

ADULT LEARNING

Welcome

Thank you for choosing to learn with Ealing Adult Learning. We hope your experience is one full of new learning experiences, challenges and a chance to meet new people.

Our aim is to:

- To develop and strengthen community partnerships
- To build the qualification and employability skills of Ealing's residents and workers
- To promote family learning to build confidence and skills for both parents and children
- To engage residents, in learning about Ealing's past and present
- To provide community learning for all and enable learners to reach their potential

Learner Journey



What to Expect

What you can expect

- Accurate information about courses, fees and charges
- A variety of teaching and learning styles to suit your individual needs
- Support with literacy and numeracy needs to achieve your learning outcomes
- To be treated with fairness and respect.
- Easy and accessible enrolment procedures
- Information and guidance on progression
- Support if you find learning difficult
- An accessible safe and pleasant place of learning
- Additional learning support
- Qualified and experienced Tutors and Assessors
- A fee policy which takes into account those on low income
- That we will listen and respond to your concerns
- Support for a disability that may affect your learning
- Confidentiality and Data Protection Adult Learning take your Data Protection very seriously.
- Clear information on health and safety, safeguarding, prevent, accident reporting and complaints procedures, provided on induction and within this booklet
- Punctual class start times and advance notice of any cancellations within our control
- That the service will be provided in line with the Council's Equality and Diversity policy
- Provide a calm relaxed learning environment

What we expect

- Be punctual in order to gain maximum learning and avoid disrupting the class
- Attend regularly and let us know when you are going to be absent
- Pay the appropriate fees and charges as requested
- Treat all staff and students with consideration and respect equally.
- Take an active part in promoting health and safety and follow given instructions and report even minor accidents
- Participate in the learning activities and complete any set work
- Complete Individual Learning Plans (ILPs) so your Tutor can plan teaching according to your needs.
- Agree your Individual Learning Plan and review your progress at intervals
- Keep your mobile silent during class time
- Follow the 'No Smoking Policy' and only consume food in designated areas
- Respect the venue policies and guidelines
- Adhere to the learner Code of Conduct Policy
- Complete your course work and attend examination to achieve your qualification

NOTE: Please Note learners who do not adhere to the policy may be asked to leave the class

Guidance, Policies and Procedures

Learner Behaviour

Ealing Adult Education ensures there is minimum disruption in classes by providing a calm relaxed learning environment, which allows our learners to achieve to their maximum potential. Learners are expected to adhere to the expectations listed in the Learner Charter. Staff gives clear class rules during induction, any misbehaviour will be dealt with verbally and confidentially by the Tutor in accordance with our policy. The Council has a 'Violence Aggression against Employees Policy' our staff will not tolerate unacceptable behaviour and make every attempt to minimise disruption during lessons.

Absence

If you cannot attend your class for any reason please phone the Adult Learning team on 0208 825 5577 adultlearning.gov.uk who will relay the message to your Tutor.

- Should you not attend for more than 3 consecutive weeks without any notification or reason given you will automatically be withdrawn from the class. You are expected to be punctual at all sessions to ensure you gain the maximum from your course and to avoid disruption to teaching and learning.

Refunds (Courses include a £5.00 non-refundable registration fee)

- We want to ensure you have chosen the right course and you are enjoying your learning experience. If your circumstances change and prevent you from attending your course we can only refund or transfer you to another course if:
 - Adult Learning close, merge or re-schedule your course (a class may close if it does not recruit enough learners)
 - You have a medical reason preventing you from taking the course and it's supported by a medical certificate or a letter from your doctor
- NB: Transfers are subject to any necessary adjustment fees, availability or places and authorisation being given by the tutor of the new courses.

