Welcome to Adult Learning 2019 - 2020

Adult Learning. Of course you can.

www.norfolk.gov.uk/adultlearning
Tel: 0344 800 8020
Welcome from Denise Saadvandi, Head of Service

Dear learner,

Thank you for choosing Adult Learning. Our learners are our top priority and our aim is to get things right for you all of the time.

This booklet gives you information about what we offer to our learners, including the support and help we can provide. It also lets you know what we expect from our learners and outlines opportunities for you to get more involved in how we plan and provide Adult Learning in Norfolk, if you wish to.

I am sure that you will have a mixture of feelings as you join your new course. This is an opportunity for you to get to know new people, make new friends, develop your confidence and simply enjoy the experience of learning new skills and gaining new knowledge. We will support you all of the way.

I hope you will find your time with us to be both enjoyable and rewarding and that, at the end of your course, you will feel that we have prepared you well for whatever your next step may be.

Welcome to our learning community!

Denise Saadvandi
Head of Service

Our Vision is:
‘To deliver outstanding, inspirational learning for individuals, employers and communities using our services to enrich their lives’

Your responsibilities as a learner

★ To provide us with accurate information and comply with our academic and administrative procedures
★ To attend classes regularly, punctually and be ready to learn
★ To dress appropriately for the programme of study attended
★ To be committed to the programme of study, complete work on time and undertake assessment activities as required
★ To pay any tuition and/or accreditation fees that are due in a timely manner
★ To comply with our policies and the law
★ To ensure that the dignity and rights of staff and other learners are recognised and protected at all times
★ To value and respect others and behave courteously, responsibly and safely
★ Not to cause offence to others by actions, language or behaviour including expression of extremist views or possession of extremist material
★ Not to bully, harass, discriminate against and/or abuse any member of staff, learner or other person
★ To report any concerns that you may have to a trusted member of staff or, if you would prefer to tell someone in confidence, email us at: learner.services@norfolk.gov.uk
Learning with Adult Learning - a few things you need to know

Mobile phones
You may use your mobile phone for learning purposes with your tutor’s permission. Please do not use your mobile to make or accept personal calls in class.

Attendance
It is important that you attend all of your course sessions, so that you make good progress towards your goals. This is one of the most important things you can do to give yourself the best chance of success. Please arrive promptly and plan to stay to the end of each class, so that you don’t disrupt other learners.

Children in class
Unfortunately, we are not insured for children to attend classes for adults. The exception is in our Family Learning courses, but only where parents/guardians/carers take part in planned learning activities with their child and the child is registered on the course. If you need continuous support with childcare, please contact Learner Support Services for advice (see Pages 6-7).

Your personal information
We collect your contact information, so that we can get in touch with you if your class is changed or cancelled or if we need to send you information. Please let us know if you change your address, email or telephone contact information during your course. If your course is subsidised by Government funding, we will pass on your details to them. Please be assured that your personal information is stored and used securely.

Your Rights as a Learner

We will ensure that:
★ You have access to consistently good quality learning opportunities in your community
★ We give you accurate and full information about our courses, policies and procedures
★ You get the support and information you need to make the right choice about a programme of learning that meets your needs and enables you to successfully achieve your objectives and progress
★ You feel and are safe; and any concerns that you may have are taken seriously and followed through appropriately
★ We comply with our policies and abide by the law
★ Your dignity and rights are recognised and respected at all times
★ You are valued and respected by others and treated courteously, responsibly and safely
★ You have opportunities to let us know what you think and influence decisions we make about our service
★ We protect you and enable you to protect yourself from the actions, language or behaviour of others, including any expression by others of extremist views or possession of extremist material
★ You are not bullied, harassed, discriminated against and/or abused by any member of staff, learner or other person
★ You enjoy your experience of learning with us!
Information, advice and guidance

Adult Learning holds the Matrix standard. This means that the quality of the information, advice, guidance and support we give to our learners has been checked and is good.

Our Learner Support Services Team can provide you with confidential information, advice and guidance, including:

- Impartial course advice to help you choose the right course
- Information on what you can progress to next, both with Adult Learning and other learning providers, and including career development and job opportunities
- Financial support that you may be able to access to support you while you are learning with us, including the Discretionary Learning Support Fund and Advanced Learning Loans and Bursaries
- Individual support if you are experiencing personal issues
- Advice on how to keep yourself safe
- Help to book an appointment for you with a National Careers Service (NCS) adviser, for independent one-to-one careers advice
- Information about other local support services.

If you need confidential information, advice and guidance:

- Speak to your tutor
- Call us on: 01603 306551
- Email: learner.services@norfolk.gov.uk

Learner Support

The Learner Support Services team is here to help you learn independently and progress.

