

# Learner Information Guide



learn telford

[www.learntelford.ac.uk](http://www.learntelford.ac.uk)

Protect  
Care and Invest  
to create a  
better borough



Telford & Wrekin  
COUNCIL

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## Welcome

We really want your learning experience with us to be both successful and enjoyable and this guide will provide you with some useful information.

Your tutor, and the whole team will do their very best to help you every step of the way, so please take advantage of all the support on offer.

This booklet provides you with a range of important and useful information to support you during your time as a student on one (or more) of our courses.

We are a good provider with outstanding features, as judged by Ofsted at our most recent inspection in March 2016. The Job Box service was highlighted as an example of best practice nationally.

We are working hard to do even better this year and we'd love you to be part of our success. Please tell us if there's anything you think we could do better, your feedback is really important in helping us to improve. We'd also love to hear about the good things that happen too, what we're doing well or getting right. You can give us this feedback in various ways; through your tutor, by email or phone, or on the evaluation form at the end of your course.

### **Richard Probert**

Adult & Community Learning Manager

## Useful Contacts

### Main Office

01952 382888

### Safeguarding Officer

Marie Blake

01952 382887

### Healthy Lifestyles Team

01952 382582

### Data Protection

01952 381082

### National Careers Service Telford

01952 382888

### Telford Job Box Main Number

01952 382888

### Mental Health Crisis Helpline

0300 124 0365

### Local Job Box Contacts:

#### Brookside Central

Stephen Blake

07800671797

stephen.blake@telford.gov.uk

#### Donnington Hub

Clare Nelson

07800671757

clare.nelson@telford.gov.uk

### Leegomery, Hadley and Wellington

Rob Hedison

07976710840

rob.hedison@telford.gov.uk

### Park Lane Centre, Woodside

Mandy Jenkins

07794999282

mandy.jenkins@telford.gov.uk

### Sutton Hill Community Centre

Richard Shaw

07973812639

richard.shaw@telford.gov.uk

### Arleston and Oakengates

Anita Ahir

07866619328

anita.ahir@telford.gov.uk

### Online Links

Adult & Community Learning

[www.learnntelford.ac.uk](http://www.learnntelford.ac.uk)

### Job Box Website

[www.telfordjobbox.co.uk](http://www.telfordjobbox.co.uk)

### Job Box Facebook Page

[www.facebook.com/telfordjobbox](http://www.facebook.com/telfordjobbox)

### Telford College of Arts and Technology

[www.tcat.ac.uk](http://www.tcat.ac.uk)



# Learner Agreement

## What you can expect from us

- Clear information about the content of your course
- Course dates and times provided in advance
- Good quality teaching, learning resources and materials
- Regular feedback from your tutor so you can understand the progress you are making
- To create an environment where you feel safe and are treated with respect
- A friendly, caring and supportive place where you can learn and succeed
- Course sessions which start and end on time and advance notice if we have to cancel a session for any reason
- Appropriately qualified tutors with experience of teaching adults
- Opportunities to gain accreditation/qualifications on longer courses
- Information about further learning and other opportunities available to you at the end of your course

## What we expect from you

- Attend every session and be on time for each one
- Contact your tutor via phone or text before the session starts if you cannot attend for any reason, but you must maintain at least 80% attendance overall
- Let us know of anything that could prevent you from completing or attending the course, as we may be able to help
- Let your tutor know if you change your address so we can make sure your certificate(s) reach you
- Let us know if you plan to leave or change your course, so we can offer support through the transition
- Respect other people's lifestyles, culture and views to create a safe and happy learning environment for everyone
- Get involved and have fun to make the most of this learning opportunity
- Help to keep the course venue clean, tidy and safe
- Give us feedback so we can understand how we're doing and how we can improve

## Attendance and Punctuality

To get the most out of your course and achieve your goal we expect you to attend each session and to arrive on time.

