

**Welcome to Adult
Learning
2022-2023**

Welcome

Welcome to Norfolk County Council's Adult Learning service – the largest adult learning provider in Norfolk.

Thank you for joining an Adult Learning course and for placing your trust in us. We are proud that our work is recognised nationally, and that our learners get a great countywide service.

Here at Adult Learning we are passionate about the inclusive, high-quality service we provide for our learners, and we will do everything we can to give you a great learning experience and to support you to fulfil your potential and achieve your ambitions.

We are ambitious for every learner who signs up for one of our courses and we offer a wide range of courses that are available both in the heart of our communities and online, so there is something for every adult here in Norfolk.

With Adult Learning you will get new knowledge and skills that will help you to progress and improve your job and career prospects. We also provide courses that will support you to be mentally and physically healthy, financially secure, resilient, independent and digitally connected. If you attend a family learning course, we will help you to support your children.

You can also access our free information, advice and guidance service, where you can talk to someone about what you hope to achieve and how to get there.

I hope that you find your time with us to be both enjoyable and rewarding.

Denise Saadvandi, Head of Adult Learning

Term dates

Winter Term 2022

Starts: Tuesday 6th September

Half term: 24th October – 28th October

Ends: Friday 16th December

Spring Term 2023

Starts: Tuesday 4th January

Half term: 13th – 17th February

Ends: Friday 31st March

Summer Term 2023

Starts: Tuesday 18th April

Half term: 29th May – 2nd June

Ends: Friday 21st July

A great learning experience...

In order for you to have a great learning experience with us, we need you to...

Provide us with accurate information and comply with our academic and administrative procedures

Be committed to the programme of study, complete work on time and undertake assessment activities as required

Attend classes regularly, punctually and be ready to learn whether in a physical classroom or online

Comply with our policies and the law

Not cause offence by actions, language behaviour, expression of extremist or possession of material

Not bully, harass, discriminate against and/or abuse any member of staff, learner or other person

Dress appropriately for the programme of study attended either online or in the physical classroom

Pay any tuition and/or accreditation fees that are due in a timely manner

Value and respect others and behave courteously, responsibly and safely in both a physical or online classroom

Our promise to you...

1. 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
2. You receive 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
3. You are given the opportunity to let us know what you think and influence decisions we make about our service
4. You have access to consistently good quality learning opportunities in your community or online
5. You feel and are safe; any concerns you have will be taken seriously and followed through appropriately
6. We keep you regularly updated with current guidelines, requirements and advice in respect of your health and safety
7. We give you accurate and full information about our courses, policies and procedures
8. We comply with our policies and abide by the law
9. You are not bullied, harassed or discriminated against
10. Your dignity and rights are always recognised and respected

Using computers for study

We have lots of information to support you, help keep you safe online and assist you to make the most of your online learning experience.

If you are on a longer term course, we will provide you with an Adult Learning email address and Microsoft licence **FREE** which enables you to access most Microsoft packages like Word, Excel and PowerPoint.

We also have a range of courses to support any learner with developing their computer skills and have further information on how to access online classes via Microsoft Teams.

Support for learners

We can keep you learning through a range of support including

Free childcare*

Free travel*

Free courses*

Free course materials*

Free laptop whilst you study with us*

*This is subject to you attending an accredited course, subject to criteria

Additional support for learning

Our Learner Services Team are here to provide support and encouragement to help you to reach your potential. We focus on independent learning but understand that some learners may require additional support to progress if they have a learning difficulty or disability, this support may include:

In course support

In class support can be one to one, where a Learner Support Assistant supports you on an individual basis in class or online.

Shared Learner Support Assistant, helps you and others in the class

This may be the case if there is more than one person in the course who has support needs and our support staff can help you without it being obvious.

Out of course support

Out of course support may be to complete a portfolio, proofreading work with you, tutorials to clarify what needs to be completed and study skills.

