

East Berkshire Community Learning *and* Skills Service

Learner Guide

Name

www.rbwm.gov.uk






Royal Borough
of Windsor &
Maidenhead

www.slough.gov.uk
Slough
Borough Council

Contents

Page	Section
2	Welcome
3	Information about your learning
4	Get the best from your learning (expectations)
6	Induction
10	Comments, compliments and complaints
12	General information

Contact us

 01753 476611 (Slough)	01628 685647 (RBWM)
 lifelonglearning@slough.gov.uk	
 www.slough.gov.uk/communitylearning	www.rbwm.gov.uk (community learning)

The Curve

William Street
Slough SL1 1XY

Opening hours:
Monday-Friday 09.30-15.30

Riverside Centre

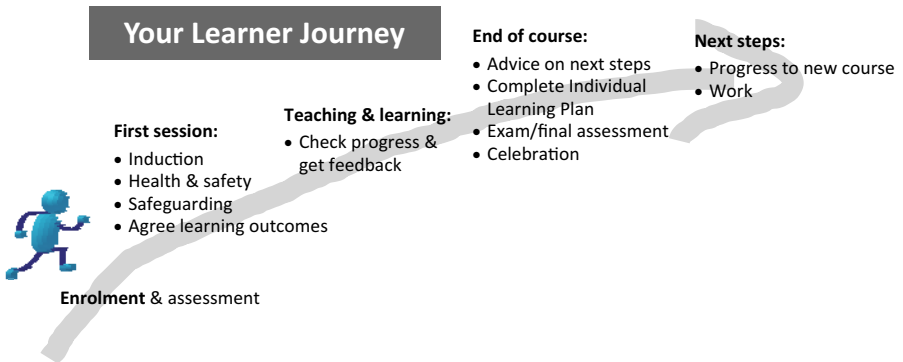
West Dean, Off Ray Mill Road West,
Maidenhead SL6 7JB

Opening hours:
Monday-Friday 09.30-15.00

Welcome

Thank you for choosing to learn with the East Berkshire Community Learning and Skills Service. We hope your time with us is full of new learning experiences, challenges, and a chance to meet new people.

This learner guide contains information about your learning and includes important contact details you may need as you progress in your course. Please take some time to read this guide and if you require further information please feel free to contact us.



Information about your learning

What will happen at the beginning of my course?

At the beginning of your course the tutor will discuss what you can expect to learn by the end. They will also cover health and safety, safeguarding, set ground rules, how to access information and advice, venue facilities, and what to do if you cannot attend a session. You may also be asked to take an assessment to help set your learning goals.

What if I am late or unable to attend a lesson?

Your tutor will explain what to do if you are unable to attend a lesson. If in doubt contact the service (01753 476611 Slough or 01628 685647 RBWM) with your course name, tutor name and venue of your course to let us know. If you are repeatedly absent you may be withdrawn from your course. Add your course details here:

Your tutor:	
Course name:	
Course day and time:	
Course venue:	


How will I know how I am doing on my course?

You will be encouraged to measure your progress against goals set with your tutor in a learning plan. It will show you how much you have learned. Your tutor will also provide regular constructive feedback.

Can I get advice on what to do after the course?

If you want information and advice on helping you to progress from your course you may have an individual interview, attend a workshop or a job club.

Contact:

 01753 476611 (Slough)

 01628 685647 (RBWM)

Getting the best from your learning (expectations)

We are committed to excellence in community learning, we will provide a quality service to everyone involved; learners, staff and partners. The needs of local community are our top priority. We will seek regular feedback from learners to review and improve our services to suit the needs of the community.

What we expect from learners

- be on time, attend all classes and keep us informed if you are unable to attend
- give respect to staff and learners taking into consideration cultural and religious differences and different levels of learning
- agree your learning plan with your tutor that includes challenging objectives
- agree ground rules with your tutor
- review your progress with your tutor
- come properly equipped to participate in your lesson provide constructive suggestions
- inform us of any additional support you may need and,
- before you sit an exam be prepared to study for more than one term and pass a mock assessment.

What you can expect

- clear information regarding fees/concessions for courses
- clear course information and aims
- suitable initial assessment and support to set your own goals
- a comprehensive active induction to your course which includes important contact information
- good quality teaching by qualified staff and monitoring of tutors
- teaching at an appropriate level with courses designed to meet your needs
- good, clean, fit for purpose equipment
- a safe comfortable learning environment
- regular constructive feedback on your progress
- to safeguard you while you are learning with us
- to be valued, respected and treated equally
- the cultural diversity of our learners to be valued and celebrated
- to be offered information, advice and guidance on future opportunities
- your achievements to be recognised and,
- clear information about our comments, compliments and complaint procedures.