This support may include:

- Help with learning in and out of class, including tutorial support
- Assistive equipment, resources and mobility support
- Dyslexia screening
- Exam access and support arrangements or concessions
- Help with coursework, homework and study skills
- Welfare and wellbeing support and information
- Advice on whether you may be able to access financial support while you are learning
- Support to complete funding applications.

If you would like to confidentially talk about your support needs:

- Speak to your tutor
- Call us on: 01603 306551
- Email: learner.services@norfolk.gov.uk
Your Voice

We value your views. Help us to improve our service with your feedback.

Join our Learner Forum

The Learner Forum is the best opportunity for our learners to share their ideas about what Adult Learning is doing well, how we can improve and what new things we should be thinking about.

What will the Learner Forum do?

- Provide opportunities for learners to make suggestions of what could go into learning programmes
- Help staff evaluate and act on information from learner surveys and participation reports
- Enable learners to meet and share experiences and ideas with other learners and staff
- Provide opportunities for learners to make suggestions of what could go into learning programmes
- Help ensure accessibility by road testing evaluation forms, systems and changes in policy etc.
- Provide an ongoing consultation role for staff and our Governing Body – the Adult Learning Steering Group
- Provide up-to-date and in-depth information from Adult Learning staff on new initiatives, resources and services.

How often does the forum meet?

As a Forum member you would need to attend up to four meetings during the year.

Who attends the meetings?

Meetings are attended by the Head of Service, the Quality Team, Learner Support Services and other Adult Learning staff, depending on the topics under discussion, and up to 10 Learner Forum panel members.

Who can join the learner forum?

If you are a learner enrolled on a course with Adult Learning, then you can apply. We are looking for learners who reflect the diversity of our learner group. So, whatever your age or experience we’d really like to hear from you. We will provide you with the support to feel confident in your role.

How will learners benefit?

Taking part in a learner forum and acting as a Learner Ambassador is a great way to develop confidence and communication skills. This is a voluntary role and experience as a forum member will enhance your CV. You will be able to make a positive contribution to the development of Norfolk’s Adult Learning service.

How to apply?

Simply email: learner.services@norfolk.gov.uk or ask your tutor to email on your behalf.

Take part in our course surveys

By responding to our course surveys, which we send out to our learners throughout the academic year, you can help us to improve the quality of the service we provide. Please help us by completing the surveys that we send to you.

Listening to learners

We are committed to providing the best learning opportunities possible and to helping you to make progress and achieve. Let us know your views and continue to help us improve.

Please send your comments to: learner.services@norfolk.gov.uk or you can download and fill in our form via www.norfolk.gov.uk/adultlearning

If you have a compliment or a formal complaint, please email: complimentsandcomplaints@norfolk.gov.uk
Support for your maths, English and digital skills

We use number, word and digital skills in so many aspects of our daily lives; to stay healthy and to support our families, as well as to progress and succeed both in our studies and at work. Functional Skills can also help you in finding work or progressing in work and, if you are attending a vocational course, these skills will help you to succeed on your main vocational programme.

On our Functional Skills, maths, English and digital skills courses, you will develop your skills, build your confidence and get the qualifications that will boost your CV or get you into further education and employment.

We offer four different ways to learn that fit around your life and to suit your needs.

These include:

★ class-based

★ blended - a mixture of class-based and independent study

★ fast track, if you want to improve your skills and get your qualifications quickly

★ Pure Online, where you work online and completely independently.

For further information on how to access our maths, English and digital skills programmes, and advice on which is the right course for you, please visit our website:

www.norfolk.gov.uk/adultlearning or contact:
learner.support@norfolk.gov.uk

For Pure Online courses email: fsonline@norfolk.gov.uk

Telephone: 01603 306530

Online learning beyond the classroom

We support your learning in and out of the classroom and for that we use our virtual classroom, Moodle. Your teacher may use it to share handouts, links, interactive exercises and other resources relevant to your learning.

Access to Moodle will allow you to communicate with other learners on your course and participate in forums in a secure environment. To access Moodle, you will need access to a computer or mobile device and to have an email address. Don’t worry if you don’t have one as we can create one for you. Your teacher will then process your login and password and will issue them to you either by email or in class.

To access Moodle from a computer or any suitable device, go to the following web address: https://moodle.ncls.ac.uk. You can download the Moodle app from your mobile phone or tablet.
Safeguarding is everyone's responsibility

Adult Learning takes its Safeguarding responsibilities very seriously. We aim to ensure that our learners, staff and the people who we work with are kept safe from all forms of abuse, harm and neglect.

We have safe staff recruitment procedures in place and our staff receive regular training on Safeguarding and Prevent and how to report any concerns that they have.

