

East Berkshire Community Learning *and* Skills Service

# Learner Guide

Name

[www.rbwm.gov.uk](http://www.rbwm.gov.uk)



Royal Borough  
of Windsor &  
Maidenhead




[www.slough.gov.uk](http://www.slough.gov.uk)  
**Slough**  
Borough Council



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# 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-Wednesday and Friday 09.30-15.30  
Thursday: 09.30-18.30  
Saturday 10.00am-13.00

## Riverside Extended Services Centre

 01628 685647  
Maidenhead, East Berkshire  
West Dean, Off Ray Mill Road West, Maidenhead SL6 7JB

**Opening hours:**  
Monday-Friday 10.00-14.30

## Comments, compliments and complaints

### Performance and planning manager

CLASS, Slough Borough Council, 2nd Floor East, St Martins Place, Slough SL1 3UF

 lifelonglearning@slough.gov.uk



# Course induction checklist

<ul style="list-style-type: none"> <li>I have read the Learner Charter (<i>within Learner Guide</i>)</li> </ul>	
<ul style="list-style-type: none"> <li>I have taken the Health and Safety quiz (<i>within Learner Guide</i>)               <ul style="list-style-type: none"> <li>- Fire alarm - sound and location of nearest alarm</li> <li>- Location of first aid box and emergency telephone</li> <li>- Emergency evacuation route and assembly point</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>If I am absent from class I know how to tell my tutor</li> </ul>	
<ul style="list-style-type: none"> <li>I have received information about my course</li> </ul>	
<ul style="list-style-type: none"> <li>I understand I need to attend all lessons and on time</li> </ul>	
<ul style="list-style-type: none"> <li>I understand English and other skills are needed to pass my course</li> </ul>	
<ul style="list-style-type: none"> <li>I know what to do if I have safeguarding or an extremism concern</li> </ul>	
<ul style="list-style-type: none"> <li>If I have a disability or a learning need, I have told my tutor so they know how to support me</li> </ul>	
<ul style="list-style-type: none"> <li>I know how to make a complaint (<i>within Learner Guide</i>)</li> </ul>	
<ul style="list-style-type: none"> <li>If I am taking a qualification I understand what I need to do, to be submitted for an exam. I know about malpractice and how to appeal against an exam result (<i>within Learner Guide</i>)</li> </ul>	
<ul style="list-style-type: none"> <li>My tutor has talked about next steps after I have completed the course</li> </ul>	

# 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.

## 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. For more information please call 01753 476611 (Slough) or 01628 685647 (RBWM).

## 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 removed from the course.


## 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.


## Will I be asked to take a test at the end of the course?

If you are on a qualification course you will work towards an exam, test, and/or complete a portfolio. You may be asked to take a 'mock' exam. Based on your mock exam result the tutor will advise if you are ready to take the final exam.

## Further information

 01753 476611 (Slough)

 01628 685647 (RBWM)

 lifelonglearning@slough.gov.uk

## General information

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### 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).

### Crèche

Crèche facilities for children are offered at enrolment on designated courses in some of our centres. See the course brochure for further information.

### Multi-faith space

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

### Suggestions and complaints

We want you to feel safe and valued in our centres. We value your comments and have offered new courses from previous suggestions. To make a complaint see the complaints information in this guide. To give a suggestion please let us know to improve our service.

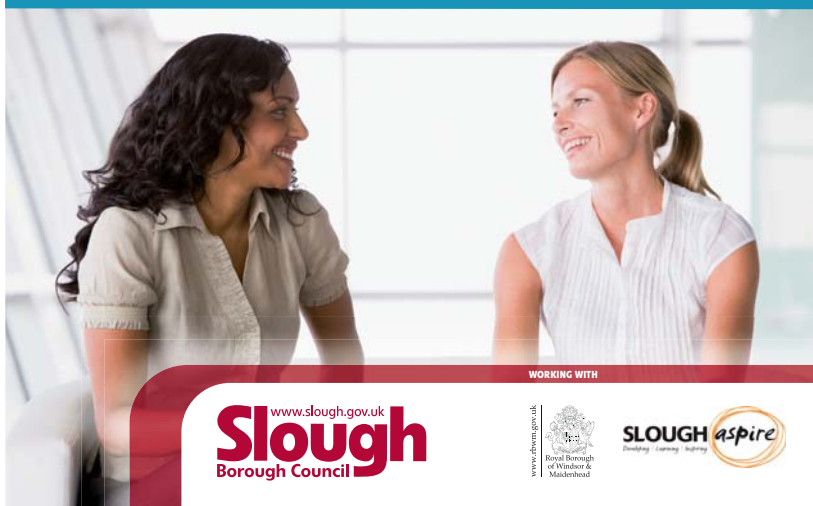
# Employment and Learning Advice Service

