

Derby Adult Learning Service

Learning Opportunities for Adults

Learner Handbook 2018 - 2019



www.adult-learning-derby.org.uk

01332 717900

enquiries@derbyals.org

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Derby City Council

Contents

- 3 Welcome
- 4 Learners' Charter - getting it right!
- 5 British Values
- 6 Safeguarding / Prevent
- 7 Cancelled classes
- 7 Childcare
- 7 English, maths and ICT
- 8 Fees
- 9 Exams
- 10 Help with course related costs - Learner Support Fund
- 10 Advanced Learning Loans
- 11 Additional Support
- 11 Learning Partners Scheme
- 11 Allenton Bursary Scheme
- 12 Derby Learn
- 13 E-Safety
- 13 Improving our Service
- 14 Health and Wellbeing
- 14 Work Club
- 15 Careers Information, Advice and Guidance
- 15 Equality and Diversity
- 16 Environmental sustainability
- 16 Destination
- 17 Useful contacts
- 17 Term Dates
- 18 Media Consent Form
- 19 Privacy Statement

Welcome

Hello and welcome to the Derby Adult Learning Service (DALs).

We provide a wide range of courses across the city for leisure, pleasure or qualifications. You may wish to study for enjoyment, fun, new skills, interests and qualifications. You may want to progress to further education and training. with your learning.

Derby Adult Learning Service wants you to have an enjoyable time with us. In this handbook you will find details about what you can expect from your course.

It can be a challenge to join a class after a long period away from learning. We will try to help and support all our learners as much as possible. Please talk to your tutor if there is anything we can do to help.

You will be asked to give us feedback as part of you course. You can do this by talknig to a member of staff, fillnig out a from or calling our Learner Helpline on 01332 717900. Your views are important and will help us plan for the future of the Service. But please don't wait until we ask you for feedback; you can tell us your thoughts and ideas about what is good and what could be improved at any time.

Staying in touch

Allen Park Centre	01332 642300
Derby Moor Community Sports College	01332 642300
Derby Multicultural Centre	01332 717940
Kedleston Road Centre	01332 717930
Littleover Community School	01332 518975 / 01332 717940
Rycote Centre	01332 717930
Village Learning Centre	01332 711371
Landau Forte College	01332 349106 / 01332 711371

Learners' Charter - getting it right!

As a learner, you can expect:

- an induction session at the start of your course to help you settle in and decide if you are on the right course
- information about accreditation, if appropriate
- information and advice to help you achieve and progress
- information about financial support available through the Learner Support Fund
- help from any member of staff if you have a problem, complaint or query
- good teaching with written and verbal feedback on how you are progressing
- to be told when accreditation and certificates are likely to be available
- a class that starts and ends on time
- to be told why a class is cancelled or rearranged
- support with language, maths and English if you need it
- your personal information to be kept private
- a safe environment where you will be treated with respect by staff and other learners at all times.

We expect you to:

- let us know of any disability or issue that could affect your learning or progress
- tell us if you are not coming to your class, especially if you have a support worker or communication support worker
- complete course records and surveys as requested
- attend all your classes and arrive for your class on time
- behave appropriately on the premises and especially in class so as not to disrupt teaching and learning
- make sure we always have your up-to-date contact details – we may need to contact you urgently
- tell us if you intend to leave before you have completed your course
- respect other people regardless of their gender / gender reassignment, age, race, sexuality, religion, marriage / civil partnership, pregnancy, maternity or disability*
- take good care of equipment and buildings*
- pay all course and accreditation fees within the agreed time limits*
- put your mobile phone on silent or turn it off, unless you have agreed otherwise with the tutor in exceptional circumstances*

- comply with policies relating to e-safety, smoking, alcohol or drugs. Smoking, alcohol and drugs are not allowed inside our premises and in car parks*
- tell us if you have an accident or see any dangers
- report any dangerous, anti-social or criminal behaviour
- don't leave your bags/packages unattended and report any sighting of unattended bags/packages.
- Learners should be appropriately dressed for the nature of the course they are attending and should seek guidance from their tutor if unsure. Clothing which exhibits foul, abusive or offensive slogans towards staff or learners is not acceptable*

*If you fail to comply with any of these, we may have to ask you to leave your class. In these circumstances, course and accreditation fees will not be reimbursed.

