

Did you know...

Working with partners last year, ACLS:

- Engaged approximately 8,300 people in learning opportunities
- Delivered nearly 1,500 courses
- Used over 300 venues

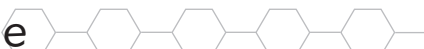
*"Brilliant teacher
and brilliant
confidence builder"*

*"I have made friends in
the local village and it has
helped me to integrate"*

*"The course has given
me everything I
wanted and more"*

This booklet can be made available in other languages and formats on request by contacting ACLS.

Welcome



Your course is funded by the Adult & Community Learning Service (ACLS) of Nottinghamshire County Council through partnership with the Skills Funding Agency.

The funding enables us to work with schools, colleges of further education, community colleges, private providers, the Workers' Education Association (WEA), Sure Start Children's Centres and a wide range of voluntary and community groups to provide learning that meets your needs and that is delivered in your community.

This booklet provides you with information about:

- **What you can expect on your course**
- **What we expect from people who attend our courses**
- **Course fees**
- **Equality and Diversity**
- **How you can get information and advice about other courses you may want to move onto**
- **Support for learners with disabilities and/or learning difficulties**
- **Why we ask you to complete paperwork**
- **Health and Safety**
- **How to make suggestions to improve your course**
- **How to contact ACLS.**

Your tutor will take time to go through this booklet with you as part of your course induction. Please speak to your tutor if there are any parts of the booklet that you would like further help with.

We hope you enjoy your course.

Course title _____

Tutor name _____

Provider telephone number _____

Learner Entitlement Statement

What can you expect?

We work with the provider of your course to ensure that:

- You are provided with high quality teaching delivered by suitably qualified and experienced staff
- You receive clear information about your course to help you decide if it's the right course for you
- High quality course materials are provided
- The accommodation provides a safe, accessible and pleasant learning environment
- You receive impartial information and advice about other learning and training opportunities you may wish to progress onto
- You have the opportunity to tell us your views about your learning experience
- You are provided with help for any literacy, numeracy or any other individual learning needs that you may have
- You are treated with respect, dignity and equity by staff and fellow learners.

To do this ACLS will:

- Observe classes to:
 - a) Help assess the standard of teaching and learning
 - b) Ensure accommodation is suitable
 - c) Check the quality of course materials
 - d) Ensure individual learning needs are being met
 - e) Ensure that you receive feedback on the progress you are making
- Arrange class visits to ensure venues and activities are safe and accessible and to talk with you to obtain your views
- Organise events for tutors to aid their professional development
- Provide 'Evaluation' and 'Comments' forms to gather your views
- Arrange discussions with individuals and groups of learners to obtain feedback
- Actively respond to the views of learners by providing feedback and where appropriate making adjustments to policy, procedures, courses and venues.

To help your course run smoothly you should:

- Treat all fellow learners and staff with respect, dignity and equity.
- Report all disrespectful behaviour to your tutor.
- Tell your tutor if you have a disability, learning difficulty or health problem so that support can be provided where needed.
- Attend regularly.
- Let the tutor know if you will be absent for any reason.
- Let your tutor know if you are thinking of leaving your course.
- Be punctual and talk to your tutor if you are having any difficulty getting to the course on time. For example due to problems with public transport or work commitments.
- Follow any health & safety procedures or instructions.
- Keep work areas and equipment clean and tidy.
- Bring any equipment or materials recommended by your tutor.
- Understand that there is a certain amount of necessary paperwork to be completed by each learner in order for our service to assure the quality of our provision and to record your progress.
- Report any accident that happens whilst at the class to the tutor.
- Stick to any ground rules agreed as a group.
- Enjoy your learning.

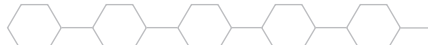
Safeguarding

All our learners have the right to be and feel safe. People should not harm or abuse you or threaten to do this. You also have a responsibility to respect other people's rights to safety and not harm or abuse others or threaten to do so.

ACLS has a Safeguarding policy to protect children and vulnerable adults. Please talk to your tutor or someone from ACLS if you would like to know more about this.

ACLS reserves the right to suspend and/or exclude learners from their course and other ACLS funded learning opportunities where they act or behave inappropriately and fail to treat fellow learners and staff with respect, dignity and equity.

