

Cumbria Adult Learning

Learner Handbook 2026-27

**#Relearn
#Reinvent
#RediscoverLearning**



Westmorland
& Furness
Council

Working for Cumberland Council and
Westmorland & Furness Council

adultlearningcumbria.org

Welcome to Cumbria Adult Learning

We are delighted to welcome you to Cumbria Adult Learning and wish you every success in achieving your learning goals. Whether you're returning to education, exploring a new interest, or building skills for work and life, we hope your experience with us is both rewarding and fulfilling.

Cumbria Adult Learning is proud to be rated 'Good' overall by Ofsted, with two areas graded as 'Outstanding'. This recognition reflects our commitment to high-quality teaching, learner support, and positive outcomes. With 98% of learners satisfied and 97% saying our courses met their expectations, there's never been a better time to take your next step into learning.

We welcome learners from all backgrounds and abilities. Our dedicated staff are here to support you every step of the way, offering opportunities to grow, develop, and succeed.

This handbook outlines what you can expect from us as an education and learning service. It also signposts important information to help you complete your course successfully. Please take a moment to read through it and familiarise yourself with the support available to you.

We look forward to being part of your learning journey.



Contents

Welcome to Cumbria Adult Learning	2
Term dates	3
Why Your Attendance Matters	4
Our Commitment to You	5
Information Advice and Guidance IAG	6
Why Your Feedback Matters	6
Equality and Diversity	7
Learning Support	7
Safeguarding and Prevent	8
British Values	8
Stay Safe Online	9
Do you need help with getting online and other basic digital skills?	10
Contacting Us	11

Term dates

Autumn Term

Starts: Monday 7 September
Half Term: Monday 26 October to Friday 30 October
Ends: Friday 18 December

Spring Term

Starts: Monday 4 January
Half Term: Monday 15 February to Friday 19 February
Ends: Thursday 25 March

Summer Term

Starts: Monday 12 April
Half Term: Monday 31 May to Friday 4 June
Ends: Friday 16 July

Bank Holidays

25 December - Christmas Day
26 December - Boxing Day
1 January - New Year's Day
26 March - Good Friday
29 March - Easter Monday
3 May - Early May bank holiday
31 May - Spring bank holiday
30 August - Summer bank holiday

Why Your Attendance Matters

Attending your lessons regularly is one of the best ways to make the most of your learning experience. Every session is a chance to build your knowledge, practice new skills, and stay on track with your goals.

Here’s why showing up matters:

- **Better Progress:** Missing lessons can create gaps in your understanding, making it harder to keep up. Regular attendance helps you stay confident and successful.
- **Stay Motivated:** Being part of the group keeps you engaged and motivated. You’ll benefit from discussions, activities, and shared learning.
- **Build Good Habits:** Turning up on time helps develop routines that are useful not just for learning, but for work and life too.
- **Get Support:** Your tutors and classmates are here to help. Attending lessons means you can ask questions, get feedback, and access extra support when needed.
- **Make Connections:** Learning with others is a great way to meet people, share ideas, and even discover new opportunities.

We understand that life can be busy, but every lesson counts. Your commitment to attending regularly shows you’re serious about your learning—and we’re here to support you every step of the way.

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

At Cumbria Adult Learning, we’re here to support your journey every step of the way. Here’s what you can expect from us:

- **A friendly, respectful, and professional service** at all times.
- **A welcoming, safe, and inclusive environment** where everyone feels valued.
- Your **safety and wellbeing** will always be a top priority.
- **Qualified and passionate tutors** who are experts in their subjects.
- We’ll take time to understand your **goals** and help you work towards them.
- You’ll receive the **support you need** to participate fully and confidently.
- We’ll keep you **informed about your progress** throughout your course.
- You’ll get **information, advice and guidance** to help you plan your next steps.
- Your **personal data will be handled securely**, in line with Data Protection regulations.
- Your **feedback matters** - we’ll ask for it and use it to improve.