British Values

British Values covers the four main points below:

Democracy

- your opinion counts

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

- all backgrounds and cultures
- all ages
- all genders and sexualities
- all religions and beliefs

Safeguarding

Every learner visitor to our centres and the staff within them can expect a safe environment, free from abuse, harassment, bullying, discrimination or threat.

To ensure this, we:

- encourage an open and supportive culture which promotes the safety and wellbeing of everyone
- follow the Derbyshire and Derby City Safeguarding Adults and Children Safeguarding Policies and Procedures
- set out expectations in our Learners' Charter. This is displayed in our centres.

If you feel threatened, intimidated or unsafe in any way, or know of somebody who is attending one of our centres and who feels threatened, intimidated or unsafe, please talk to your tutor or a member of staff. Please ask a member of staff if you want to see a copy of our Safeguarding Policy and Plan, or download it from DerbyLearn. Posters of our safeguarding team are displayed in centres.

Prevent

As an organisation working with the public, DALs is actively involved in Prevent, one of four strands of the government's counter-terrorism strategy. This is a national strategy which aims to prevent people becoming terrorists or supporting terrorism.

As part of this strategy, our role is to:

- have clear guidelines as part of a Prevent Policy and Plan. Please ask a member of staff to see a copy or download it from DerbyLearn, our learning platform
- raise awareness amongst staff, tutors, learners and visitors to our centres. We aim to encourage an open and supportive culture which promotes the safety and wellbeing of everyone
- work and liaise with the Derby City Council Prevent Team and the Derbyshire Constabulary's Prevent Team.

If you feel somebody is trying to draw you towards sharing extreme opinions and beliefs which make you uncomfortable or you are worried about a vulnerable person who is attending one of our centres, please talk to your tutor or a member of staff.

Cancelled classes

If a class is cancelled for any reason, such as tutor illness, we will make other arrangements wherever possible. This usually involves adding an additional session at the end of the course. We will contact you if a class has to be cancelled. In bad weather, news about class closures will be announced on the website, via text alerts and by BBC Radio Derby. You can listen on 104.5 FM and can also check our website www.adult-learning-derby.org.uk.

Please ensure your contact details are correct so that we can alert you to any class closures by email or SMS.

Childcare

We may be able to offer limited assistance with childcare, where a learner is attending a course with the course code 'L' and would be unable to attend class due to financial hardship. Assistance will be considered on a first come first served basis and will be limited to:

- babies and toddlers under the age of two
- two year olds in exceptional circumstances

We would expect you to demonstrate that you have looked at all options before applying, including the free childcare provision for two year olds and assistance from Job Centre Plus. Please ask staff for further information and an application form.

English, Maths and ICT

We encourage all learners to develop their English, maths and ICT skills. You may like to challenge yourself to improve your maths using the National Numeracy Challenge www.nnchallenge.org.uk. If you need help with English or maths, please tell your tutor. English, maths and ICT courses are free for everyone over 19 years.