Equality & Diversity



Our learners are made up of different people from different backgrounds with differing needs and perceptions. They include women and men, people with disabilities or with learning difficulties, people from ethnic minority communities, people of different age groups and from different religions and different beliefs, gay, lesbian, bi-sexual and transsexual people.

We all have different needs and different backgrounds. Equality means that we should all be treated fairly, not the same, as we recognise and celebrate the diversity and richness of our differences. ACLS welcomes comments or ideas about good practice that will help us to make sure we treat people fairly. We want all courses to be free from discriminatory behaviour, harassment and bullying.

Harassment could include:

- Any physical contact which is unwanted
- Being ignored
- The display of materials you find offensive
- Offensive jokes
- Unwelcome remarks about a person's dress, appearance, race or marital status
- Personal insults
- Persistent criticism

The key is that the actions or comments are seen as upsetting and unacceptable.

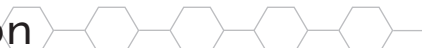
Bullying is just as unacceptable as any other form of harassment.

Bullying may be characterised as:

- Offensive, intimidating, malicious or insulting behaviour
- Abuse or misuse of power intended to undermine, humiliate, denigrate or injure the recipient.

You should not accept any form of discriminatory behaviour. If you feel at any time that harassment and bullying are a problem on your course, speak to your tutor, or if you prefer, please contact ACLS using the contact details on the back of this booklet.


Induction



As part of your induction you should receive information about the following.

- Arrangements for agreeing and recording your individual learning needs and your progress towards meeting them
- Arrangements for accessing impartial information and advice about other courses or training you may wish to move onto
- Health & safety procedures including any that relate to the course, fire and emergency evacuation procedures and first aid
- Course ground rules
- Information about our equal opportunities policies, (including bullying and harassment) and what to do if you feel bullied or harassed
- The importance of attending your class regularly and on time
- What you need to do if you cannot attend a session/s or if you leave the course before it finishes
- Practical arrangements including break times, refreshments, toilets, car parking and security issues
- The importance of providing up-to-date contact details so you can be notified of changes to or postponements of lessons

Use the checklist above to make sure you have all the information you need. If you have any queries, speak to your tutor.



Fees

In line with Government Policy ACLS has a fees policy for its courses. However some types of course are free. These are:

- Family Learning
- Customized provision for learners with learning difficulties and/or disabilities

Also learners in receipt of any of the benefits below will not have to pay tuition or examination fees:

- Job Seekers Allowance (not contribution based)
- Housing and Council Tax Benefit (not single person's discount)
- Income Support
- Employment and Support Allowance
- Working Tax Credit
- Incapacity Benefit
- Pension Credit (not savings credit)
- Unwaged Dependents of those in receipt of the above benefits

Learners who are in receipt of any of these benefits will need to provide proof in order to not have to pay fees.

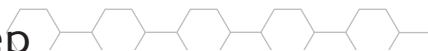
All courses are subsidised by the Skills Funding Agency which enables ACLS to offer provision at either £2.00 per hour or at no cost to the learners depending on their personal circumstances.

If a course has an examination then those exempt from tuition fees will also be exempt from paying the examination fees. For others the examination fee will be charged in addition to the course fees.

If a course is closed by a provider, learners who have paid in advance will be refunded for the sessions cancelled. If a course leading to a qualification is cancelled learners will receive a full refund. Learners who choose to leave a course before its completion will not be eligible for a refund.

Any concerns about course fees should be discussed with your tutor in the first instance.

Your Next Step



Your tutor will be well placed to be able to talk to you about courses you could progress to.

They may be able to suggest another course that will allow you to further develop your skills and abilities in a particular subject area.

It may be that you want to try something new. Tutors will be able to let you know about other courses that are available through the organisation your course is run by and possibly about courses run by other organisations.

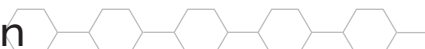
Depending on where you do your course, different organisations may offer you advice and guidance about your next step.

At the time of going to press the Information, Advice and Guidance (IAG) service provided for adults in the East Midlands was under review. ACLS has therefore been unable to give you information about IAG services available in Nottinghamshire through this handbook. ACLS will provide such information to your learning provider once the position is clear.