We know our students lead busy lives and we realise that it is not always possible to attend every planned session. Where possible please speak to your tutor in advance of an absence so they can send you any hand-outs, learning materials and other information about the session that you missed.

When phoning or texting to advise us that you will be absent for the session, please provide your name, course and the day/time of your session.

If you cannot attend sessions you may lose your place on the course, but we will make every effort to support you to enable you to attend and complete the course.

If your circumstances change, or if you feel the course is not right for you or meeting your needs, it is important to let us know. We can offer advice and guidance to support you to think about your next steps, and may be able to offer you something more suitable.

You can speak to your tutor or another member of staff about this, or call the office on **01952 382888**.

## Equal Opportunities

We recognise that within our society there is widespread disadvantage and that people can be prevented from making the most of their potential. This is damaging to those who discriminate and to those who are discriminated against and to local organisations and communities which fail to benefit to the full from the skills and talents which people may have to offer.

This service and the Council is committed to opposing discrimination and promoting equality of opportunity by taking such appropriate steps as are within its power and within statutory provision.

Our vision for Equality and Diversity is for a society which:

- Improves the quality of life for all by eliminating discrimination
- Builds strong cohesive communities
- Acknowledges that diversity brings an added value to the lives of all who live, work and travel to the area

As a team we are committed to equality in all our services and delivery. We aim to provide clear, accessible information and support for everyone. Through staff training and regular reviews of course provision and content we seek to ensure that all learners are given equal opportunities and are treated fairly and with respect.

The full Council Equality and Diversity Policy can be found on our web site: [www.telford.gov.uk](http://www.telford.gov.uk)



## Improving your English and Maths

If you would like to improve your English or maths skills and gain a qualification in these subjects, we offer a range of courses designed to help you do this. Courses are free if you haven't already got a GCSE grade A-C in these subjects.

People join these classes for many reasons:

- to improve their writing skills for other courses
- because they need an English or maths qualification for their chosen career or to get onto a course
- to be able to help their children with their school work
- to improve general confidence with everyday reading, writing and maths tasks

### How do I join?

The first thing to do is let your tutor or any of the staff team know that you would like to join an English and/or maths class. They will refer you for an initial assessment. You can also do this by registering your interest for a course on the Learn Telford website ([learntelford.ac.uk](http://learntelford.ac.uk)).

When we know what level your current skills are and which areas need improving, we will help you find a course at a time and place that is convenient for you.

You can also call the team on **01952 382888** to get advice about finding a suitable course.



## Fees, Payments and Refunds

Once you have made the decision to study there are many things to consider. One of the considerations is the associated costs of learning.

### Fees

Most of our students are eligible for free courses and discounts. If you don't qualify for a free course or a discount and you do need to pay for your course, we try to keep fees as low as possible to provide excellent value for money. Paying for your course is very straightforward.

To confirm your place on your chosen course, you will need to do **one** of the following:

- pay for your course in full
- provide evidence that your employer is paying for the course
- make an application for fee remission

To pay using a debit or credit card go to [www.telford.gov.uk](http://www.telford.gov.uk) scroll down the page to **Pay for it**, click on **More services**, then under **Courses** click on **Learn Telford**.

You will be asked for a six digit enrolment number; this is the number at the top right of your enrolment form. If you do not know this, please type your name, course title, venue and start date.

If you are unable to pay by card through the website, please call 01952 382888 for further options. We are open from 9:00am to 5:00pm Monday to Friday (excluding bank holidays).

## Refunds

The service is not able to issue a refund for course fees, except in the following circumstances:

- If you confirm in writing that you wish to withdraw from the course at least 10 working days before the course start date
- If we have to cancel or relocate a course for any reason
- If the course originally had crèche provision which we had to withdraw
- If a course is cancelled after it has started

Please be aware that we will not issue a refund if you are unable to attend a course or session.