Confidential, impartial and independent advice to help you achieve your learning and work ambitions.

We offer help with:

- CV building
- Job searching
- Course or training searches
- Interview skills
- Help with application forms
- Accessing learning and employment opportunities

To book an appointment with a qualified employment and learning adviser please call 01753 476611 or email [ela@slough.gov.uk](mailto:ela@slough.gov.uk)



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**Slough**  
Borough Council





# Class changes and cancellations

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## 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.

# Tips for successful learning

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- Come prepared; Keep a file for the handouts you get from tutors and for your own notes.
- Organise your notes into separate topics.
- Highlighters and coloured pens help you organise and memorise your notes.
- Revise small amounts on a regular basis. It is most effective to study in small chunks.
- Take breaks when you study. This helps you to more easily remember what you have learned.
- Get actively involved in learning, ask questions, and take part in discussion. The more actively you learn, the better you will remember.

# Health and safety information

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## 1. Fire alarm and drill

Please check the instructions in your classroom for the evacuation of your centre in the event of an incident. In the event of a fire drill or real evacuation please leave the building immediately. Your tutor will inform you when the centre checks its alarms.

## 2. First aid

First aid boxes are situated throughout your building and are in green boxes. The name of first aiders is marked on first aid notices in every room. Report any incident no matter how small to your tutor or member of centre staff.

## 3. Safeguarding adults and radicalisation

If you think someone is being abused or someone is abusing you or is at risk of radicalisation:

- speak to a member of staff immediately
- see pages 16-18 for more information.

## 4. No smoking

Smoking is not allowed in any centre including car parks and the front entrance to the buildings.

## 5. Personal property

Please keep your personal belongings with you at all times. Slough Borough Council is not responsible for their loss.

## 6. Hearing loop

Some centres have a hearing loop system; they are situated in classrooms which display the hearing loop sign and also in the reception area.

## 7. Accidents

If you have an accident, injury or 'near miss' in the building inform your tutor or other member of staff straight away. They will help you and call or assistance if needed.

# Health and safety quiz

Following your introduction to your course and venue please take this test with your tutor.

	Question	Yes	No	Comment
1	Do you know where the nearest fire alarm is to your classroom?			
2	Where is the <b>fire assembly point</b> ?			
3	Do you know the escape route you would take from your classroom or surrounding areas?			
4	Do you know where the fire extinguishers are located in your classroom?			
5	Where are the ladies' toilets?			
6	Where are the men's toilets?			
7	Where are the disabled toilets?			
8	Where is the nearest <b>first aid box</b> ?			
9	Do you know who to report an accident to?			
10	Who is responsible for health and safety on site?			
11	Do you know if there are any hazards in the building you need to know about?			
12	Have you been advised on the risks to you during your course?			

Signed ..... (learner) Date .....

## Agreement for the use of ICT

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**The Community Learning and Skills Service is committed to maximising the use of ICT in the delivery of learning programmes both by tutors and learners. We expect all users to respect and not abuse the equipment and its use of. Learners must agree to follow the Service's rules. The council monitors all internet usage from this location.**

### **Users must not:**

- Remove ICT equipment from the classrooms.
- Eat or drink near ICT equipment.
- Behave in any way that disturbs other people learning.
- Download or install software without permission
- Alter the settings of the computers.
- Make any changes to the computers that render them unusable by other users.
- Access or transmit copyrighted, offensive, discriminatory, sexual, unethical, illegal, racist, sexist, material, or any material unsuitable for children.
- Hack into unauthorised areas.
- Use the computers for any illegal activity, including software and music piracy.
- Make negative comments about learners, Slough Borough Council, RBWM and/or the provider on any blogs or social networking sites.
- Use inappropriate or offensive, discriminatory, or libellous language when using ICT including all forms of messaging.
- Visit websites or play games or music that do not form part of the course.