Your Learning Agreement with Cumbria Adult Learning

As a valued learner, we ask that you:

- **Come prepared and ready to learn**, bringing any materials you need.
- **Take part actively** in lessons and make the most of your learning experience.
- **Treat everyone with respect and kindness**, creating a positive learning environment.
- **Arrive on time** for each session and let your tutor know if you’re unable to attend.
- **Follow our policies** to help keep the learning space safe and welcoming for all.
- **Speak to your tutor** if you have any concerns or need support with your learning.
- **Feedback back to us** on what we do well and what we can improve.



Information Advice and Guidance (IAG)

Cumbria Adult Learning provides all learners with free and impartial Information, Advice and Guidance. We're here to help you make informed choices at every stage of your learning journey:

- **Before you start:** We'll help you choose the right course and make sure it suits your needs and eligibility.
- **At the beginning:** You'll receive a full induction and agree an individual goals based on your initial assessment.
- **During your course:** Your tutor will regularly review your progress and update your targets to help you succeed.
- **At the end:** We'll offer advice on your next steps—whether that's another course, further education, or moving into employment.

Why Your Feedback Matters

Your voice helps shape the future of our learning services. By taking part in surveys and sharing your thoughts, you help us understand what's working well and where we can improve. Whether it's about your course, enrolment, or the support you received - every comment helps us enhance your experience.

Learner View Surveys

At the beginning and end of your course, we'll send you a short online survey via email. It's a quick and easy way to tell us what you enjoyed, what helped you most, and what could be improved. Your feedback directly influences how we design and deliver future courses.

Learner Progression Survey

Three months after your course ends, we'll get in touch again to see how things are going. We want to know if your learning experience has made a real impact - whether that's in your career, further education, or personal development. It's all part of making sure our courses support your goals.

We also offer additional feedback opportunities throughout your learning journey. You might be asked to share your thoughts on specific services like enrolment or guidance. These insights are incredibly valuable and help us make learning even better for you and others.

Equality and Diversity

At Cumbria Adult Learning, we want every learner to feel included, valued, and supported.

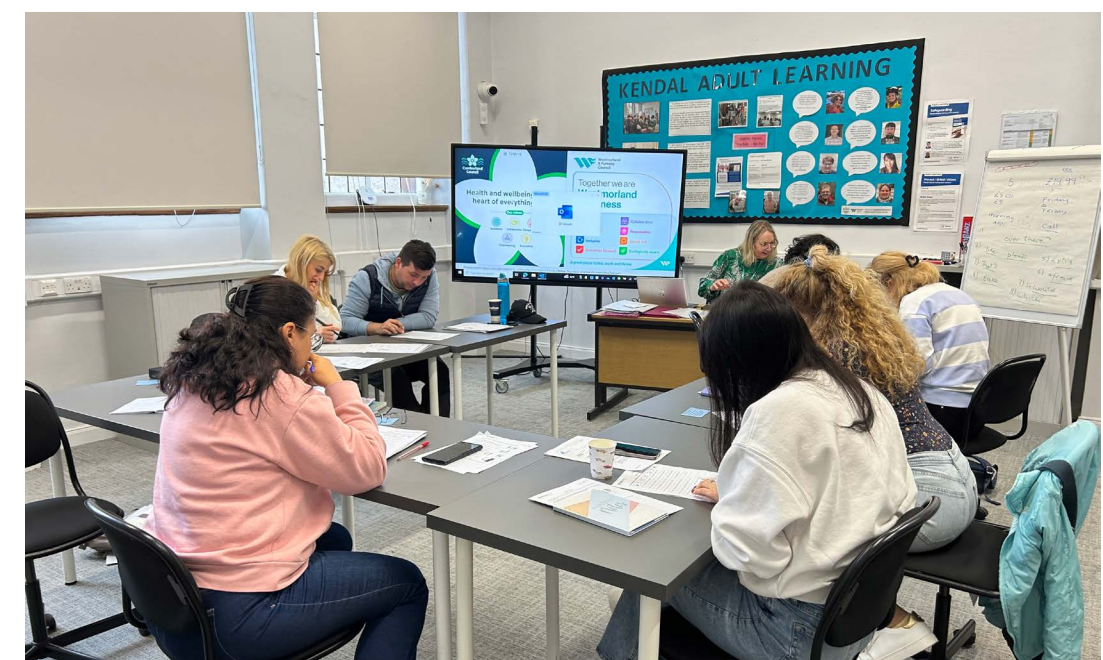
- We celebrate differences and welcome people from all backgrounds.
- We work hard to remove barriers so everyone can access learning and get the support they need.
- We challenge discrimination and prejudice wherever it appears.
- We believe that everyone deserves the chance to learn and grow.