All fees	All fees MUST be paid at enrolment or before the course starts. If the course involves an assessment, payment of fees is required once the place has been confirmed and before the course starts. Payment of fees will secure the course place. However, if fees are not paid in full before the course starts, the course place cannot be guaranteed.
Course materials	Payment for all course materials/resources must be made before the course starts eg pottery materials.
Exam fees	Exam fees and arrangements vary between courses. However, in all cases, exams fees must be paid before the exam takes place and within the agreed timeframe for the course. Resits – all resits must be paid for.
Instalments (for tuition fees only – all other costs must be paid in full prior to course start)	Payment by instalment is only available where the course is more than £200. The following arrangements apply: <ul style="list-style-type: none"> • Instalment plan must be agreed with the Centre • an instalment agreement must be completed at the time of the first payment being made • dates agreed for all further payments • two copies printed, learners signs office copy, copy to learner. Short course (min 6 weeks): <ul style="list-style-type: none"> • Payment 1 - 50% at enrolment • Payment 2 - 50% by week 4 Long course (more than 1 term): <ul style="list-style-type: none"> • Payment 1 - 50% at enrolment • Payment 2 - 25% by week 4/5 • Payment 3 - 25% by week 8/9
Refunds	Refunds will only be given in the following circumstances:
Course closed by DALs before start or within two weeks	Full refund No admin fee
Course closed by DALs due to low numbers after first two weeks	Pro-rata refund or free transfer No admin fee
Learner withdraws in the first three weeks (exceptional circumstances) * (paid at management discretion)	50% refund minus £10 admin fee
Learner withdraws for any other reason at any point after the course starts	No refund
Transfer between courses	Learner decision to change course - £10 admin fee DALs decision to change course - no admin fee

Please bring evidence if you are claiming fee reductions. We need this at enrolment or at the start of your course.

Exams

If you are joining an accredited course (a course that begins with L), you will be required to take an exam or equivalent assessment.

- all learners will be required to have their photograph taken at enrolment or during the first few weeks of the course for all accredited courses
- for all exams, learners must also bring their own photographic ID e.g. Passport, Driving Licence
- you will be registered with the exam board within the first few weeks of the course (when you have paid or presented valid evidence to show that you are eligible for a fee remission)
- you will be asked to sign an examination entry form, demonstrating your commitment to the course.
- you need to make us aware of any medical conditions at the beginning of your course to enable us to agree any necessary adjustments you may need with the awarding body.

Please speak to your tutor as soon as possible if you have any concerns about the assessment or examination as assessment is compulsory on any L prefix course. If you do not attend the exam, you will still be required to pay the exam fee.

When attending your exam, there are guidelines to follow which the exam invigilator will explain to you. It is important that the instructions the invigilator gives you are followed fully. Your tutor will prepare you for the exam in line with the exam board procedures.

We will contact you when your certificate or submitted work is ready to collect. Centres will only hold your submitted work for a certain length of time. If you have not collected your work within this time, the work will be shredded. If you fail to collect your certificate within three years, it will be destroyed.

Help with course related costs - Learner Support Fund

Derby Adult Learning Service has a small support fund for helping learners to pay for some of the costs of coming to courses. However, this support fund only applies to certain learners on certain courses and who are in genuine hardship. Please see below the answers to some frequently asked questions.

Q. Can I apply to get help with costs of the course I have chosen?

A. Yes, if the course number starts with LR, LE or LD

Q. If I apply, does that mean I will receive help?

A. That depends on what you are asking for. You will need to complete an application form and state why you are in need of financial support in most cases.

Q. Can I get help with my course fees?

A. Yes, for certain courses. We may be able to pay the full cost or make a contribution towards the costs.

Q. Can I get help with my exam fees?

A. Yes, we may be able to pay your examination fee

Q. Can I get help with transport?

A. We may be able to pay the cost of bus fares to get to your course. Taxi fares may be supported for some disabled learners. Please ask for more details.

Q. Can I have help to purchase books or other small equipment for my course?

A. Yes, this is possible.

Q. I think I qualify for help from the Learner Support Fund. What do I do now?

A. Please ask a member of staff at any of our centres for an application form or ring the Learner Helpline on 01332 717900.

Q. How long will it take you to decide if I will get any help?

A. We will let you know within three weeks of your application. Please apply as soon as possible.

Advanced Learner Loans

You can apply for an advanced learner loan for any course starting with LX. The loan is paid through the Student Loans Company. For full information about how to apply go to: <https://www.gov.uk/advanced-learner-loan/overview>.