Note: Please note learners who do not adhere to these expectations may be asked to leave their course

Induction

As part of your course you will take part in an active induction. The following information will be discussed during this session. It is important that you read this information and are clear about how to contact us if you may need to in the future.

Health and Safety

Health and safety refers to the right of every employee or learner to carry out their daily work or learning in a way that minimises accidents and injuries. Keeping people safe is a legal requirement of the organisation but also of individuals. We should always be vigilant about keeping each other safe. It is our duty to report hazards that we feel may pose a risk to health and safety.

Contact: 01753 47611 (Slough) or 01628 685647 (RBWM)

What is Safeguarding?

Safeguarding is about ensuring that all adults and children have the right to live in safety, free from abuse and neglect. It is about us all working together to stop both the risks and experience of abuse or neglect and making sure that everyone's wellbeing is promoted.

Examples of safeguarding risks include:

Discrimination	Physical abuse	Sexual abuse	Emotional abuse or bullying	Neglect
Modern slavery	Domestic Abuse	Organisational abuse	Financial abuse or theft	Self-neglect

Contact: Baljit Mann, Acting Quality and Commissioning Manager (07786 190576)

RBWM Adult Social Care Team: 01629 683744

Slough Adult & Children's Social Care Team: 01753 475111

What is Prevent?

Prevent is also part of safeguarding. The main aim of Prevent is to stop people from becoming radicalised or involved in extremist activity. At the heart of Prevent is safeguarding children and adults and providing early intervention to protect and divert people away from being drawn into terrorism. At any one time there are many ongoing investigations into extreme right wing and radical religious activities. It is the duty of all of us to be vigilant and report anything that might be of concern to us.

Contact: Baljit Mann, Acting Quality and Commissioning Manager (07786 190576)

On-Line Safety (SMART Rules)

SHARING	Don't share your password, photos and your personal details. Be aware of scamming and phishing.
MANAGE	When communicating with others be aware of sex exploitation, sexting, grooming, and trolling.
ATTACHMENT	Don't get a virus on your device - be sure you know where the attachment is from.
RELIABLE	When reading information on-line be aware of fake news, is the person who they say they are? (Sometimes called catfishing).
TELL	If you see information being accessed which is not appropriate or where there may be a safeguarding or issue tell someone.

How to achieve health and wellbeing

- Develop and maintain strong relationships with family and friends
- Make regular time available for social contact
- Try to find work that you find enjoyable and rewarding
- Eat wholesome, nutritious foods
- Do regular physical activity
- Become involved in activities or join a club that interests you
- Set yourself achievable goals and work towards them
- Be positive and enjoy each day

*Contact: Baljit Mann, Acting Quality and Commissioning Manager (07786 190576)
Active Slough: 01753 875784*

Equality, Diversity and British Values

What is equality?

Equality is making sure that individuals or groups of individuals are not treated differently or less favourably, on the basis of their specific "protected characteristic", such as race, gender, disability, religion or belief, sexual orientation and age. Bullying, harassment or victimization are also considered as equality and diversity issues.

What is diversity?

Diversity is about recognising, respecting and valuing people's differences so that everyone can realise their full potential in a supportive and inclusive environment.

What are British Values?

British values are about making a commitment to having a society that is based on democracy; the rule of law and individual liberty as well as ensuring there is mutual respect and tolerance for people of different faiths and beliefs.

Contact: 01753 47611 (Slough) or 01628 685647 (RBWM)

Embedding English, Maths and Digital Skills

Embedding is all about your teacher finding opportunities to help you to improve your English, maths and digital skills during your learning rather than treating them as separate subjects. There is also specialist help available if you would like additional support in any of these areas.

Contact: Baljit Mann, Acting Quality and Commissioning Manager (07786 190576)

Information, Advice and Guidance (IAG)

Impartial Information Advice and Guidance is available to all learners to help them make the right education, training and employment choices to ensure they have the best possible chance of achieving their potential and goals. This help is delivered to groups through your course but is also available to individuals seeking confidential 1 to 1 support. There is no charge for this service.

Support and signposting is also available for any personal issues such as; housing; finance; sexuality; domestic abuse; mental health etc.

Contact: 01753 476611 to book an appointment or speak to your tutor.

Support for additional learning needs

We want you to get the best out of your learning. At enrolment, if you tell us you have a disability, mental health need or learning need we will then ask you if you need additional support and do our best to provide you with that help during your course. This can include additional support with English and maths.