Learning Support

If you have a learning difficulty or disability (learning difference), we're here to help you succeed.

- You may be eligible for extra support designed to help you reach your learning goals.
- This can include funding for reasonable adjustments, in line with the Equality Act 2010 (Amendment) Regulations 2023.
- Support is available for learners on qualification courses and some tailored learning courses.

If you think you might be eligible or want to know more, just speak to your tutor or centre staff. They'll talk to our Adult Learning Support Coordinator to make sure you get the support you need.



Safeguarding and Prevent

Your safety is very important to us. You have the right to feel safe and supported wherever you learn. No one should ever hurt, abuse, or threaten you.

Safeguarding and Prevent are about protecting people who may be vulnerable and making sure everyone feels safe. It's something we all share responsibility for - by looking out for ourselves and each other.



If you have a concern, we will:

- Take it seriously and listen calmly, without judgement.
- Make sure you, or the person you are concerned, about is safe.
- Explain that the disclosure must be reported.
- Call an ambulance or the police if there is an immediate danger.

If you're worried about your own safety or someone else's, please speak to your tutor or centre manager. If you want to talk directly to one of our safeguarding team, please contact Emma Boyd at emma.boyd@westmorlandandfurness.gov.uk tel: **07741 235599**.

British Values

We promote British values in everything we do to help create a respectful, inclusive, and safe learning environment.

No matter what course you're on, we aim to enrich your learning by helping you understand and experience different cultures and perspectives.

The key values we promote are:

- Democracy – everyone has a voice and a right to be heard.
- The Rule of Law – we all follow rules that keep us safe and fair.
- Individual Liberty – protection of your rights and the rights of others you work with.
- Mutual Respect and Tolerance – we have mutual respect for and tolerance of those with different faiths, values and beliefs and for those without faith.

For information about Safeguarding, Prevent and British Values please go to our website www.adultlearningcumbria.org/safeguarding or scan this QR code:



Stay Safe Online

Whilst on your course we want you to be safe when you are online, whether at home or in the classroom.

Look after your passwords



Choose strong passwords that are hard to guess (like three random words together) and don't use the same password for everything. If you need help remembering all your passwords, get a password manager or save them to your browser.

Be wary of unexpected messages



If you get an email or text that you weren't expecting, especially if it asks for your details or for you to click a link, be very careful. It could be a scam trying to trick you. Check the sender carefully and, if you're worried, contact the organisation directly using their official details.

Think before you share



Be careful what personal details you put online, like your address, phone number, or birthday. Check your privacy settings on social media to control who can see your information. Remember, once something is online, it's hard to take back.

Keep your devices secure



Make sure your computer, tablet, and phone are protected with a password or PIN. Regularly update your software and apps to keep them safe from cybercriminals.

Speak up if something feels wrong



If you see anything online that makes you feel uncomfortable, worried, or unsafe, tell a friend or family member. You don't have to deal with it on your own. You can also report scams and online crime to Action Fraud. www.actionfraud.police.uk

Do you need help with getting online and other basic digital skills?