ICT

The ICT facilities must not be used to:

- Access or distribute material of a pornographic, violent, racially or religiously offensive nature or other undesirable or inappropriate material.
- Take part in illegal activities or view or distribute illegal materials

Equal Opportunities and Diversity

Adult Learning aims to ensure equal access, fair treatment and appropriate provision to the whole community regardless of race, gender, disability, age, religion, nationality, social background or sexual preference and any other reason not connected to entitlement and availability. You can request a full copy of the Equal Opportunities and Diversity policy from the Adult Learning team

Health and Safety

Ealing Council wishes to encourage the development of community based learning in a wide variety of venues throughout the borough. It is important that all venues used are risk-assessed and of a standard, which promotes learning, and meet the requirements of Health and Safety legislation. Ealing Adult Learning attaches great importance to health, safety and welfare of its learners, staff and visitors. It is essential that everyone works together to achieve a safe and healthy environment for themselves and others.

It is therefore important to ensure your tutor has marked you present at the beginning of the session and note if you have to leave early to avoid any unnecessary confusion in the event of a fire or other incident. You will be notified of the assembly point at your learning venue on the first day of the programme. For safety reasons, learners are not allowed into specialist classrooms or workshops until their tutor is present. If visiting your venue, other than attending your course, please report to a member of staff on arrival so we can have a record of you being on the premises.

If you are in need of any first aid, please see your tutor, or another member of staff at your venue. Should there be an accident or incident within the classroom your tutor will complete an incident form and may require you to sign it. This form is designed to help us continually improve our service to you and your co-operation in its completion is appreciated. You can request a full copy of the Health and Safety policy from the Adult Learning team.

Please note that children under 16 must not be left unsupervised at any venue due to child protection regulations. The Ealing Child Protection Services will be contacted if any children are found without adult supervision.

If you feel at any time that yours or your fellow learners' health or safety has been compromised, we would appreciate you contacting Adult Learning direct; it is more important that everyone is comfortable in his or her working environment. If you have concerns, please deal with the matter promptly by contacting the Adult Learning Manager on 0208 825 5577 or email adultlearning@ealing.gov.uk

Evacuation Procedure

On hearing the fire alarm, the staff member responsible for learners will escort those in their class out of the building via the nearest exit assembly point. You must stay with our group until you reach the assembly point. The register will be taken again and the safe arrival of your group reported to the duty manager or fire warden. No-one must re-enter the building until informed to do so by the fire warden.

Safeguarding

- Ealing Adult Learning (EAL) fully recognises its responsibilities for safeguarding vulnerable adults and children. Safeguarding is paramount and it is the duty of all EAL staff and volunteers working with, or in contact with children or vulnerable adults to recognise signs of abuse, protect them from abuse and be alert to the possibility of abuse.
- A vulnerable child is anyone under the age of 18. The term 'vulnerable adult' can apply to many of us at different stages of our lives.
- Safeguarding vulnerable adults relates to anyone over the age of 18 years who may:
 - Be in need of community care services by reason of mental or other disability, age or illness.
 - Be unable to take care of themselves or unable to protect themselves against significant harm or exploitation.
 - Have physical or sensory impairments.
 - Be old and frail.
 - Is receiving any kind of long term health care or on prescribed medication for a long period of time or life.
 - Be detained in custody or under a probation order,
 - Be experiencing abuse due to problems with alcohol or drugs.
 - Be vulnerable due to other circumstances, such as speaking English as a second language, or being financially vulnerable due to being neither in employment or education or training (NEET), or being an asylum seeker.
- Abuse can take many forms, such as physical, mental, sexual or financial and includes issues such as bullying.

If you need support or are concerned about the well-being of one of your classmates, please email: adultlearning@ealing.gov.uk or speak to the manager at the centre where the course is being held or telephone: EAL on: 0208 825 5577

PREVENT

- Ealing Adult Learning is committed to respond to the challenge of terrorism and radicalisation and the threat we face from those who promote it.
- We will make every effort to support learners who may be at risk of being drawn into terrorism and radicalisation by referral to appropriate services.

