

Adult learning
and skills service



LEARNER HANDBOOK

AUGUST 2017 TO JULY 2018

Explore
Learn
Engage

www.hfals.co.uk

Enjoy a diverse mix of classes in west London

Fully equipped teaching facilities in great locations

Most courses take place in the Macbeth Centre, a lively and friendly hub in central Hammersmith, which houses our teaching rooms, specialist studios and workshops, all equipped with everything you will need. Some courses take place in schools and community venues throughout the borough.

Macbeth Community Café serving the community since 1993

Enjoy hot beverages and freshly cooked food from our community café who believe in affordable prices and a friendly inclusive atmosphere open to all.



Choose from a diverse mix of part time courses

We offer 500 part time courses during the day, or at evenings and weekends. Whether you are looking to nurture your creative side, learn business skills or languages, we will have a course for you, at a time that suits you.

Support from our team of experienced teachers

We foster a culture of great learning, encouraging you to explore and develop new skills and your confidence. We trust and respect our teachers to share their knowledge in their own style with you. Many are practising artists and experts in their field.

More than just learning increase your skills, improve your job prospects, make friends and have fun!

We take pride in our friendly atmosphere. Our courses will help you learn something new and develop skills to help you find employment, improve health and well-being and have fun.

Welcome

Thank you for enrolling on a course with Hammersmith & Fulham Adult Learning and Skills Service (ALSS). This handbook provides a range of information that is intended to assist you in getting the most out of the course you have joined. Do please take the time to read the procedures and policies, which seek to ensure that ALSS continues to offer a high quality service. When the Service was last inspected by OFSTED in 2016, the achievements and successes of our learners were highly praised. This strong judgement is testimony to the commitment of all staff to ensure that learners achieve the best they can. If there are areas where we can improve further, we encourage learners to let us know, so that the matter can be addressed. Please complete a feedback card which can be found in reception, or email alsinfo@lbhf.gov.uk

We do hope you enjoy studying with us.

Eamon Scanlon

Head of Service

Adult Learning and Skills Service

London Borough of Hammersmith & Fulham

Contents

Induction checklist	6
Information, advice and guidance	7
Student charter	8
Equal opportunities	8
Keeping track of your learning	8
Additional learning support	9
Recruitment policy	10
Disability statement	10
What happens if I need extra help to do my exams?	10
Learner Voice	11
Paying by instalments	11
Fees and refunds	11
Learner Support Funds	12
What costs can be claimed?	12
How to apply?	12
If something goes wrong?	12
Quality assurance	13
Assessment appeals	13
Exclusion policy	13
Hazards and first aid	14
Confidentiality and data protection	15
Café	15
Office/reception hours	15
Learning at H&F libraries	16
Do you need work experience?	17
National Careers Service	18
Work Zone	18
One Place	18
Term dates	back cover
Contact details	back cover

New courses

We want to keep you informed of new courses, news and other interesting stories via email and SMS text messaging so we ask for your email address and telephone on the enrolment form.

If you do not want to receive information in this way please email: suchi.sheth@lbhf.gov.uk

Learner feedback

Please take the time to tell us what you think.

Your feedback helps us to know when we are 'getting it right' and also helps us to listen to our learners and make improvements to the service.

Going to be late or absent from class?

Text ALSS followed by the course code followed by your message to 60777.

Wi-Fi at Macbeth Centre

In response to learner feedback we introduced Wi-Fi to Macbeth, Normand Croft and ACLC centres, it's FREE for staff and students.

Ask your tutor for the WIFI access code/password today.