# ICT Agreement (*continued*)

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## **Users should:**

- Always respect the privacy of other users.
- Parents or carers accompanying children who wish to use the ICT equipment must be responsible for supervising the children's use of the internet.
- Use wifi provided by the learning venue (where available) rather than your own internet package.

## **How to report a concern if you come across inappropriate material, or someone accessing information that could be linked to radicalisation and/or extremism.**

- Speak to your tutor or email the service ([lifelonglearning@Slough.gov.uk](mailto:lifelonglearning@Slough.gov.uk)) immediately.
- Your tutor will report the concern to their manager.
- The concern may be investigated as a safeguarding or Prevent issue and recorded as such.
- See the back pages of the Learner Guide for more information.

The council accepts no liability for any loss or damage resulting from learners' dealings with a third party.

# Suggestions and complaints

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We always strive to provide excellent services. 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. So please also tell us if you are happy with the service you have received, or if you wish to make a comment about a service.

## 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](mailto: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 Performance and Planning Manager who will arrange for your case to be investigated.

- Telephone: **01753 476611** or email **[lifelonglearning@slough.gov.uk](mailto:lifelonglearning@slough.gov.uk)**
- Write to: **Performance and Planning Manager, Community Learning and Skills Service, St Martins Place, Slough SL1 3UF**

We aim to acknowledge your complaint within two 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,  
St Martins Place, 51 Bath Road, Slough SL1 3UF**
- Email: [complaints@slough.gov.uk](mailto: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](mailto:enquiries.london@lgo.org.uk)
- Website: [www.lgo.org.uk](http://www.lgo.org.uk)

## Learner charter

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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 regularly 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
- 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
- be prepared to study for at least two or three terms before sitting an exam
- turn taking when speaking in class.

### What you can expect

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



# Assessment malpractice *Guidance for learners*

## Who is this guidance for?

This guidance is for all learners either taking an examination or a formal assessment through a portfolio for an accredited course. We will manage assessments so that there is no malpractice.

## What is malpractice?

Malpractice includes:

- plagiarism of any nature
- collusion by working collaboratively with other learners to produce work that is submitted as individual learner work
- copying (including the use of ICT to aid copying)
- deliberate destruction of another's work
- fabrication of results or evidence
- false declaration of authenticity in relation to the contents of a portfolio or coursework
- impersonation by pretending to be someone else in order to produce the work for another or arranging for another to take one's place in an assessment/examination/test.

Malpractice also includes improper assistance to candidates by staff.

## How will the service minimise malpractice?

- Tutors will use vigilance to ensure that learners declare that their work is their own and report any concerns to their line manager or head of service.
- Where there is initial evidence or allegation of malpractice an investigation will be conducted.
- Where malpractice is proven, this centre will apply the penalties/sanctions which are linked to council policies for learners.

## Appeal

- Learners have the right to appeal and will be informed of the avenues for appealing against any judgment made.

## How do I find out more?

- Speak to your tutor
- For a copy of the full policy on malpractice, contact customer service on **01753 476611**.

# Safeguarding – how to seek help

**If you are at risk of or being abused  
or neglected in some way**

Inform your tutor or  
any member of staff



The manager will discuss and  
record your concerns on the  
service's safeguarding log  
and make a referral to the  
Adult Social Care Team



