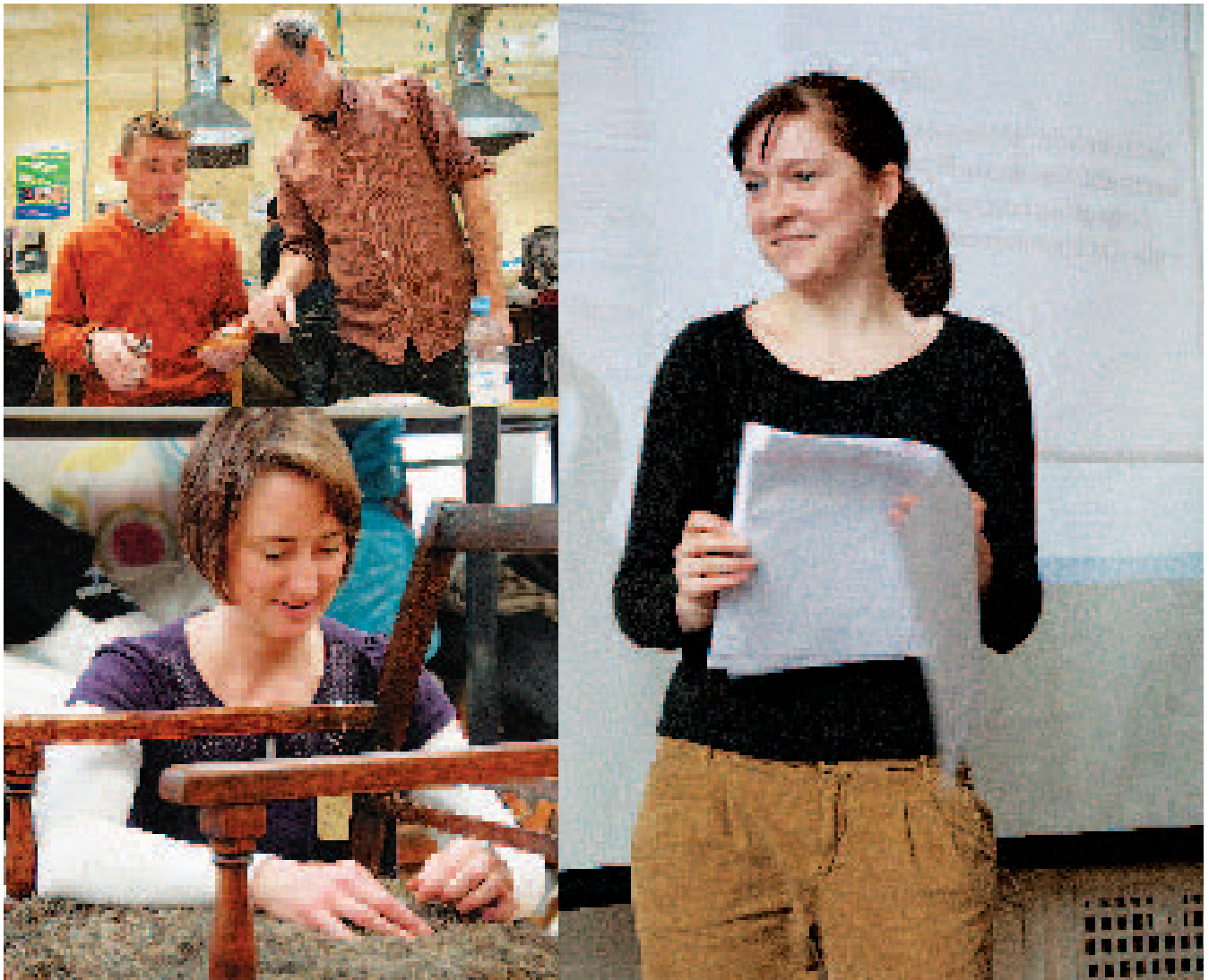


Adult learning
and skills service



Learner handbook

2011/2012

"The best local authority adult learning service I have inspected for some considerable time."