Your tutor's details

Tutor's name:

Tutor's contact details:

Your class times

Class times:

Tea breaks (if applicable):

Induction checklist

At the beginning of your course your tutor will go through this checklist informing you about First Aid, Fire Evacuation procedure, Health and Safety, term dates and may give you more details relevant to your class. Further information is on www.hfals.co.uk

Health and safety

- Check you know what the fire alarm sounds like and what to do in the event of a fire or other emergency. The fire alarm will be sounded 3 times a day during the first week of term. Please ensure you know the fire procedure.
- Check you have information on any health and safety hazards specific to your course, including Control of Substances Hazardous to Health (COSHH), e-Safety and Risk Assessments where appropriate.
- Be aware of your general responsibility in contributing to the health and safety of yourself and others, as well as procedures for reporting all accidents, near misses, dangerous occurrences etc.
- Health and Safety guidelines may vary depending on the class you attend. Your tutor will supply information on specialist health and safety requirements.
- Check you are clear on Safeguarding and the Prevent duty, and how this applies to you.

- If you are using computers in class, or using the Macbeth Wi-Fi, make sure you are clear on the Acceptable Internet Use Policy.

Has your tutor mentioned the following policies? More information on www.hfals.co.uk (Please tick the boxes.)

- Fire Evacuation
- Health and Safety
- Student Charter
- Safeguarding
- Prevent
- Acceptable Internet use
- Equal Opportunities
- Complaints

Equal opportunities

You are expected to comply with the London Borough of Hammersmith & Fulham equal opportunities policy.

Compliments or complaints

We aim to provide a high quality service at all times. We like to hear both about good service and where things have gone wrong. If you wish to compliment any aspect of the service or have a complaint, contact reception, email beryl.lester@lbhf.gov.uk or complete a feedback card which can be found in reception.

Please let us know if we can support you to make your compliment or complaint by providing an interpreter, signer or advocate.

Information, advice and guidance

Choosing the right course: We have a team of experienced staff who are able to give you information on a wide range of courses and help you choose the right one.

If you would like help choosing a college or applying to further or higher education, deciding on a career path or writing a CV and preparing for an interview please ask at reception.

To find out about jobs please contact Work Zone (see page 18 for details), who can help you find a job or an apprenticeship position. Many vacancies are in Retail, Admin, Construction and Catering and Hospitality. They are always recruiting for vacancies, from cleaners to store managers, and experience is not always essential. Work Zone also offers support with CV and cover letter writing and interview skills.

For further information visit www.workzoneonline.co.uk

Call **020 8753 6773**

Work Zone, First floor, Shepherds Bush Library, 6 Wood Lane, W12 7BF

Every Wednesday we have an advisor from JCP to advise and assist in finding employment. Macbeth Centre 10.00am-12.00pm. You can book online www.hfals.co.uk or drop-in.

Safeguarding

We are committed to safeguarding young people and vulnerable adults, and also to providing a safe and secure learning environment for all learners.

We work with the local safeguarding boards and recruit and train staff in line with current legislation. If you have any concerns about the treatment of children and young people, or of vulnerable adults please contact eamon.scanlon@lbhf.gov.uk

If you observe any health and safety issues, please contact a member of staff as soon as possible.

Prevent

From 1 July 2015, Parliament placed statutory requirement on the Council to "have due regard to the need to prevent people from being drawn into terrorism." 'Prevent' focuses on supporting and protecting people who might be susceptible to radicalisation. Our Adult Learning & Skills Service uses established safeguarding processes to ensure awareness of 'Prevent' for both staff and learners and so help divert potentially vulnerable people from becoming involved in extreme or radical groups.

Promoting British values

Democracy

- Your opinions count
- Don't forget to vote

The rule of law

- No one is above the law
- Laws protect everyone
- Innocent until proven guilty

Individual liberty

- Freedom of speech

Respect and tolerance for:

- All backgrounds and cultures
- All ages
- All genders and sexualities
- All religious belief

Student charter

You can expect:

- Accurate information about courses and our services
- Friendly and helpful staff who will treat you with respect
- Easy and accessible enrolment procedures
- Good teaching
- Support if you find learning difficult
- A safe and pleasant place to learn
- A service which is open and promotes learning for all
- That we listen and respond to your concerns
- Staff who are trained to work within the council's guidelines on safeguarding children and vulnerable adults.