Please contact our Team for more information at::adultlearning@ealing.gov.uk or telephone: 020 8825 5577

Accessibility

Where possible courses are scheduled in venues which are accessible to all. If you have a mobility difficulties, please contact a member of the Ealing Adult Learning team who will attempt to make reasonable adjustments to accommodate your needs (adultlearning@ealing.gov.uk or telephone: 020 8825 5577)

Learner Support

If you have a learning disability or difficulties (LDD) or the carer of a LDD learner, please contact a member of the Ealing Adult Learning team who will discuss how we can support your additional needs (adultlearning@ealing.gov.uk or telephone: 020 8825 5577).

Additional learner support may be available if you are on a qualification course and having particular difficulties. Your eligibility for support will be assessed by a manager on submission of an application form (please discuss with your tutor).

Course Forms

Most courses are fully or partially funded by the government through the Skills Funding Agency (SFA). The SFA needs us to provide information to ensure you receive good quality in order to access the funds and ensure we make improvements, where necessary. Some of these forms include:

- **Enrolment Form**

If you have not completed an enrolment form, you will need to do so at the early stages of your course.

- **Individual Learning Plan (ILP)**

It is recommended that every learner completes an Individual Learning Plan (ILP) it will give you the opportunity to keep track of your learning and help set your individual goals and objectives.

The ILP will allow you to track your progress throughout your course, and help you evaluate the goal you set at the beginning of the course. Keeping your ILP up to date will help your tutor modify their teaching to suit your needs.

- **Course Evaluation**

You are asked to complete this form to enable to be responsive and make improvements so you will be able to see the impact of your feedback

- **Learner Views Survey**

All learners on qualification courses may be asked to complete a compulsory online survey by the Skills Funding Agency (SFA) during the Autumn term. In the case of a short notice Ofsted Inspection all learners on qualification and community learning programmes will be asked to complete an evaluation survey about Ealing Adult Learning. Tutors and venue leaders will provide you with further details.

Paying by Instalments

You are now able to pay by monthly instalments for courses over 10-weeks long. You enter an agreement with Ealing Council to pay your full fees by instalments whether you complete the course or not. If for any reason your payments stops before the course ends, then you may not be entered for your exam or your certificate will not be issued to you till your fees have been paid in full. If however, you believe your are entitled to a refund, then please refer to the refund policy previously mentioned in this guide.

Transfers

- Transfer requests must be made within three weeks of the beginning of the course
- Only one transfer can be arranged per enrolment
- If you transfer to a lower cost course, the difference in fees will be credited to your student account
- Enrolments cannot be transferred from one person to another

Examinations

- You must check that Ealing Adult Learning has the correct spelling of your name on our records as your certificate will be printed with this name. Check with your tutor whether you need to register for an exam, especially if you have been absent from class.
- Disclose any reason you may be eligible for special considerations, such as needing 25% extra time or enlarged print. All cases must be supported by evidence.
- Ensure that you only complete and submit one exam application form per exam.
- Return the exam form promptly with any payments (if applicable) before the deadline stated otherwise you will incur late fees.
- Learners will not be entered for an exam if they have any outstanding course fees, so ensure that your account is up-to-date.
- Find out where and when the exam will be taking place and plan your route carefully
- If you cannot attend the exam for any reason, or if you are running late, you must contact the centre and/or your tutor as soon as possible or contact adultlearning@ealing.gov.uk or 020 8825 5577
- Ensure that you do not book holidays or any other commitments during the exam period or when your assignments are due – examination dates will not be given until we have received confirmation from the relevant exam board.
- **NB – Photo identification (such as passport or driving licence, etc) is required for all examinations. You may not be able to take the exam if this is not present,**

Adult Learners Week 11-18 June 2016

Adult Learners' Week is a national celebration of lifelong learning. Ealing Adult Learning will be delivering a range of free taster. Sessions on Saturday 11 June 2016 in Ealing and Southall. On the day there will be a variety of sessions from drawing, stress massage, aromatherapy to Bhangra Dance!