If you start your course and then think you need additional support, please tell your tutor a member of staff and we will talk to you about this and do our best to put support in place for you.

If you have a carer please let staff know at enrolment or bring the carer with you to enrolment. We will then accommodate the support you have from the carer as part of your learning in class.

Contact: 01753 47611 (Slough) or 01628 685647 (RBWM)

Comments, compliments and complaints

We always strive to provide excellent services. If you would like to contact us with any comments or compliments then please see the details below. However, sometimes things can go wrong and if they do, we want to know so we can put them right and learn from any mistakes. Should you wish to make a complaint the service has the following policy in place:

1. Informal stage

You may just want to talk to someone about your complaint and see if the matter can be resolved quickly. Please talk to your tutor, advisor or a member of staff to see if they can resolve the matter for you. Alternatively contact us directly:

- Telephone: **01753 476611 (Slough)/01628 685647 (RBWM)**
- Email: **lifelonglearning@slough.gov.uk**

2. Stage 1

If you are still not satisfied with how your complaint was handled you can make a formal complaint to the Funding and Compliance Manager who will arrange for your case to be investigated.

- Telephone: **01753 4476611** or email **lifelonglearning@slough.gov.uk**
- Write to: **Funding and Compliance Manager, Community Learning and Skills Service, Observatory House (2nd Floor), 25 Windsor Road, Slough SL1 2EL**

We aim to acknowledge your complaint within 2 working days and to respond fully to your complaint within 10 working days.

3. Stage 2

If you are unhappy with your Stage 1 reply you can ask for your complaint to be considered by the department director. Your Stage 2 complaint needs to be in writing, stating which aspects of the previous reply you are not happy with and what more you think we should do. This must be received no later than one calendar month from the date of the Stage 1 reply.

- Send this request to:
**Corporate Complaints Team, Slough Borough Council,
Observatory House, 25 Windsor Road, Slough SL1 2EL**
- Email: complaints@slough.gov.uk

4. Stage 3

If you are still not happy, you can ask the Chief Executive to independently review your complaint. You will need to explain in writing to the complaints team (above) about your complaint. Your complaint must be received no later than one calendar month from the date of the Stage 2 reply.

5. Complaint to Ombudsman

You can complain to the local government Ombudsman at any time, although they will usually only investigate your complaint once you have been through the council's complaints procedure. The local government Ombudsman can be contacted by:

- Calling the LGO Advice Team: **0300 061 0614**
- Text 'call back' on **0762 480 3014**
- Email: enquiries.london@lgo.org.uk
- Website: www.lgo.org.uk

General information

Parking

Parking is available at some of our centres. For more local information on where to park please ask a member of staff.

Access to our buildings

Most of our sites have induction hearing loops, disabled toilets, improved wheelchair access and improved signage to aid partially sighted customers. However, accessibility does vary between centres so we recommend that you check before enrolling.

Refreshment facilities

Drink and snack vending machines or a café are available at some of our centres.

Lost property

Please hand in any lost property you find informing us where and when it was found. If you have lost something please report it to a member of staff.

Mobile phones

Please switch off or turn your mobile phone to silent in class (except in special circumstances, at staff discretion).

Assessment malpractice and appeal

If there is found to be any malpractice in an exam or assessment it will be investigated and penalties may be applied to the learner. You have the right to appeal - call 01753 476611 for information and awarding body phone number.

Multi-faith space

A space or room is available at some centres for prayer - please ask a member of staff.

Class changes

Where a course has low enrolment numbers we may (in consultation with you) run the class over fewer weeks or shorter session time for the same fee, on the basis that customers will benefit from more individual attention due to lower numbers.

Cancellations

Sometimes we are unable to run particular activities due to unforeseen circumstances. In the event of a course having to be cancelled by us you will be offered alternatives where possible or a full refund.

Refunds

Please note that you enrol for a course, not a set number of weeks. If your class is changed but the content will still be covered then refunds will not be given in these circumstances. Full refunds are given when the course is cancelled by us. If you withdraw from a course for medical reasons ask a member of staff how to apply for a refund; you will need to supply a medical certificate.

What our learners say about us

*We have
lots of fun*

*Coming to you
has boosted
my self esteem*

*The flexibility
from yoga
breathing is
invaluable*

*If there was
anything I was
unsure about I
could ask the
tutor*

*It's good to learn
something after you
drop your children
off at school*

*My tutor made me
feel more confident
than before I started
my course*

*The course helped
me to learn Word
and now I will help
my children*