However, if you feel there are exceptional circumstances we should consider please speak to us on **01952 382888** and we will consider full or partial refund payments on a case-by-case basis.

## Discretionary Fee Remission (DFR)

We recognise that personal circumstances can be wide and varied and that some people who are not automatically eligible for free courses may not be able to afford the full fee.

People wishing to apply for fee remission can do so by asking a member of staff for a DFR request form, which should be completed and given to your tutor or other member of the team.

The Community Learning Outreach Team can assist with the completion of the form if needed.

Decisions regarding DFR applications will be made within 3 working days of receipt and if we are unable to grant DFR we will explain why.

## Cancellations and Transfers

### Course Closures

We try very hard to avoid closing courses. However, courses can only run if a sufficient number of students have enrolled. If numbers are too low, your course may be closed or merged with another course. Under these circumstances you will be offered the opportunity to transfer to a similar class if one is available, or receive a refund if you have paid a fee.

### Transfers

It is usually possible to transfer to a different class if your circumstances change or if you are enrolled on an unsuitable course. Please discuss this with your tutor or contact another member of the team discuss the alternatives available.

## Keeping You Safe

Safeguarding our students is vitally important to us and you must inform your tutor straightaway if you have any concerns about your, or fellow learners', wellbeing, safety or rights.

Your tutor will give you a copy of our Safeguarding Leaflet which provides you with information and contact details, so please keep this with you throughout your course.

### Preventing extremism and exploitation

As part of our commitment to safeguarding, we aim to protect vulnerable people against messages of violent extremism from different groups who seek to undermine fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

Any concerns about extremism, exploitation and radicalisation will be dealt with in line with our safeguarding procedures. Any concerns should be directed to your tutor or the lead officer named below.

#### Marie Blake

Team Leader & Lead Safeguarding Officer

01952 382887

[marie.blake@telford.gov.uk](mailto:marie.blake@telford.gov.uk)



# Health and Safety

We promote a positive Health and Safety culture to provide you with a safe, healthy and secure environment.

## Evacuation Procedure

Your tutor will provide you with information about the specific evacuation procedures for the building your course takes place in. If we need to make special arrangements to ensure your safe and speedy evacuation, please speak to your tutor during your course induction to agree a personal emergency evacuation plan.

In general for all buildings the following advice will apply:

- leave the building by the nearest convenient exit
- do NOT delay leaving the building to collect personal belongings or other materials
- do NOT use a lift
- go straight to the designated assembly area, where your tutor will carry out a roll call
- follow instructions from fire marshals or members of staff
- do NOT re-enter the building until you have been told it is safe to do so

## Accident Procedure

When you are in the classroom, your tutor is responsible for your health and safety, and has a duty of care towards you.

If you have an accident or witness an accident, please inform your tutor who will take the necessary action.

Please follow any instructions the tutor gives you.

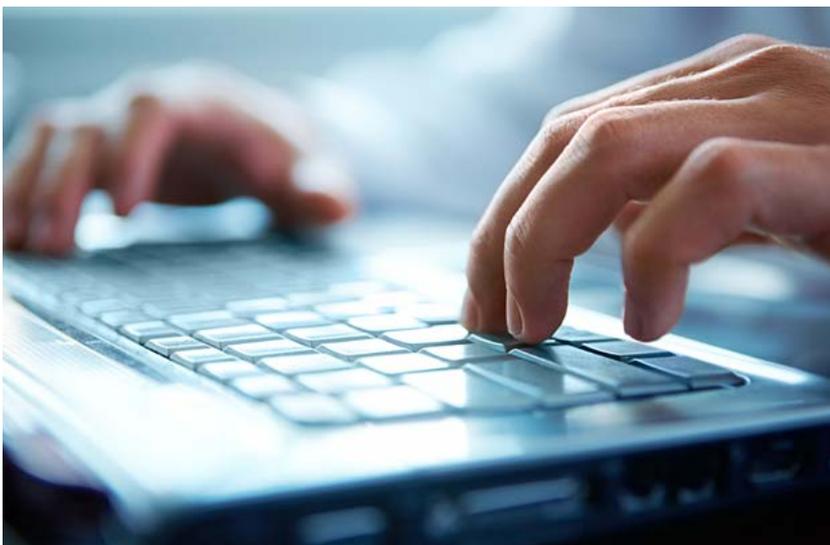
If you have an accident or witness an accident outside of the classroom, please report this to a member of site staff.