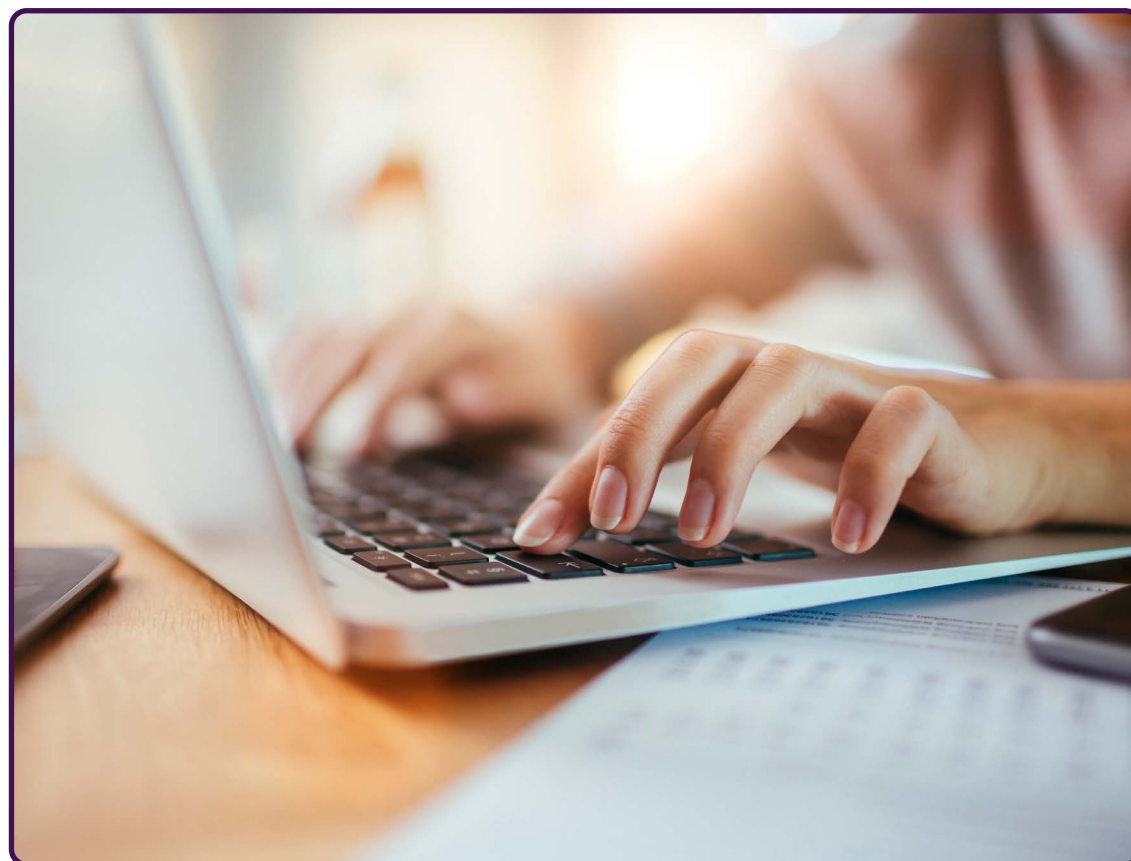


Cumbria Adult Learning has free digital courses at all levels. For more information and to enrol please visit adultlearningcumbria.org

Cumberland: cumbria.gov.uk/elibrary/Content/Internet/537/17959/17960/4480694850.pdf

Westmorland and Furness: www.westmorlandandfurness.gov.uk/libraries-and-archives/online-catalogues-and-resources/learn-digital-skills-online

To learn more about how to stay safe online please visit www.ncsc.gov.uk/section/advice-guidance/you-your-family



Contacting Us

Cumbria Adult Learning has six centres throughout Cumberland and Westmorland and Furness. Centres are based in town libraries and staff are always happy to assist with arranging initial assessments, enrolments and any other queries. You can contact Centres between 9am-5pm Monday to Friday by phone and email, and during weekday library opening times face to face.

If you are unable to attend a class, please contact your tutor or centre to let them know.

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

We accept 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.

Translation Services

If you require this document in another format (e.g. CD, Braille or large type) or in another language, please telephone: **0300 373 3300**.

للوصول إلى هذه المعلومات بلغتك، يرجى الاتصال **0300 373 3300**

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 0300 373 3300 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 **0300 373 3300**

Jeigu norėtumėte gauti šią informaciją savo kalba, skambinkite telefonu **0300 373 3300**

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer **0300 373 3300**

Se quiser aceder a esta informação na sua língua, telefone para o **0300 373 3300**

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen **0300 373 3300** numaralı telefonu arayınız