If you have an advanced learning loan and are experiencing financial hardship, you can apply to the bursary fund for help with childcare costs and the cost of course materials, equipment and transport. For more information, please contact Carole Zajciw - carole.zajciw@derbyals.org or phone 01332 717900.

Additional Support

If you need additional help during your course because of a disability or learning difficulty, there are several ways in which we can help you. We will do an assessment with you to plan how to meet your needs. Please contact Liz Zowada via email liz.zowada@derbyals.org or telephone 01332 642309 or Pat Ward via email pat.ward@derbyals.org or telephone 01332 642308 to arrange a meeting to assess your needs or speak to a member of staff or your tutor. We will then undertake an assessment with you to plan how we can best meet your needs.

Learning Partners Scheme

The Learning Partners Scheme was set up to give people with additional needs greater access to the wide range of Derby Adult Learning Service classes. The scheme links volunteers with learners who have additional support needs. Partners attend either daytime or evening classes as learners on an equal basis.

The aim of the scheme is to provide appropriate learning support for the learner. This may be practical, emotional or physical, thus promoting independence to enable learners to join a class of their choice. If you would like to know more about this scheme or how to become a volunteer yourself, please contact the Learner Support Organiser, Pat Ward, on 01332 642308 or email pat.ward@derbyals.org.

Allenton Bursary Scheme

If you live in the Allenton Big local area you can apply for a bursary for up to £500 to pay for course fees and £500 to pay for childcare costs. For full details go to <http://www.biglocalallenton.co.uk/bursary/>.

DerbyLearn

DerbyLearn is a free learning website that provides our learners with:

- access to course materials at any time
- exciting activities to help with your work
- revision for exams
- video features and picture galleries
- discussion areas.



www.derbylearn.net

How to create a FREE account

You need to create an account on DerbyLearn to access resources to support your classroom activity or, if you wish, to communicate with your tutor or others in your class.

Please follow the instructions below to create your DerbyLearn account and gain access to your course materials.

1. Connect to the Internet
2. In the address bar, type in www.derbylearn.net
3. Press Enter
4. As this is your first time here, click on *"Create new Account"*
5. Complete the form, being careful to remember your username and password (please also be aware if you are typing in capital letters or not, as this is case sensitive). Now click *"Create my new Account"*
6. Your password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s) and at least 1 non-alphanumeric character(s). Please remember the user name and password that you choose.
7. Click *"Continue"* and you should receive confirmation that an e-mail is waiting for you, which confirms your details.
8. You should now access your email account and open the email from the *"DerbyLearn administrator"*. If you follow the instructions in this e-mail, you will complete the creation of your new account.
9. You can now log in with your username and password. Click on your area of learning and then on the course that you are attending.

Note: If you find you are struggling to set up a DerbyLearn account, please speak to your tutor or contact Alison East by e mail, alison.east@derbyals.org or Ruth Mable on 01332 717922 or email ruth.mable@derbyals.org.

E-Safety

DALS provides IT equipment and access to the Internet for learners, opening up a vast amount of information for use in and out of the classroom, and offering great potential to support the curriculum.

IT equipment and networks are provided and maintained for the benefit of all learners, and you are encouraged to use and enjoy these resources. Please help us to ensure that they remain available to all. You are responsible for appropriate use of the resources and the Internet.

You will find guidelines about the use of DALS IT equipment and Internet displayed in our centres and on DerbyLearn, the Service's learning platform. You will also find the full E-Safety Policy on DerbyLearn. By signing your enrolment form and learner agreement, you are deemed to have accepted the rules set out in the E-Safety Policy and the 'Guidelines for Learners'. If you violate these provisions, you may be asked to leave your course.