We expect you to:

- Arrive on time so that you don't disrupt other people's learning
- Attend regularly and let us know when you are going to be absent
- Bring everything you need for the class
- Pay the appropriate fees
- Treat all staff and students with consideration and respect
- Take an active part in promoting health and safety
- Abide by ALSS and council policies at all times
- Participate in the learning activities and complete any work set
- Turn off your mobile phones when in class.
- Agree your individual learning plan and review your progress to get the most from your class.

Equal opportunities

The adult learning and skills service will ensure that no one is discriminated against because of their ethnic or national origin, race or colour, gender, age, class, sexual orientation, or because of their religious or political beliefs, disability or income.

If you feel you have been discriminated against please talk to your lecturer or ask at reception to speak to a manager.

Keeping track of your learning

All students will have an Individual Learning Plan (ILP). This sets out what you want to learn on the course. It includes an assessment of what you know and can do at the start, a record of the progress that you are making, and what you have achieved by the end of the course. The ILP also gives you a chance to comment on what is helping you to learn and anything that you would like to be changed. Your tutor will use all of this information to help plan their teaching.

Additional learning support

Anyone enrolled in an adult education class can receive extra help with their learning through a number of varied support options offered by the service. If you have a support need please notify us as early as possible at enrolment by emailing alsssupport@lbhf.gov.uk to arrange a confidential interview.

The service can provide:

- Confidential interviews about any additional support you may require
- Help with language, literacy and numeracy skills
- Free access to computers and the internet in the Study Support sessions
- Adaptive equipment for students with a learning difficulty or disability
- Experienced 1-2-1, and whole group, learning support assistants
- Dedicated classes for discrete learner groups

Study Support sessions

There are two support sessions per week, in the computer rooms at the Macbeth Centre, facilitated by an experienced IT lecturer. They allow you to use programs and the internet, print work and assignments, research information using websites, discover materials and resources, use adaptive equipment and practice your computing skills. Please ask your tutor for more information or enquire at reception for a booking form.

Literacy, language and numeracy support

Like many adults, you may find reading, writing and number skills difficult, particularly if you are returning to study after a long break. Students whose first language is not English may find their course difficult because of this. If you think you may experience difficulties during your course, please speak to your tutor as soon as possible and/or email: Maria Teresa Patterson the Interim Programme Manager of Skills for Life, at MariaTeresa.Patterson@lbhf.gov.uk

Learning difficulty or disability support

If you are interested in our provision for learners with learning difficulties and disabilities, or would benefit from some additional support, or access to adaptive technology, because of a learning difficulty or disability please call Sean Buckley on 020 8753 6343 or email him at sean.buckley@lbhf.gov.uk to arrange a confidential interview.

Recruitment policy

It is our policy to help students enrol on the course that is right for them. Any entry requirements will be clearly set out in the course information sheet. We will also make it clear where courses are designed to meet the needs of specific groups.

Disability statement

The service is committed to supporting disabled people by:

- Making our building as accessible as possible
- Having trained staff able to help and advise you, including trained signers (BSL)
- Making information available in different formats, including symbols
- Providing specialist equipment or materials
- Having support staff in classes
- Encouraging you to tell us about your needs and arranging private interviews
- Making sure class materials are accessible

- Having a range of classes especially for people with learning difficulties including access to certification and advice on progression routes
- Having study support sessions where you can get extra help and practice your skills. Please ask at reception for details.
- Working with other organisations such as Action on Disability and MIND to get more help and advice if we need it.

What happens if I need extra help to do my exams?

- We need to know if you need extra help for any classes, but especially if you are going to do an exam
- When you are registered to do a qualification we will inform the examination board of your additional needs
- The additional support you may get will depend on your individual circumstances and you will have to provide medical evidence to support your request. You may be allowed to have a reader, scribe, special equipment or additional time
- Please declare any additional support needs, as early as possible, on the form at enrolment or inform your tutor at the beginning of your course

Learner Voice

The adult learning and skills service seeks the views of its learners – past, present and future.

