Level 1
Qualifications**

**Intermediate
Level 2
Qualifications**

**Employment/Self-
Employment**

**Further or Higher
Education**

Confidence

**Work
Volunteer**

Life Skills

**Improved
Health and
Wellbeing**

Further Study

**Enterprise and
Self- Employment**

**Further Study with
Cumbria Adult Learning**

Information Advice and Guidance (IAG)

Adult Learning provides all learners with free and impartial Information, Advice and Guidance. This will help you:

- Make the right choice in relation to a suitable course, or to redirect you to ensure that you meet our eligibility and / entry requirements.
- At the start of the course programme with a comprehensive initial assessment to agree individual learning plans and a detailed course induction.
- During the course of the programme, your tutor will review with you, your IPR to ensure targets set give you the best opportunity to achieve your course.
- At the end of the programme, you will receive further IAG to help you progress either on to another course, in to further education or potentially in to employment.



You will:

- Have an individual discussion/interview and/or course information sheet about the course before the start.
- Have an initial assessment.
- Agree an IPR.
- Be given review dates for the action plan.
- Receive IAG information about progression and job search support and careers advice at the end of the course.
- Be provided with information about safeguarding and the Prevent agenda.

As a result of our Information, advice and guidance, you can expect:

- To know more about your strengths and areas for development.
- To know more about the options available to you.
- To be able to make better decisions.
- To feel more confident about your learning.
- To be able to plan your next steps.
- To develop your employability skills.

Take Part in Surveys

- **Ofsted Learner View:** this is an online optional survey by Ofsted, who inspect schools and colleges to ensure quality of provision; another chance for you to have your say learnerview.ofsted.gov.uk
- **Course Evaluation and Outcomes Survey:** your tutor/ assessor will ask you to complete it towards the end of your course. It gives you a chance to tell us what you enjoyed about your course, what impact it had on you and your future plans, and what we need to improve.
- Additional feedback opportunities about specific services we provide e.g. IAG, Enrolment, etc.



Enrolment

Courses provided by us are funded primarily through a contract with the Education and Skills Funding Agency and we are obliged to collect certain details about you in order to claim the funding. It is essential that all requested parts of the enrolment form are completed, whether it be prior to or at the first session of your course.

Adult Learning and the Education and Skills Funding Agency (ESFA) adhere to the General Data Protection Regulation (GDPR) and Data Protection Act 2018. Neither party will pass your personal details to any organisation for marketing or sales purposes. The ESFA privacy notice is included at back of this handbook.

You may be contacted by us at intervals after the end of your course to find out how the course has helped your personal development or how you have used your improved/enhanced employment skills.

Your learning journey

What you can expect from Adult Learning and your tutor:

- Your tutor will work with you to plan your learning programme and will carry out an initial assessment to establish your starting point.
- Your tutor will develop a learning plan with you and recognise and record your current level of knowledge and your ongoing progress.
- Your tutor will support your development by delivering high quality teaching to enable learning.
- Your tutor will encourage you to complete your learning programme and achieve your learning aims or qualification.
- Your tutor will offer appropriate information and advice before, during and at the end of your learning programme.

Learning Support

Learning Support is provided to meet the needs of learners who have an identified learning difficulty and/or disability. If eligible you will have access to a support package designed to help you achieve your learning goals. This includes providing funding for reasonable adjustments as set out in the Equality Act 2010 (Amendment) Regulations 2023.

Learning Support is available to eligible individuals enrolling on qualification courses and certain targeted non-qualification community learning courses. If you feel you are eligible for this support or require further information then please discuss this with the relevant centre staff or your tutor, who will then speak with our Adult Learning coordinator.



Equality and diversity

Equality Statement

Adult Learning is committed to ensuring that all learners, staff and visitors are treated equally and, where possible, have full access to our sites and services. Please help us to achieve this by bringing to our attention any potential discrimination. If you are a disabled learner or have any specific needs, we will ensure that reasonable adjustments are made to the learning environment to ensure that you will not be placed at a disadvantage. By disclosing your specific needs to us at the earliest opportunity, you will enable us to put in the required support. If you do not wish to disclose your needs or request that this information remains confidential, we cannot guarantee that appropriate adjustments will be made.

What we would expect from you

Learner Commitments

- To attend classes on a regular basis and be willing to join in. If you cannot attend, notify the tutor /centre in advance.
- To treat everyone with respect, fairness and politeness.
- To be punctual for the start of the session, and if you need to leave before the end, let your tutor know. If you need to leave the course before it is complete, tell the tutor, as we need to know why learners leave.
- To meet any deadlines for work set and discuss with your tutor if you have problems with this.
- To adhere to any ground rules that are agreed within the classroom.
- To take an active part in learner forums and respond to adult education and Ofsted learner surveys. This will help us to improve the standards of our service.
- To follow all safety rules and help to make your place of learning a safer place by reporting any incidents or concerns.
- To respect the property Adult Learning provides to support teaching and learning.
- To not disrupt teaching and learning of other learners and staff.
- To let us know at anytime if you are unhappy about any aspect of our service, email your local centre or use the learner feedback form available in our centres, or in Word format on our website at adultlearningcumbria.org

Your attendance

You will gain most from your course if you attend regularly; also for many qualification courses there is a minimum attendance requirement in order to achieve. Course Information on the website set out what you can expect to achieve on your course – this assumes that you are present throughout the course.