Improving our Service

We always want to improve the service we provide to our learners. We would like you to tell us what other learning opportunities and courses you would like us to offer. To do this, we need you to tell us what you think. You can do this by:

- taking part in a focus group. These are small groups where you and other learners will be able to tell us what is good and what is not so good about our service
- taking part in other surveys as and when required
- making a complaint if you feel that we are doing something badly
- contacting a Skills or Community Learning manager who will use your feedback to plan an improved programme of learning.

Whilst we are very grateful when our learners share their opinions with us, learners should not feel obliged to share their views if they prefer not to. We are keen to work with groups of learners who are interested in improving the service we offer and to be a voice for all learners accessing our courses. If you are interested, please contact our Learner Helpline 01332 717900 or email enquiries@derbyals.org.

A consistently high standard of teaching and learning

All our tutors' teaching will be observed at some point during the academic year. These observations are carried out to ensure a consistently high standard of teaching across the service and to support our tutors in their work. If an observer attends a session of your course, they may want to have a chat with you and this will give you the opportunity to feedback on your learning experience.

Health and Wellbeing

To promote Health and Wellbeing, we have:

- a No Smoking Policy in line with Derby City Council's policy on no smoking. Smoking is prohibited on all Derby Adult Learning Service premises including access doorways, surrounding areas or within the boundaries of any building
- recreational facilities, including break-out areas, a community garden at Allen Park Centre and the gardens at Village Learning Centre
- the Rye Café at the Rycote Centre and tea/refreshment facilities at all main centres
- prayer room facilities at the Derby Multicultural Centre.

Work Club

When you are a learner with us, you can have FREE access to computers and the Internet to improve your job searching skills. We can also support you with building your confidence, creating a CV, improving your interview techniques and presentation skills. We provide a variety of qualification courses to support you further. Work Clubs take place at Allen Park Centre (for Allenton residents) on Mondays between 10am and 3pm and at Derby Multicultural Centre (for everyone) on Thursdays from 3.15pm to 5pm.

Careers Information, Advice and Guidance

Careers information, advice and guidance is available and is free to all learners. Get help with producing a CV, completing job applications, preparing for interviews and finding the right job for you, by contacting Derby Adult Learning Service careers advisers on 01332 643912, ask.foradvice@derby.gov.uk or asking at your centre reception.

Equality and Diversity

We follow Derby City Council's Equality and Diversity Policy. Our specific aims and objectives are set out in our own Equality and Diversity Policy and Plan. Please ask a member of staff, if you would like to see a copy of either.

We believe that learners should be able to succeed regardless of:

- race
- religion or belief
- gender reassignment
- marriage or civil partnership
- class
- age
- culture
- sex
- pregnancy and maternity
- disability
- care responsibilities.

We listen to everyone who wants to learn with us in order to:

- help remove any barriers that stop you learning and succeeding
- make sure we are offering the courses you need
- make sure that the teaching suits the way you learn.

Equality and Diversity – let’s understand each other better

We celebrate the diversity of the people of Derby and endeavour to raise awareness of the diverse needs, aspirations, expectations and backgrounds of our learners.

We will inform you of events and celebrations that are taking place, of topics published, of website addresses and of TV or radio programmes that help us understand each other better. We shall do this by displaying posters at our centres, naming the topics or events, and explaining what they mean. Please look out for these posters at your centre.

Environmental sustainability

Derby City Council is committed to playing its role in protecting the environment and reducing its carbon footprint. If you have any ideas how we can improve what we do, please speak to a member of staff. Some of the ways in which DALs will contribute to this include:

- only photocopying when necessary
- recycling paper when possible
- switching off lights and equipment when not needed
- printing or photocopying double-sided, where appropriate
- providing materials on DerbyLearn rather than on paper - visit www.derbylearn.net
- using Fairtrade products.

Destination

We would like to know how you progress once you have completed your course. You may be contacted by email, letter or telephone by one of our staff after your course. The information we collect can help us to demonstrate the benefits of adult learning.