## Care and Supervision of Children

If your children are involved in the course with you, you are responsible for the care and supervision of your children at all times. However, the tutor and other staff will always be available to assist and support you and your family with course activities. Where children are involved in courses as part of their school day, they continue to be subject to the rules and regulations of the school whilst on our courses.

### Crèche (only available on some courses)

Please ensure that you collect your children promptly at the end of sessions. All crèche workers have full Disclosure & Barring Service checks and have appropriate childcare experience and/or qualifications. The mobile crèche service is registered and inspected by OFSTED. The Crèche workers require 5 working days notice of a cancellation otherwise we will still be charged for their service. Please give us as much notice as possible if you do not require the crèche for your child for any session.



## Smoking and Vaping

There is a no smoking policy in all the buildings we use for our courses, which includes vaping/e-cigarettes. Where courses are run in schools or children's centres there is also a no smoking policy on the surrounding school grounds. In other venues, your tutor will advise you if there are particular areas in or outside the building that can be used for smoking.

The Telford Healthy Lifestyles Team can find the support you need to help you quit smoking. For more information, speak to a member of the team:

### **Healthy Lifestyles Team**

Southwater One  
Southwater Square  
Telford  
TF3 4JT

**01952 382582**

**[healthylifestyles@telford.gov.uk](mailto:healthylifestyles@telford.gov.uk)**

## Mental Health and Wellbeing

Everyone has mental health, just like everyone has physical health. Both change throughout our life, and like our bodies, our minds can become unwell. We believe that taking care of your mind is just as important as taking care of your body.

The attitudes of others stop people with mental health problems getting the help and support they need. Too many people with mental health problems are made to feel isolated and ashamed.

We encourage you to support the other students on your course and not to judge each other. Together, we want everyone to open up to mental health; to talk and to listen.

You can talk to your tutor or any other member of the team at any point about how you are feeling or any concerns you have, we are always here to listen.

If you or anyone you know is in crisis with their mental health, you/they can call:

**Mental Health Crisis Helpline – 0300 124 0365**

## Internet and digital safety

There's a world to explore. You can begin your explorations on the Internet, but it presents risks as well as opportunities. The same is true of all the new electronic wireless devices that everyone seems to carry. The tips below are good ones to follow, and it's useful to talk with friends and your tutor if you ever need more information or face a dilemma about your Internet or wireless use.

- Don't open files from people or organisations you don't know. Beware of 'phishing' scams that might look like they are from your bank or other financial organisation and never give out your account details
- If you receive an offer via email that sounds too good to be true – it probably is.
- Protect your personal information online, on your mobile, or in social networking sites. Learn about the security settings on social media. Be careful what you send/post - is it information you're comfortable with sharing with all the world?
- Remember, potential employers may search for information about you on social networking sites while they are considering their recruitment decisions.
- If you have talked to someone online and need to meet them, do so in a familiar and busy public place and make sure someone you trust knows where you are going and who you are meeting.
- Don't open emails from someone you know is a bully. Don't harass anyone online or by email or text message. If you get a message that is meant to bully someone else, don't forward it.
- If you are being bullied or harassed, whether by text message or photo, speak to your tutor. You're never too old to ask for help.
- Don't send a picture of someone else by email or text message without their prior permission.
- Don't send anyone a revealing or other inappropriate picture of yourself or someone else by Internet or text message, even just to flirt. You could be breaking the law, which could have serious consequences.
- Protect your computer and/or phone with a password or code. Make them hard to figure out. Don't tell anyone your password, not even your friends.
- If someone sends a mean or threatening message, don't respond.
- Keep your antivirus and anti-spamware software up to date.
- If you suspect any criminal activity on any website, report it to the police as soon as possible.