The service seeks to capture these views in several ways:

- Annual student satisfaction survey
- Learner focus groups
- Monitoring letters of complaints and compliments
- Celebrating learners success at events and exhibitions
- Suggestion boxes and learner feedback cards
- Learner feedback on HFALS website
- Learner evaluation during courses.
- Observations of teaching and learning (OTLA)

Paying by instalments

Students who are enrolling on a year-long course can apply to pay in instalments. Please ask when enrolling. First instalment is taken at the time of enrolment.

Invoicing your employer

We can invoice your employer for course fees. You must bring written proof that your employer agrees to pay and an additional fee of £30 is charged for administration.

Refunds

A full or partial refund of your course fee will only be made when:

1. We close, merge or reschedule your course and you cannot get to the alternative.
2. There is a medical reason supported by a certificate or doctor's letter.

An administrative charge of £10 will be made for this refund. We do not provide refunds where individual sessions have to be cancelled, but will make every effort to offer an alternative session.

- If you paid by debit/credit card, we will require the original card used in order to provide a refund
- Please note where a refund is approved, we are able to do this immediately for card payments but for fees paid by cash or cheque, it will be processed within one week (at the beginning of terms this process may take longer).

Please note: Course fees, times and dates are correct at time of going to press. In exceptional circumstances however we may need to update the amounts to be charged. You should check that you have the correct details before enrolling.

Learner Support Funds

The learner support funds fall into two categories which are funded by the Skills Funding Agency to assist learners who are not able to pay for essential equipment/ materials, travel costs, childcare, registration fees and other necessary expenses. These categories are:

- Discretionary Learner Support Fund (for accredited courses up to and including level 2).
- The 24+ Adult Learning Loan Bursary (for learners who are in receipt of an Adult Learning Loan for the full fees of the course from the Student Loans Company).

These funds are only available to learners studying towards an approved qualification and who are on a low household income of under £20,000. Parental income will not be taken into consideration but the income of any spouse or partner will.

Proof of low income must be attached to your application. Please discuss this with your tutor at interview.

Students must submit a separate application for each course. (This information is subject to change.)

What costs can be claimed?

- Course fees (up to 20%, but only in exceptional circumstances).
- Course books.
- Travel costs.
- Childcare.
- Essential equipment or materials required for the course.
- Registration fees (for professional bodies).

How to apply?

Before you can apply for the Learner Support Funds, you must attend an interview and enrol on your course.

Further information and application forms are available from reception.

If something goes wrong?

We recognise that things do go wrong and want to know so that we can seek to remedy the matter. All complaints received are taken seriously and are dealt with according to the complaints procedure. Firstly please see if any difficulty can be answered by the staff you are in contact with. If this is not satisfactory please contact a manager at the centre where you are registered.

Quality assurance

We are committed to providing the highest quality of learning opportunities. Our approach to quality assurance is based on building quality, and equality, into every aspect of the service. We believe ensuring quality is part of everybody's job and all policies and procedures are directed to improving the quality of provision. We promote an ethos of critical analysis and continuous improvement.

We carry out a number of checks to assure and improve the quality of our service. These include:

- Regular visits to classes to observe the quality of teaching and learning, by both our own staff and external inspectors
- External verification of quality standards by Accrediting bodies
- OFSTED monitor and inspect our service on a regular basis
- Monitoring recruitment, retention and achievement
- Course and curriculum reviews
- An annual student satisfaction survey and report
- Regular reviews of our systems and procedures.

All of this information is fed into an annual self-assessment report, and a quality improvement and a development plan. If you have any comments or suggestions please let us know. We were last inspected by OFSTED in 2016 and the report can be read in full by visiting www.hfals.co.uk

Assessment appeals

If you wish to appeal against an assessment of your work you should raise it with a member of staff. The tutor will discuss the assessment with you and take appropriate action. If you are dissatisfied with the outcome please ask at reception about the next stage of the appeals procedure. For accredited courses the awarding bodies have their own appeals procedure and this can be requested at reception.