If you cannot attend a class, please let us know by phoning the centre where your class is running. If you do not attend your class for three consecutive sessions and we are not notified, you could be automatically withdrawn from the course, so please stay in touch!

<p>95% - 100%</p> <p>Well Done!</p> <p>High attendance and punctuality lead to improved high achievement which means a greater chance of success.</p>	<p>85% - 90%</p> <p>Be mindful!</p> <p>Too many missed classes can potentially result in less chance of success.</p>	<p>80% and below</p> <p>Be aware!</p> <p>With too many missed classes, there is a lower chance of success. Speak to your tutor to discuss appropriate support</p>
---	--	---

Individual Progress Record (IPR)

What is an IPR?

An IPR is:

- A personalised, flexible route map to guide you on your learning journey
- A working document, owned and used by you, supported by your tutor
- A record of your learning goals and progression routes, initial and diagnostic assessment information, learning targets, progress and achievements
- A communication aid between you and others who support the learning process in various contexts
- Your measure of achievement and the progress you make.

Remember: This is your document, work with your tutor to get the most out of it to support your learning and to help with progress opportunities.

Safeguarding

Adult Learning is committed to ensuring a safe environment for all its service users.

‘Safeguarding’ relates to the protection of children, young people and vulnerable adults. Safeguarding legislation requires policy, procedure and preventative measures to be in place to protect young people and vulnerable adults from risk of harm.

Safeguarding of both children and vulnerable adults is of paramount importance and Adult learning seeks to ensure that a safe learning environment is available to all learners. Adult Learning as part of Westmorland and Furness Council will follow the Council’s Multi Agency Safeguarding Vulnerable Adults Policy and Procedures.

Posters are displayed at all centres. If you want to discuss a concern, you may also

want to talk to the designated safeguarding person for the service. The named person for the service is **Kraig Reeves-Brown** at kraig.reeves-brown@westmorlandandfurness.gov.uk tel: **07825 340526**

You can also contact the deputy safeguarding person **Emma Boyd** at emma.boyd@westmorlandandfurness.gov.uk tel: **07741 235599**

Preventing Violent Extremism

PREVENT is the Government’s strategy to discourage and prevent people from becoming involved in violent extremism or supporting terrorism, in all its forms. The PREVENT duty requires educational providers like us to model British values in their practice and to use opportunities to explore British values and to challenge extremism.

British Values

Adult Learning promotes ‘British values’ through all aspects of teaching and learning.

This complies with the “Prevent Duty”, which is one of the elements of the governments counter terrorism strategy.

Prevent is about safeguarding you as a learner to keep you both safe and within the law and the aim is to enrich your experience, regardless of the course you are enrolled on.