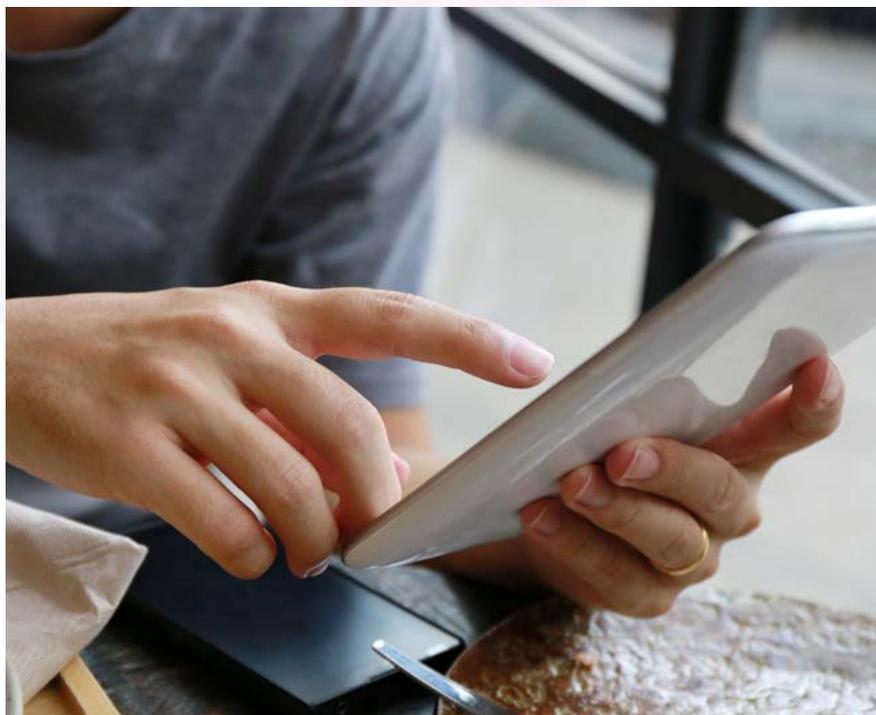
## Acceptable Use of Our IT Equipment

We will often provide IT equipment for you to use during your course, which could include iPads, laptops, desktop PC's and other electronic devices. Whilst using our equipment there are some rules that we ask you to follow.

Please don't:

- access, display, download or upload illegal, obscene, pornographic, offensive or extremist material
- use our equipment to take illegal, obscene or offensive photographs of you or anyone else
- take photographs of anyone else on the course without their permission
- remove our equipment from the building or take it home after the session without the permission of the tutor
- access, use or display offensive or abusive language
- install, copy or store copyrighted materials and/or software/apps on our computing systems
- intentionally damage our equipment
- go into databases illegally or without permission
- use unauthorised software or "hack" into our computer systems

If you misuse our equipment we will take action against you, which could include removal from the course. Criminal actions will be reported to the police.



## Data Protection

When we collect, process, store and use the personal information that you provide to us, we comply with the Data Protection Act 2018. This means data is kept securely, kept up to date and is only used for the purposes intended.

The information you provide is passed on in statistical form to the Skills Funding Agency and Education Funding Agency who fund education and training for adults and young people. Data may also be shared with other funding agencies and organisations that monitor the work we do.

All organisations that will have access to your data are also registered under the Data Protection Act 2018. We do not pass on personal information to organisations for marketing or sales purposes.