Exclusion policy

The adult learning and skills service is committed to providing a safe and supportive environment in which adults from a wide variety of backgrounds can learn together. In order to maintain this environment we reserve the right to exclude a student from a course where this is judged necessary. A full copy of the exclusion policy and procedures is available from reception.

Health and Safety – Hazards and first aid

Responsibilities

Everyone has a duty to ensure the safety of themselves and others who may be affected by what they do or do not do. Please help yourself and the service in making this a safe and enjoyable environment in which to learn, by following health and safety procedures and by suggesting and making improvements with regard to health and safety.

Reporting hazards

Report any hazard that you find to your tutor or centre staff. This will be a major help in preventing accidents.

Recording accidents and incidents

Your tutor will record any accidents or incidents in the accident/incident book kept at reception. Managers will then investigate and, where necessary, identify changes to the work routine/workplace to make it safer for all. A no blame culture is operated when investigating accidents to ensure the root causes are found.

Evacuating the building

Please make sure you know how to leave the building safely in case of an emergency and that you are familiar with the fire procedures displayed in all adult education centres. When you hear a fire alarm your tutor will escort you from the room to the assembly point for that centre. Please make sure

you stay with your tutor so they can check that everyone is safely out of the building.

First aid

A list of qualified first aiders and first aid equipment is available at reception. Never handle blood, open wounds or body fluids unless you are wearing safety gloves.

Hazardous substances

Some of the substances used in practical subjects can be hazardous. Your tutor will provide information and advice about using these safely. If you are not sure please ask before using any substance you are not familiar with. It is your responsibility to inform the tutor of any relevant allergies that you might have.

Manual handling

Many injuries are caused through poor manual handling; that is moving an object from point A to point B. Please stop and think before you move or handle anything heavy or awkward. Always ask for help if you are not sure.

Equipment and machinery

Health and safety regulations state that only trained people can use certain equipment and machinery. If you have not been instructed in the use of our equipment and machinery speak to your tutor for guidance and instruction.

Tidy work areas

Keeping your work area tidy reduces the risk of accidents, improving health and safety for all. Take time before the

end of every session to ensure the room is left in a clean and tidy condition.

Smoking

In line with legislation, smoking (both tobacco and e-cigarettes) is not permitted anywhere on the premises or grounds of the service.

Mobile phones

Students are asked to respect others when using their phones and their use is not permitted in classrooms or work areas.

Food and drink in classrooms

No food or drink (except for bottled water) is allowed in classrooms.

Students are asked to not take food or drink into classrooms.

Confidentiality and data protection

The service takes great care to ensure that any information you provide to us is treated as confidential. However it is a condition of our funding that we share the information given on your enrolment form with other statutory bodies registered under the Data Protection Act 1998 such as the Skills Funding Agency. This information is used for statistical purposes and the Skills Funding Agency may contact you if you have ticked the relevant box on your enrolment form.

Café

The café at Macbeth Community Cafe serves freshly cooked food and the menu changes daily.

Opening hours are:

Monday to Friday 9.00am to 8.00pm
and Saturday 9.00am to 2.30pm.

First week of Autumn term only.

Reception

Term time opening

Monday to Thursday
9.00am-6.30pm
(last enrolment 6.15pm)

Friday 9.00am- 4.00pm
(last enrolment 3.45pm)

Saturday 9.00am-12.00 noon
(last enrolment 11.45am).

Outside term time

Monday to Friday
9.00am-4.00pm
(last enrolment 3.45pm)

Opening times may change, please call for details (last enrolment time will be 15 minutes prior to closure).

Libraries and employment

Learning at H&F libraries

The adult learning and skills service is working in partnership with the borough library service so you can continue your learning out of class time using books or the internet.