Useful contacts

Learner Helpline

For information about courses and enrolment call the Helpline Team

Tel: 01332 717900

Email: enquiries@derbyals.org

Senior Learning Manager - Community Learning and Designated Safeguarding and Prevent Lead

For information or a confidential discussion about Equality and Diversity, issues relating to Safeguarding, Prevent or any complaint call:

Melanie Arrowsmith - Kemp

Tel: 01332 717938

Email: melanie.arrowsmith-kemp@derbyals.org

We can give you this information in other ways, styles and languages that will help you access it.

Please contact us on: 01332 717900

email: enquiries@derbyals.org

Term Dates

Autumn 2018

Monday 3 September to Saturday 27 October 2018

Monday 5 November to Friday 21 December 2018

Spring 2019

Wednesday 2 January to Saturday 16 February 2019

Monday 25 February to Saturday 13 April 2019

Summer 2019

Monday 29 April to Saturday 25 May 2019

Monday 3 June to Wednesday 31 July 2019

Privacy Notice 2018/2019

How we use your personal information

Who we are?

The Adult Learning Service is part of Derby City Council. We provide education and training for young people aged 16-18 and adults aged 19+ funded by the Education and Skills Funding Agency (ESFA).

How do we collect information from you?

Together with the Council, we provide a wide range of services and collect information from you when you visit our websites, when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

To provide some of these services we need to collect and use appropriate personal information; this may be collected either in person, over the phone or through the forms on our website. Please see the privacy notices on the Derby City Council website for further information <https://www.derby.gov.uk/site-info/privacy-notice/>

The Education and Skills Funding Agency (ESFA)

The ESFA is an executive agency of the Department for Education (DfE); the DfE is the data controller for personal information processed. The ESFA is responsible for:

- funding education and skills in England for children, young people and adults
- delivery of key services in the education and skills sector in England including the apprenticeship service
- the Learning Records Service.

How the ESFA uses your personal information

Personal information is collected by the ESFA in accordance with the terms and conditions of funding imposed on providers of learning through the Individualised Learner Record (ILR). Learner information is also collected and supplied to the Learning Records Service.

How the ESFA collects your personal information

The lawful basis for collecting and using personal information will depend on the service and will normally be:

- where we need to for the purposes of Department for Education (DfE) functions
- where we have your consent to do so
- where we have a legal obligation.

How is your personal information shared

Your personal information may be shared with other services run by the ESFA, other parts of the DfE, and partner organisations, where the law allows it or we have a legal obligation to do so.

How long is your personal information kept

Personal information is kept for as long as the ESFA needs it after which it will be securely destroyed. If there is a need to keep personal information indefinitely for research and statistical purposes, we will put in place necessary measures to safeguard this information.

Adult Learning Service contacting you about changes that affect your learning

In accordance with our learner contract with you, we may need to contact you, via the contact details provided, to advise you of changes to your course (eg cancellations, centre closures, change of venue). We will only contact you for the purpose of advising you of changes that affect your learning and not for any other purpose.

Being contacted for other purposes

In accordance with our legitimate interests, the Adult Learning Service may wish to contact you to:

- send you information about courses that you have asked for or that may be of interest
- get your feedback to support our quality improvement processes
- carry out research to evaluate the effectiveness of our training services.

You can opt out from receiving these communications at any time by contacting enquiries@derbyals.org or 01332 717900.

Contacting the ESFA about your information

If you would like more information about how the ESFA processes your personal information or your data protection rights please visit: <https://www.gov.uk/government/publications/esfa-privacy-notice/education-and-skills-funding-agency-privacy-notice-may-2018>.

Derby City Council, Adult Learning Service,
Allen Park Centre, Allen Street, Allenton, Derby, DE24 9DE
Tel: 01332 642300 Fax: 01332 706841
www.adult-learning-derby.org.uk

Disclaimer: This information is correct at the time of printing, however, Derby City Council reserves the right to modify this information at any time.