Learner Voice

Why not get involved by:

- Telling us your ideas for new courses
- Sharing your views about Ealing Adult Learning with others
- Helping us improve our learning services to your local community
- Helping others by volunteering with us
- Choosing a fellow learner to sit on our board of governors
- Nominating a fellow learner or tutor for our celebration of achievement event on the 17 June 2016

We value your suggestions and ideas and want to reach out to more community groups so why not contact us to find out how you can get involved to positively impact change at Ealing Adult Learning by emailing adultlearning@ealing.gov.uk or telephoning: 020 8825 5577

Complements and Complaints

We make every effort to ensure that your time spent at Ealing Adult Learning is fulfilling and enjoyable, should you wish to make a compliment, complaint or suggestion, then please write to adultlearning@ealing.gov.uk or Ealing Adult Learning, 14-16 Uxbridge Road, Ealing, London, W5 2HL. A full copy of the Council's complaint policy is available on request from the same addresses.

Celebration of Achievement

There will be an Adult Learners Achievement Celebration on Friday 17 June 2016 for those who have made exceptional progress in gaining or improving their knowledge, skills and qualifications despite having to overcome major obstacles to life and learning. This is an opportunity to publicly celebrate the achievements of our learners who have made exceptional progress in gaining or improving their knowledge, skills or qualifications.

Exams Appeal

- If a learner wishes to make a complaint/appeal related to accreditation/ exams please speak to your tutor.
- If you are still unhappy then please contact Adult Learning on 020 8825 5577.

Plagiarism

Plagiarism occurs whenever you present as your own the results of another person, whatever the medium.

All assessed work including examinations and assignments must be your own work and must acknowledge any assistance given (including from fellow students or supervisors) and the detailed input into the work from the major sources involved.

The passing off of work of others as your own is plagiarism. Any quotations from published or unpublished works of other persons must be duly acknowledged. Learners must not submit work as their own that has been purchased from internet auction sites.

Recording your information

- Ealing Adult Learning service is funded by the Skills Funding Agency through the European Social Fund. To meet our funding requirements, we are bound to ensure we can prove learner's existence, learner eligibility and learner participation. If we do not monitor and retain proof of eligibility, our funding will be withdrawn.
- Feedback from you, our learners, is that you would like less paperwork. We understand and endeavour to keep the paperwork (i.e. proof of learning) to a minimum, only capturing information once. The information we collect is used to help us ensure:
 - Equality of access to all our courses
 - The quality of our courses
 - Audit requirements are met

Dates and Events

Term Dates

Autumn Term – Term 1

Tuesday 1 September 2015 to Friday 18 December 2015

Half term: Monday 26 October 2015 to Friday 30 October 2015

Christmas Holiday: Monday 21 December 2015 to Friday 1 January 2016

Spring Term – Term 2

Monday 4 January 2016 to Thursday 24 March 2016

Half term: Monday 15 February 2016 to Friday 19 February 2016

Easter Holiday: Friday 25 March 2016 to Friday 8 April 2016

Summer Term – Term 3

Monday 11 April 2016 to Monday 25 July 2016

May Day: Monday 2 May 2016

Half term: Monday 30 May 2016 to Friday 3 June 2016

Pre-Course Assessment Days

Please contact us for an appointment to attend an assessment session at Perceval House.

For Autumn Term Courses

Tuesday 14 July 2015 10am-1pm

Wednesday 15 July 2015 1-4pm

Friday 4 September 2015 10am-1pm

Wednesday 9 September 1-4pm

Thursday 10 September 10am-1pm

For Spring Term Courses

Tuesday 8 December 2015 1-4pm

Wednesday 6 January 2016 1-4pm

For Summer Term Courses

Thursday 10 March 2016 1-4pm

Friday 11 March 2016 1-4pm