Learning Zone at Shepherds Bush

We now offer ICT/computing, Homework Clubs, English and Maths classes at Shepherds Bush Library's new Learning Zone, come in and find out more.

The Archive and Local Studies service

On the first floor of Hammersmith Library you will now find the relocated Archive and Local Studies service. It holds the borough's archives and local history collections from 1629 to the present day, including documents, books, maps, photographs, old newspapers and other secondary sources. It's the place to come to find out about your house, street, neighbourhood and even to research your family history.

ALSS students welcome

Anyone enrolled on a course is eligible to join a Hammersmith & Fulham library. Most libraries are open late evenings and Saturdays.

Hammersmith, Fulham and Shepherds Bush libraries are also open on Sunday from 11.00am to 5.00pm.

For full details of opening times please see the website:
www.lbhf.gov.uk/libraries

Call the new 24-hour automated telephone service: 030 3123 0035

Internet access is available at all libraries

Free for the first half hour if you are a member of the library. Wi-Fi is available at Shepherds Bush, Hammersmith, Askew Road, and Fulham Libraries. Scanning, faxing and photocopying facilities are also available.

Membership also includes access to online resources, such as Oxford Reference Online, Britannica Online Library Edition, Newsstand and Times Digital Archive newspaper databases.

Fulham Library includes the main reference library which provides 40 quiet study spaces.

Libraries in Hammersmith & Fulham

Hammersmith Library
Shepherd's Bush Road, W6 7AT

Fulham Library
598 Fulham Road, SW6 5NX

Shepherds Bush Library
Westfield Retail Centre
6 Wood Lane, W12 7BF

Askew Road Library
87-89 Askew Road, W12 9AS
Call: 020 8753 3863

Avonmore Library and Community Centre
North End Crescent, W14 8TG

Do you need work experience?

Volunteer work placements give real experience for those who want to take the first steps towards securing employment. Hours can be arranged to fit around residents' availability.

Call: 020 8753 6548

Apprenticeships

Apprenticeships combine paid work with the opportunity to study and gain valuable qualifications. Business Administration, Retail, Care and Hospitality are currently offered.

Call: Clare Edgson on 020 8753 4053

Email: clare.edgson@lbhf.gov.uk

Please see the Work Matters pull-out supplement in our course guide.

Housing

If you are a borough resident and live in private rented accommodation and are affected by the housing benefit caps, HB Assist can help you deal with the impact of the changes.

For further information visit:
145 King Street, Hammersmith,
W6 9XY

Call: 020 8753 4049

(for Hamlet Gardens residents)

Call: 020 8753 1680

(for non-permanent tenants in H&F)

Becoming Self Employed

If you are thinking about becoming self employed Job Centre Plus can support you with a mentor who can advise and guide you through the process, including drawing up a business plan and obtaining funding.

You may qualify for the New Enterprise Allowance to support you through the early days of self-employment.

The adult learning and skills service offer a range of business courses (www.hfals.co.uk) and the H&F Business Enterprise Club meets monthly and is the ideal place to network and get useful information to help you set up or run your own business.

For information email:

nicki.burgess@lbhf.gov.uk

Work Zone

Work Zone is a recruitment service that cares. Based at Shepherds Bush Library at Westfield London, it will help you identify skills, assist with CV writing, application forms and prepare you for interviews as well as help build your confidence so that you are successful in getting a job.

For information:

Call: 020 8753 4693

Email: recruitment@workzoneonline.co.uk

or visit: www.workzoneonline.co.uk

One Place

Did you know you can save time by visiting the OnePlace Hub where you can get help with housing options, debt and money advice, housing benefit and job search all under one roof? Ask at Hammersmith or Shepherds Bush Job Centres to speak to a member of the OnePlace Hub staff.