In the meantime, you may wish to visit the Careers Advice website at <http://careersadvice.direct.gov.uk/>

The site has a search facility to enable you to look for courses in your local area, provides information about job seeking and access for individual advice from an adviser.

Additional Information



begin 

basic educational guidance in Nottinghamshire

BEGIN (Basic Educational Guidance in Nottinghamshire) is a central information point for advice on Skills for Life for students and agencies.

BEGIN helps over 4,000 people a year with free advice about local literacy, numeracy and ESOL (English for Speakers of Other Languages) support.

If you would like help with English, Maths or ESOL please contact BEGIN for a friendly, confidential chat.

To contact BEGIN: **Tel:** 0115 978 0942

Email: enquiries@begin.org.uk **Visit:** www.begin.org.uk

Nottinghamshire Libraries, Archives and Information

- Get a taste for learning at the Library! Staff will be happy to support and help you find information about your topic - from family history to skydiving.
- All Libraries have computers with internet and software like Word and Publisher that you can use for free.
- For more help we have Try IT sessions: they are free, one-to-one and will suit your interests.
- You can borrow up to 24 books at a time (including audiobooks) - all for free.
- It's free to join the Library! Just take one form of ID with your name and address to any Library and you can join straight away. Alternatively you can join online and you will be sent your card. Go to: <http://tinyurl.com/ye2594h> You can use any Library in Nottingham or Nottinghamshire.
- There are 60 Libraries in Nottinghamshire

For more information or to find your nearest library visit:

www.nottinghamshire.gov.uk/home/leisure/libraries

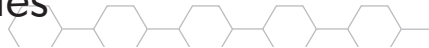
or email: contact.libraries@nottsc.gov.uk **or telephone:** 0115 977 4401

Pinpoint – Nottinghamshire Local Information

Nottinghamshire Libraries, Archives and Information Services community directory of over 5000 local organisations, services and groups.

www.pin-point.org.uk

Learners with Disabilities



Definition of Disability

For the purposes of this statement, the definition used is as set out in The Disability Discrimination Act 1995.

"A person has a disability if he or she has a physical or mental impairment that has a substantial and long term adverse effect on his or her ability to carry out normal day-to-day activities".

Additionally, people who have had a disability within the definition are protected from discrimination, even if they no longer have a disability.

Support from ACLS

Nottinghamshire County Council is committed to providing equality and quality services to all the people it serves. To this end, the Council aims to promote equality of access to the use of its services and facilities.

Nottinghamshire County Council will also ensure that, where it funds services in partnership, this policy will be used to influence the promotion of equal opportunities in services provided through partnership arrangements.

Adult and Community Learning Service course tutors and organisers will discuss your individual needs and do their best to provide the support you require; they will be able to call upon assistance from Adult and Community Learning Service staff where required. Our Service is committed to providing support to meet individual needs wherever possible. For example, this might be providing information in alternative formats or to provide you with additional help during the class session.

Examination Arrangements

If you are a disabled student and are studying an accredited course that involves an exam or assessment, you may need additional help whilst taking it. If you feel that you will require any extra support, let the course tutor know.

Contact

If you have a disability or support need, you should in the first instance discuss your needs with your tutor. Alternatively please contact ACLS using the contact details on the back of this booklet.

Health and Safety

All learners should have a healthy and safe learning environment. To help us achieve this aim we:

- Require all providers to assess venues for their suitability
- Require all tutors to risk assess the activities they will be undertaking with you
- Require tutors to inform you of fire and emergency procedures as part of your induction process
- Ask all learners undertaking physical activity to complete a health check questionnaire so that their tutor is aware of any health issues and can adapt their teaching accordingly
- Ask all learners to respond positively to tutors' advice about safe practice in their learning

We are all responsible for health and safety so please report any hazards that you are aware of.

Paperwork

During your course there will be 3 forms that you will be asked to complete. These will either provide ACLS with information in order to help improve its services or help your tutor and you get the most from your course.