Ofsted Inspector June 2010

Learning and skills for a better life **0845 839 7912** • www.hfals.co.uk

Welcome

Thank you for enrolling on a course with Hammersmith & Fulham ALSS (adult learning and skills service). This handbook provides a range of information that is intended to assist you get the most out of the course you have joined. Do please take the time to read the procedures and policies that are in place which seek to ensure ALSS continues to offer a high quality service. When the Service was inspected by OFSTED last year 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.

If there are occasions that we can improve further we encourage learners to let us know so that the matter can be addressed. Please either complete a feedback card which can be found in reception or email elaine.lewis@lbhf.gov.uk.

We do hope you enjoy studying with us.

Eamon Scanlon

Assistant Head of Service
Adult Learning and Skills Service
London Borough of Hammersmith & Fulham

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: elaine.lewis@lbhf.gov.uk.

Learner feedback

We welcome your views and comments, please tell us what we do well and help us identify where we can make improvements. In Macbeth reception there is a display board where you will find learner comments and our response.

Going to be absent from class?

If you will be absent from class (Macbeth Centre):

- 1** Call **0845 839 7912**
- 2** Select **option 4**
- 3** **Answer** the automated questions clearly
- 4** Press **#** once completed
- 5** **We will** pass your message to your tutor.

Minimum class size

Our minimum class size ranges from 8 to 12 depending on the type of class and health & safety requirements. We have planned some courses allowing for lower enrolments but the fees for these courses are higher to reflect this.

If a class doesn't enrol the minimum agreed level it may, in some instances be possible to keep the class running if all students agree to pay an additional amount. This can be discussed with the class tutor.

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Induction checklist

At the beginning of your course your tutor will go through this checklist and may give you more details relevant to your class (e.g. craft and motor vehicle classes). Please tick the boxes.

Course information

Check that you know what is on the course information sheet. These can be downloaded from www.hfals.co.uk or ask at reception.

Term dates

Check you know when the course terms begin and end, as well as dates of any breaks. Dates are listed at the end of this handbook.

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.
- 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.

Equal opportunities

You should be reminded that 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 elaine.lewis@lbhf.gov.uk or complete a feedback card which can be found in reception.

Additional support

Students who have a disability, have difficulties with reading or writing or for whom English is not their first language can receive extra help with these. Please ask your tutor or contact Sean Buckley on: 0845 839 7912 or email: sean.buckley@lbhf.gov.uk.

Study support

Anyone enrolled in a class can receive extra help with their learning through the study support service. Please ask your tutor for further information.

Careers 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.

We also have a **fully qualified careers advisor** who is able to offer advice and guidance on employment, education and training. Get help with:

- Choosing a course or college
- Applying to further or higher education
- Deciding on a career path
- Writing a CV and preparing for an interview

- Finding out about jobs, voluntary work or **training courses**

Call **0845 839 7912** or ask at reception to book a confidential appointment with our careers advisor.

We will also be offering advice and guidance sessions on the following Saturdays:

- September term: **15 October 2011**
- January term: **11 February 2012**
- April term: **16 June 2012**

The careers information advice and guidance advisor adheres to the National Information Advice and Guidance Board's set of principles.

Libraries

A wide range of library and study facilities is available in the borough libraries.

Student charter

Your tutor will draw your attention to the student charter, which should be displayed in every teaching area. Particular emphasis is placed on the importance of regular and punctual attendance. When you enrolled, you signed to confirm that you will abide by this charter.

Safeguarding

The service has a safeguarding policy and is committed to creating and maintaining a safe environment for young people and vulnerable adults and ensuring that action is taken to support them if abuse is suspected. For full information on our safeguarding policy please ask at reception.

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
- participate in the learning activities and complete any work set
- agree your individual learning plan and review your progress to get the most from your class.

Equal opportunities

The adult learning and skills service is committed to ensuring 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. It is the responsibility of all staff and students to ensure that everyone is treated with respect and sensitivity. If you believe that anything is contravening this policy, or that you have been discriminated against, please talk to your course tutor 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 the study support service.

The service provides:

- free access to computers and the internet
- help with completing your assignments or portfolios
- confidential interviews about any additional support you may require help with
- language, literacy and numeracy skills
- one to one subject specialist support by arrangement
- adaptive equipment for students with a learning difficulty or disability.

Study support sessions take place in the day and evening. Please ask at reception for details.