The Adult Social Care Team  
may then contact you  
about your concern



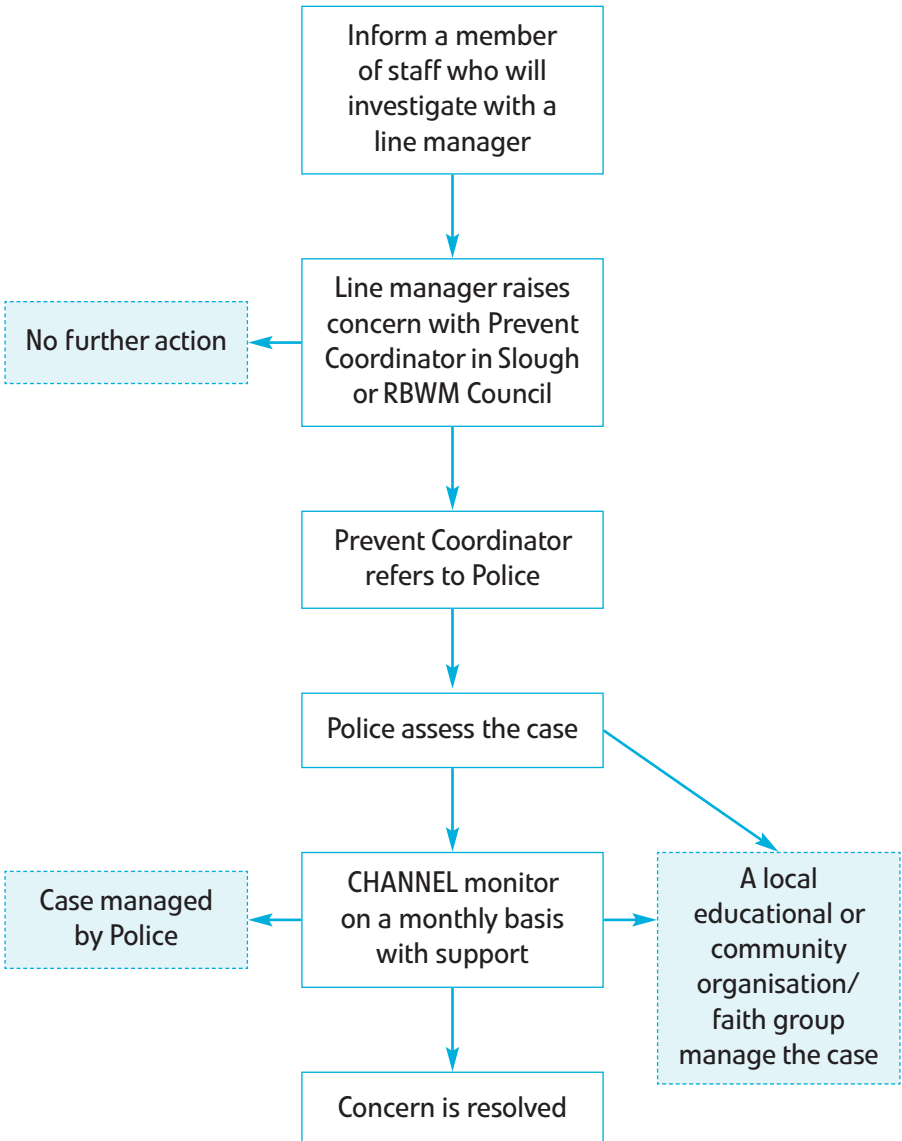
Your tutor will keep in touch with  
you and close the case on the log  
once you are safe

If criminal abuse is  
suspected or likely  
then report it to  
the police - dial 999

We report on the 'SA1 (adult)  
or MARF form (child)' and will  
take notes on your concern

We may suggest you speak  
to a local agency (ask for our  
list of agencies)

# How to raise a radicalisation or extremism concern



## Safeguarding and Prevent - contacts

### General

Urgent Police or medical assistance	999
Crime Stoppers	0800 555 111
Victim Support	0845 3030 900
Stop Hate UK	0800 138 1625
Prevent Engagement Team (Thames Valley Police)	01753 506291/506059
National Anti-Terrorist Hotline (at any time and in complete confidence)	0800 789 321

### RBWM Council Safeguarding

Adult safeguarding referral	01628 683744 (advice and information team) 01344 786543 (out of hours)
Children's safeguarding referral	01628 683150 (Referral and Assessment Team) 01344 786543 (Out of hours Emergency Duty Team)

### Slough Borough Council Safeguarding

Designated Safeguarding Officer - Saira Minhas	0777 606 4937
Adult safeguarding referral	01753 475111 (option 1) Monday to Friday, 9am to 5pm, 01344 786543 (Out office hours emergency duty team)
Child protection referral	01753 875362 Or: 01753 875591 or 01753 690740 01344 786543 (Outside office hours)

# Notes

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# Notes

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# 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*