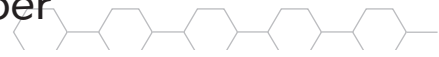
Enrolment form - This provides ACLS with information about learners who are attending our courses. It helps us to make sure we are attracting a wide range of learners from our target communities.

Individual Learning Plan - This will provide your tutor with information about what you already know about the subjects being taught on the course. It will also provide you with information about what you will learn on the course (Learning Outcomes). It gives you the opportunity to let your tutor know of any additional things you would like to cover (Personal Goals). You and your tutor will then use it to monitor your progress during the course.

Learner Evaluation Form - You will be asked to complete this at the end of your course. It will provide your tutor and ACLS with information about what you thought of the course. This will help us to make improvements to future courses. It is also an opportunity for you to let us know how the course has helped you and whether you achieved your personal goals.



Unique Learner Number

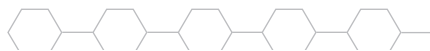


A Unique Learner Number (ULN) is a 10-digit number given to everyone over the age of 14 who attends a course in the UK. Once issued with a ULN, learners should use this number whenever they are enrolling on any future courses.

Learners will need to use the number each time they want to see or confirm details held on their Personal Learning Record, which is stored on a database held by the Skills Funding Agency.



The complaints procedure



We hope that you will have no reason to complain about your learning experience however, complaints provide an opportunity to improve our services. Any concerns you have about your course should, in the first instance, be raised with your course provider, who will follow their complaints procedure. If you remain dissatisfied, please contact ACLS, by

Telephone: 0115 977 2185
Fax: 0115 977 3859
email: acls@nottsc.gov.uk

or in writing to:

The ACLS Manager, Communities Department,
Nottinghamshire County Council, Floor 3, County Hall,
West Bridgford, Nottinghamshire NG2 7QP.

Once we have received your complaint, we will contact you within 5 working days acknowledging receipt of your letter. Your complaint will then be dealt with in accordance with the County Council Complaints Procedure.

If you have a complaint about your tutor then please contact the provider in the first instance. If you remain dissatisfied contact ACLS using the contact details given above, or use the tear out Comments Form at the back of this booklet.

Notes



Course title: _____

Course venue: _____

Tutor name: _____

Provider: _____

Please give us your name and contact details, so we can let you know of any action we take in response to your comments.

Your name: _____

Your address: _____

Your telephone number: _____

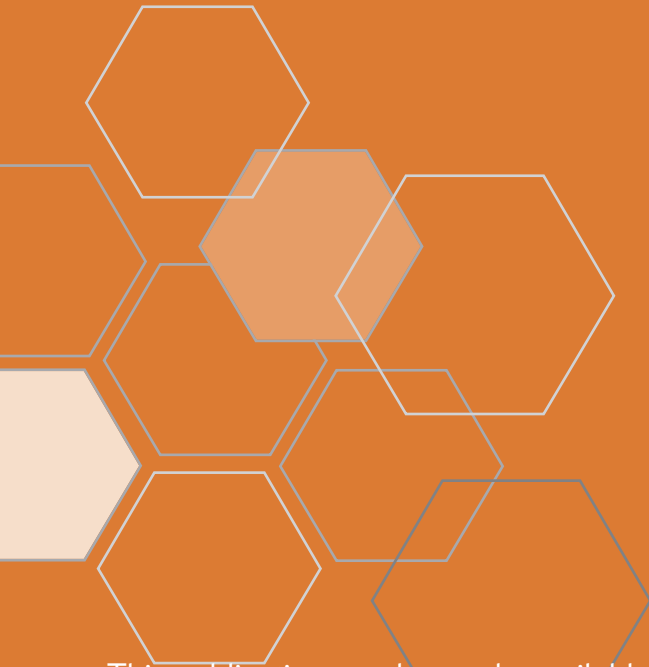
Return this form to:

ACLS, Communities Department, Nottinghamshire County Council, Floor 3,
County Hall, West Bridgford, Nottinghamshire. NG2 7QP.

Alternatively you can ring us with your comments on **0115 977 2185**
or email them to:

acls@nottsc.gov.uk

This form can be made available in other languages
and formats on request by contacting **ACLS**



This publication can be made available in alternative formats and languages to ensure it is fully accessible to the reader.



Nottinghamshire
County Council

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