Exam Support

You may need special arrangements for your exam, for example extra time, coloured paper, large print, a room on your own

Identifying your support

- Our Special Education Needs Coordinator (SENCo) will create a profile that identifies your needs
- Dyslexia screening
- Exam access and support arrangements or concessions
- Wellbeing support and information
- Advise on whether you may be able to access financial support while you are learning
- Support to complete a funding application
- Support to complete a UCAS application

Information, Advice and Guidance

We can provide impartial help and advice on how to progress in life, including:

- Understanding how your skills could apply to a wide range of jobs
- Further learning and training
- Apprenticeships
- Employment workshops and courses
- Starting your own business or volunteering

Contact our friendly Adult Learning Team to see how we can help:

Visit: www.norfolk.gov.uk/IAG

Email: adultlearning@norfolk.gov.uk

Call: 0344 800 8020 (option 5)

Safeguarding is everyone's responsibility

Physical abuse - May involve actual or likely injury, assault and neglect, inflicted intentionally or through lack of care

Sexual abuse - The involvement of a person in sexual activities against their will, which they do not understand or have not given consent to

Emotional/Psychological abuse - Behaviour which has an adverse effect on mental wellbeing, causing suffering to the individual

Neglect/Acts of Omission - Not providing care, or failing to act in a manner in which any reasonable person would protect a person from abuse

Financial abuse – theft or misuse of money or personal possessions, which involves a person's resources being used to the advantage of another person

Discriminatory - Abuse based on racism, sexism, disability etc. Other forms of harassment, slurs, or similar treatment

Institutional – People within a care setting are denied the right to express their own needs, choices and desires either by force persuasion or neglect

Self-neglect – A vulnerable adult living in a way that puts his or her health, safety, or well-being at risk.

Domestic abuse - An incident or pattern of incidents of controlling, coercive, degrading threatening, and violent behaviour

Modern slavery - The severe exploitation of other people for personal or commercial gain

To get help, please call 0344 800 8005

Prevent and British values

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
- Tolerance of those with different faiths and beliefs, and for those without faith

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 embed British values in all our courses.

Our tutors will ensure that you have an understanding of the ways that extremism can present itself and in particular, will ensure you know the current emerging threats both locally and within our county, so that you are well informed and able to recognise key signs of potential radicalisation.

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 fully trained Safeguarding team.

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.

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 succeed in our work and our studies. Qualifications in English, maths and digital skills can help you to find work, progress in your career and also help you to complete vocational courses.

On our English or Maths Functional Skills, Essential Digital Skills or English for Speakers of Other Languages (ESOL) courses, you will develop your ability to use number, word or digital skills effectively. You will build more confidence as you gain the qualifications that will boost your CV and get you into employment or further education. You may choose to progress onto GCSE level maths and English.

We understand the busy lives of adult learners and so new for 2022, we will embed digital skills into most courses so you get more from your study time. The courses are also offered on a flexible basis of four options, subject to current circumstances, for example, in relation to Covid.

These include...

- Class based – you will attend a course in a physical classroom
- Blended – a mixture of class based and independent study
- Fast track online – an option where you can complete your course quickly, supported by attending an online workshop once a week
- Online – attend your course online, either in a tutor-led class or through an interactive, independent course

Feedback

Learner Feedback

We listen to what our learners have to say, this helps us to make improvements to our service, which benefits all our learners.

Learner Surveys

In spring 2022 we had 771 learners complete our online surveys, this really helps us to understand your experience of the service. The information you supply is confidential and is used to help us improve.

Learner Forum

We also enjoy meeting our learners, so that you can let us know what you think of the service and make suggestions about how we can make improvements. This is a fantastic way for learners to make a positive contribution to the development of the service.

What you said...

What impact has this course had on your life?

“The new CV that I developed as part of this course convinced two care homes where I applied to contact me to discuss employment” – Refocus on your cv

“This course has helped me to build confidence and learn coping strategies when out in public” - Lipreading

“It’s given me a real love and passion for carpentry and if I ever wanted a career change it’s a good place to start” – Basic Carpentry and Joinery

“It’s important to keep your mind active after retirement, so this is part of that” – French Beginners

“I’m looking at changing career so the course is a good start to being a success in my next field of work” – Peer Support Safeguarding

Are you exam ready?

- Prepare your stationery, photo ID and a bottle of water the night before so you are ready
- Try not to overdo the studying the night before so you keep your mind focused
- Plan your journey ahead of time
- Familiarise yourself with any guidance sent to you by your tutor
- If you can try a practice exam test, time yourself so you know what to expect in exam conditions (your tutor can help you with this)
- Finally, have an early night and relax your mind and body to prepare for your exam

Exam support

A number of our learners who join us at Adult Learning have previously had support for exams. If you have had exam support at school or college e.g. you were eligible for extra time, had a scribe or reader, or think that you may benefit from exam support, then please contact our Adult Learning Team on adultlearning@norfolk.gov.uk or call us on **0344 800 8020** option 5.