Literacy 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. If you think you may experience difficulties during your course please speak to your tutor as soon as possible and/or call Claudette Earle on 0845 839 7912 or email: claudette.earle@lbhf.gov.uk

Language support

Students whose first language is not English may find their course difficult because of this. If you need help with

listening or speaking in English, please call 0845 839 7912 and ask for Ljiljana Colak, the Programme Manager of ESOL.

Learning difficulty or disability

If you would benefit from some additional support because of a learning difficulty or disability please call Sean Buckley on 0845 839 7912 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. We monitor participation in all types of courses to check our students reflect the local community.

Disability statement

The service is committed to supporting disabled people by:

- making our building as accessible as possible
- having trained staff ready 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 HAFAD and MIND to get more help and advice if we need it.

How can I get advice and support?

You can ask for help at reception and course information sheets are available from www.hfals.co.uk to help you decide if the course is what you want.

Sean Buckley is the member of staff responsible for additional support and he can:

- discuss which course is right for you and the best way to help you learn
- link you with the tutor before you start your course
- find out what aids or adaptations you might need
- arrange additional support if you need it
- help you to enrol
- arrange for ground floor access or transport support
- discuss progression routes for further study

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 extra help you get will depend on your individual circumstances and in some cases you will have to provide medical evidence. You may be allowed to have an assistant, special equipment, additional time or other support.
- You should make sure your tutor knows about your needs or you can talk to the Sean Buckley, the Programme Manager for student support, who will advocate for you.

How can I complain if something goes wrong with my additional learning support?

- All complaints received are taken seriously and are dealt with according to the complaints procedure.
- We will make sure that you are supported to progress your complaint by providing an interpreter, signer or an advocate if necessary.
- You can discuss any complaint to do with disability and access informally with the Programme Manager of student support who will try to resolve the issue and will advise you on the corporate procedure should you want to take

the matter further. Call Sean Buckley on 0845 839 7912.

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 evaluation during courses.

Financial support - Learner Support Fund

This is a discretionary scheme funded by the adult learning and skills service to assist learners who may be experiencing difficulties in paying for course fees, essential equipment/materials, or other necessary related expenses. Priority is given to those living or working in Hammersmith & Fulham who are in receipt of an income related benefit or those learners who are solely dependent on an adult on a low income. The fund is limited and priority will be given to new learners and those on accredited courses. Further information and application forms are available from reception areas.

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.

The formal complaints procedure is available at each centre and all comments, compliments or complaints about the adult education service should be addressed to the Assistant Head of Adult Learning and Skills Service.

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
- 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 development plan. If you have any comments or suggestions please let us know.

We were recently inspected by OFSTED 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 education 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

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 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

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 serves freshly cooked food and the menu changes daily.

Opening hours are:

Monday to Friday 9.30am to 8.00pm
and Saturday 9.00am to 2.30pm.

Office/reception hours

First week of term

For the first week of term we are open

Monday to Friday
9.00am-9.00pm

Term time opening

Monday & Tuesday
9.00am-7.00pm;

Wednesday & Thursday
9.00am-8.00pm

Friday
9.00am-5.00pm

Outside term time

Monday to Friday, 9.00am-5.00pm

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

Term dates

2011 to 2012

Autumn term (12 weeks)

Starts Monday 19 September 2011

Ends Saturday 17 December 2011

Half term 24 to 29 October 2011

Spring term (11 weeks)

Starts Monday 9 January 2012

Ends Saturday 31 March 2012

Half term 13 to 18 February 2012

Summer term (12 weeks)

Starts Monday 16 April 2012

Ends Monday 16 July 2012

Half term 4 to 9 June 2012

Saturday dates

For full details visit

www.hfals.co.uk

Contacts

Macbeth Centre

Macbeth Street, London W6 9JJ

Tel: 0845 839 7912

Email: alssinfo@lbhf.gov.uk

Sands End Community Centre

61 Broughton Road, SW6 2LE

Tel: 020 7736 1724

Fax: 020 7751 8851

Email: alssinfo@lbhf.gov.uk

ACLC Centre

(formally Paragon)

Australia Road,

White City, W12 7PT

Outreach Centres

We run courses in a number of outreach centres and schools across the borough for full information please see the prospectus or visit: www.hfals.co.uk



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