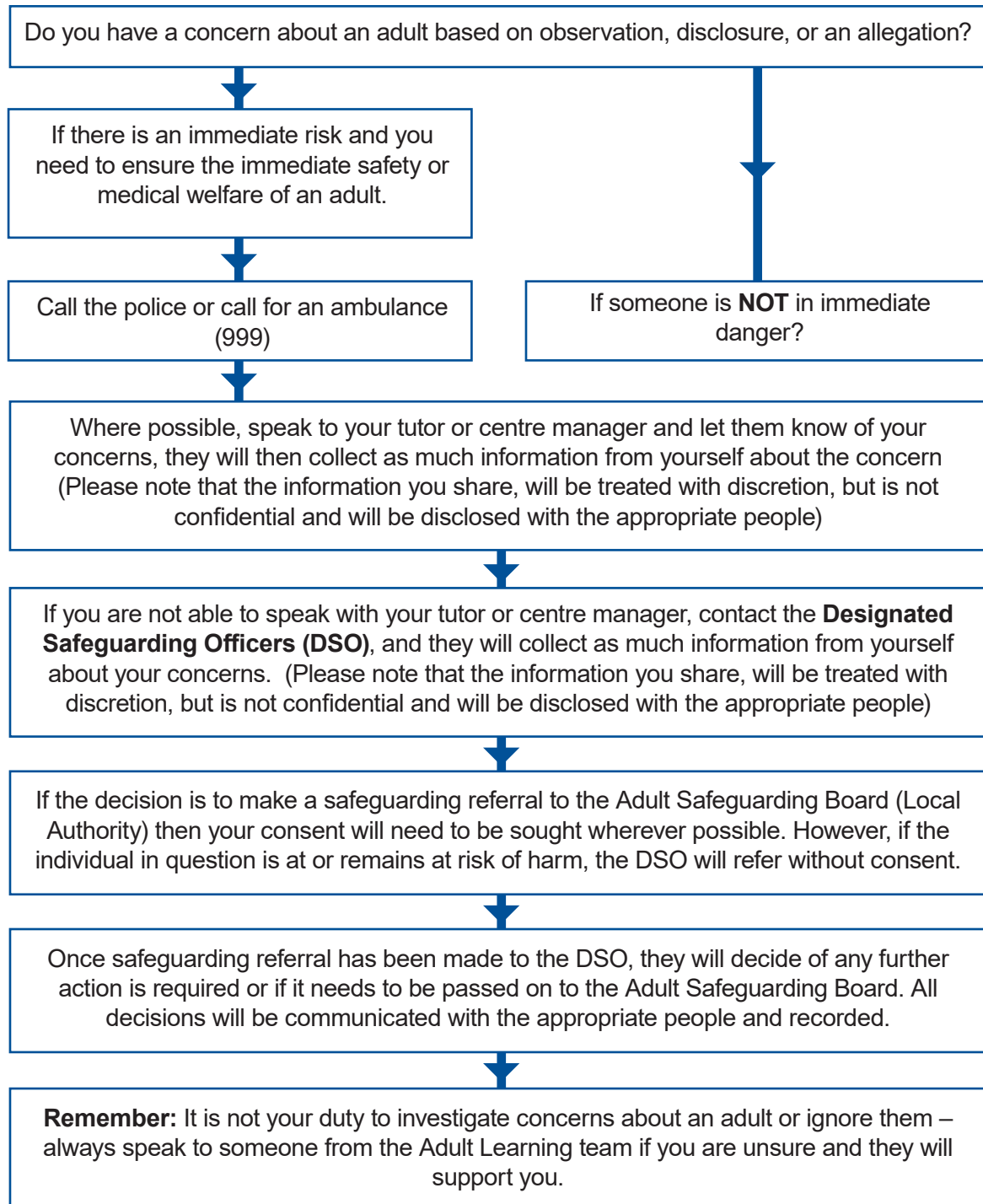
We will help to enrich your knowledge through experiencing a variety of different cultures. The following values that we will promote are:

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

These values aim to prepare all our learners for life in ‘modern Britain’. Everybody involved in your learning experience- including tutors and other service providers will adhere to the same values in order to share a positive learning experience for everyone.



What to do if you have a concern about an Adult?



Online Safety in class

- If possible, blur your background or use a backdrop. If this is not possible, check there are no personal or sensitive items in view.
- The tutor may ask you to turn off (mute) your sound so that noises from home do not disturb others. Only unmute when you have something to say.
- The camera on your device must be switched on during class.
- To ensure all participants' safety and privacy you are asked not to film or record any of the sessions. Your tutor may record sessions as part of our responsibility for safeguarding or if performing an assessment of learning as required by an awarding organisation.
- Please ensure children and any other members of your household do not wander into view of your webcam.

Security

- Remember that your password protects you from pranks or more serious harm.
- Don't share your password with anyone.
- Change your password if you think someone else might know it.
- Only share an email address or other personal information if necessary.

For further information on online safety please go to the website at **adultlearningcumbria.org**



Compliments, comments and complaints

Adult Learning accepts that sometimes things go wrong and it is important that you contact us if you are unhappy with a service. Please also let us know what you would like us to do to put things right. We would also like to hear your feedback on the services we provide or if you have a suggestion on how we can make improvements.

Please contact your local Adult Learning centre who will pass on your comments / complaints and or compliments to the services involved.

Contacting Us

- Barrow Adult Learning and the surrounding areas
Tel: **01229 407630 / 07867 182841**
Email: **barrowadultlearning@westmorlandandfurness.gov.uk**
- Carlisle Adult Learning and the surrounding areas
Tel: **01228 227304 / 01228 227305**
Email: **carlisleadultlearning@cumberland.gov.uk**
- Kendal Adult Learning and the surrounding areas
Tel: **01539 713257**
Email: **kendaladultlearning@westmorlandandfurness.gov.uk**
- Penrith Adult Learning and the surrounding areas
Tel: **07468 709606**
Email: **penrithadultlearning@westmorlandandfurness.gov.uk**
- Whitehaven Adult Learning and the surrounding areas
Tel: **01946 506416**
Email: **whitehavenadultlearning@cumberland.gov.uk**
- Workington Adult Learning and the surrounding areas
Tel: **01900 706023**
Email: **workingtonadultlearning@cumberland.gov.uk**