You have a right to access any personal data that is kept about you. If you wish to look at this data you should make your request in writing to:

**Jackie Noble, Data Manager**

[jackie.noble@telford.gov.uk](mailto:jackie.noble@telford.gov.uk)

**01952 381082**



# Assessment Appeal Procedure

If you are working towards a qualification as part of your course and you are dissatisfied with an assessment outcome, you have the right of appeal.

There are 3 stages in the Appeal Procedure and each stage must be exhausted before proceeding to the next one. You are advised to keep copies of all the documents used in the Appeal Procedure.

## Stage 1

- 1.1 If you have received an assessment decision and feedback with which you are not satisfied, you have the right to appeal directly to the Assessor/Tutor who has carried out the assessment.
- 1.2 This appeal must be in writing and clearly indicate:
  - the points of disagreement and reasons
  - the evidence produced (in the portfolio or other) which you believe meets the requirements of the performance criteria for claiming competence
- 1.3 The main reasons for an appeal are likely to be:
  - you do not understand why you are not yet competent, due to lack of, or unclear, feedback from the Assessor/Tutor
  - you believe you are competent and that the Assessor/Tutor has misjudged you or missed/misinterpreted some vital evidence
  - there were circumstances during the assessment process that inhibited your performance and which have not been taken into account

## Stage 2

- 1.4 If you are not satisfied with the outcome of the Stage 1 appeal, you may appeal to the Internal Quality Assurer (IQA). This appeal must be in writing, but need not repeat the detail provided at Stage 1 as all the documentation used at Stage 1 will be passed to the IQA.
- 1.5 If you are not satisfied with the outcomes of Stage 2 of the Appeal Procedure, you may proceed to Stage 3.
- 1.6 Before proceeding to Stage 3, you must have exhausted all of the internal appeal procedures.

### Stage 3

1.7 This appeal must be in writing. The IQA will pass this to the Quality Manager accompanied by copies of all the documentation used in Stages 1 and 2. If the Quality Manager has carried out the role of assessor or IQA the appeal will be passed to Adult & Community Learning Manager for resolution. There must also be evidence that you have exhausted Stage 1 and Stage 2 procedures.

## Summary

This Appeal Procedure aims to ensure the following:

- You are aware of the existence of the procedure and what action you need to take.
- Your appeal will be acknowledged and investigated to establish the facts and evidence. Where the appeal is justified, action will be taken to rectify its cause.
- You will receive a formal reply when you register your appeal.
- The operation of the Appeal Procedure, and results arising, will be subject to monitoring to inform future policy.

## Information, Advice and Guidance

We can offer you a range of support to help you make informed choices about your learning, training or employment needs, and the service holds the Matrix standard to ensure we provide high quality advice and guidance.

Our staff team based in local community centres can provide you with a wide range of advice about learning and work opportunities that are local to you, as well as support with job search, CV writing, interview skills and much more.

Area	Community Learning Team Contact
Woodside, Dawley and Malinslee	Mandy Jenkins 07794999282 mandy.jenkins@telford.gov.uk
Brookside and Madeley	Stephen Blake 07800671797 stephen.blake@telford.gov.uk
Sutton Hill	Richard Shaw 07973812639 richard.shaw@telford.gov.uk
Leegomery, Hadley and Wellington	Rob Hedison 07976710840 rob.hedison@telford.gov.uk
Arlleston and Oakengates	Anita Ahir 07866619328 anita.ahir@telford.gov.uk
Donnington, Donnington Wood	Clare Nelson 07800671757 clare.nelson@telford.gov.uk

If your area is not listed above, please choose the contact for the area nearest to you, or call the main office on **01952 382888**



### Telford Job Box

Telford & Wrekin Council offers a range of support services to everyone looking for information, advice and guidance on finding a new job or training opportunity.

Visit the website to find out more about the support on offer.

[www.telfordjobbox.co.uk](http://www.telfordjobbox.co.uk)



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[www.learntelford.ac.uk](http://www.learntelford.ac.uk)