Call: 020 8210 8200

Email: oneplace@lbhf.gov.uk

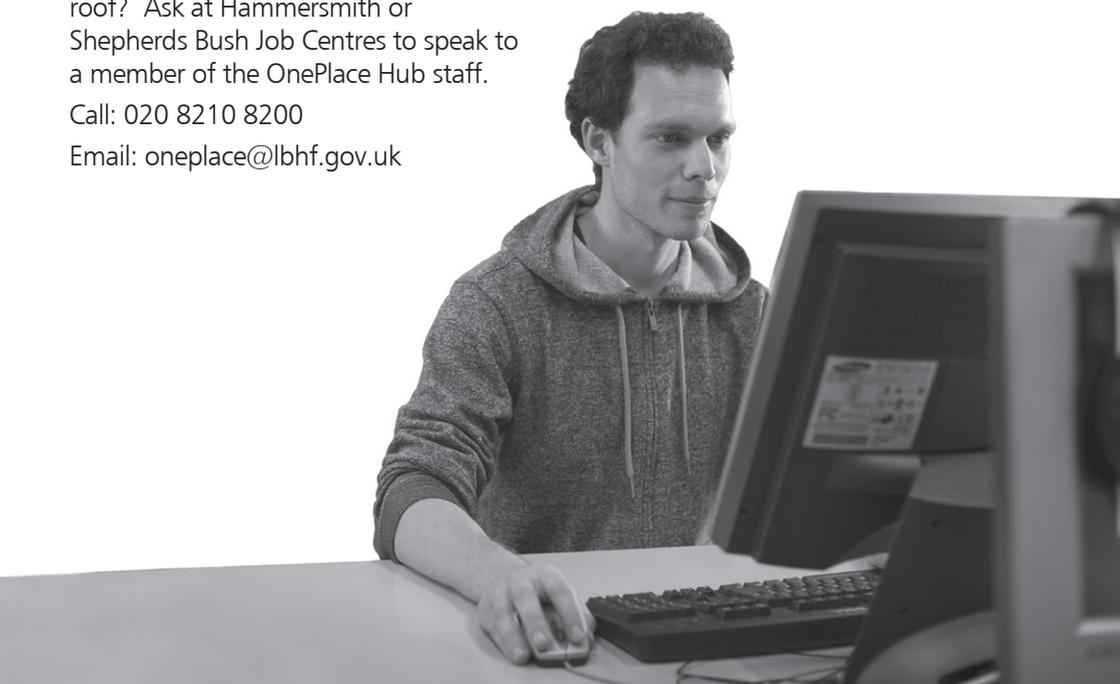
National Careers Service

Helping you to take the next step

- Online, on the phone or face-to-face
- Help to choose or change career
- Skills tests, course search, job search advice
- Personalised help from careers advisers

Call: 0800 100 900

Or visit: www.nationalcareersservice.direct.gov.uk



Term dates 2017/18

Autumn term 2017

Starts

Monday 11 September

Ends

Saturday 9 December

Half term

Monday 23 October to
Saturday 27 October

Spring term 2018

Starts

Monday 8 January

Ends

Thursday 29 March

Half term

Monday 12 to Friday 16
February

Note

Good Friday is
14 April;
Easter Monday is 17
March

Summer term 2018

Starts

Monday 16 April

Ends

Monday 16 July

Half term

Monday 28 May to
Friday 1 June

Contacts

Macbeth Centre

Macbeth Street, London W6 9JJ

Tel: 020 8753 3600

Email: alssinfo@lbhf.gov.uk

ACLCL Centre (Term time only)

Australia Road,
White City, W12 7PT

Normand Croft (Lillie Road)

Normand Croft Primary School
Bramber Road,
Fulham, W14 9PA

Outreach Centres

We run courses in a number of outreach centres and schools across the borough. For full information please see the prospectus, call 020 8753 3600 or visit: www.hfals.co.uk
Please note we cannot answer general enquiries about these centres.

If you would like any part of this document produced in large print or Braille please telephone 020 8753 3600



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