Learners can read our Safeguarding and Prevent Policy on our website:

www.norfolk.gov.uk/adultlearning

The most common types of abuse that a person can suffer are: emotional, physical, sexual, financial, neglect, domestic, modern slavery and female genital mutilation. Statistics show that 1 in 3 women and 1 in 5 men suffer from domestic abuse. It can happen to anyone.

We aim to offer a safe learning environment, in which our learners can learn and develop and are well informed on how to keep themselves safe and in which everyone respects each other’s right to feel safe.

Our Safeguarding Team: 0344 800 8005

Adult Learning’s Safeguarding Lead is:
Denise Saadvandi, Head of Service

Adult Learning’s Deputy Safeguarding Leads are:
Sharon Lock, Curriculum Manager,
Myomey Stanford, Learner Support Services Manager

Prevent and British Values

While we continue to promote opportunities for free debate where shared values can be reinforced, we have a legal responsibility to ensure that our learners are protected from being drawn into radicalisation, violent extremism and terrorism. For this reason, we actively promote the values of openness and tolerance and we promote integration and British values through all of our courses.

British values are not about ‘being British’; they are the fundamental values that form the basis for our way of life in Britain today.

★ Democracy

★ The rule of law

★ Individual liberty

★ Mutual respect and tolerance of those with different faiths and beliefs.

You may believe that issues related to radicalisation and extremism are not as relevant in Norfolk as in other parts of the UK. However, extremism shows itself in many forms and we all need to remain alert. Our tutors will support you to remain aware.

How do you let us know if you are concerned about someone?

If you are concerned about someone or if you are being abused or feel you are at risk, please talk to your tutor or tutor/assessor in the first instance. They will know what to do and will refer your concern to our Safeguarding team, who have been trained to deal with concerns about the abuse of children, young people, vulnerable adults or domestic violence as well as concerns related to radicalisation and extremism.

If you would prefer to speak directly and immediately to our Safeguarding team, please call: 0344 800 8005

In an emergency, if you believe that you or someone else is in danger or at immediate risk, always call 999
Keeping yourself safe

Fire and emergencies
Your tutor will tell you what to do in the event of fire and other emergencies at your first session. Please familiarise yourself with the escape route from your classroom and make sure you know how to get out of the building. If you use a wheelchair or have mobility difficulties, we will develop a Personal Emergency Evacuation Plan (PEEP) with you.

Personal safety
Plan ahead for your personal safety and let your tutor know if at any time you have concerns. Wherever possible, walk with other learners after class to the car park, the bus stop or railway station, especially if you are attending an evening class.

At Wensum Lodge, we have trained First Aiders on site. At other venues, your tutor will know where the First Aid kit is located or will contact the emergency services if necessary.

Online safety
While the internet is a great resource for you as a learner, there are also serious risks associated with going online. Your tutor will advise you on how to stay safe online. In addition, the following website has some good advice on all aspects of keeping safe online: www.getsafeonline.org

Equipment
If you use equipment or materials as part of your course, your tutor will instruct you in how to use them safely. It is important for your own safety that you listen carefully, follow your tutor’s instructions and tell your tutor if you have any worries or concerns.

Health and wellbeing

Keeping fit and healthy is an extremely important part of your work/life/study balance. Here are a few tips to help you stay fit and healthy, both physically and mentally.

Reduce stress
While a little stress can be helpful in motivating you to continue working, too much stress is harmful. Reduce your stress by planning your studies, creating a study routine and taking regular breaks. Avoid leaving things to the last minute and if you feel overwhelmed, ask your tutor or assessor for help.

Sleep well
If you don’t get enough sleep, you will find it more difficult to concentrate. Take a break from your studies before sleeping and establish a relaxing bedtime routine.

Get active
Get some exercise each day, even if you just go for a short walk, as this will improve your wellbeing and increase your energy levels.

Eat well
Eating regular and healthy meals and drinking plenty of water will improve your concentration.

Build your support network
Connect with the people around you, for example, other learners, because their support will have a positive impact on your mental wellbeing.
Calendar 2019-2020

Please note:

These dates are a guide. Please check the details of your course.
Class ground rules

At the beginning of your course your tutor will work with you and your fellow learners to establish a set of class ground rules. These will help tutors and learners to know what to expect from each other during the course and help sessions run smoothly and safely.

You can use this space to note down the class ground rules for your course:

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
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_________________________________________________________________________
_________________________________________________________________________
If you would like the information in this leaflet in a different format we will do our best to help

Contact us on 0344 800 8020
information@norfolk.gov.uk
Minicom 0344 800 8011

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@norfolkadultlearning
@norfolklearn