



Adult Learning Kirklees

Learner Handbook 2023-2024

Your rights and responsibilities

Adult Learning Kirklees is part of Kirklees Council and as such follows all council policies, procedures and guidance. Kirklees Council values and supports the diversity and range of adult and community-based learning. Our common aim is to deliver a high-quality experience to our learners through their varied learning journeys.



**Adult Learning Kirklees:
Building knowledge, skills and confidence for life and work across communities.**

Adult Learning Kirklees (ALK) welcomes and values all learners. We offer a range of adult learning courses and hope you enjoy learning with us. We work with a range of partners to offer high quality adult learning. All the partners we work with are committed to:

- offering a friendly, adult atmosphere that encourages you to succeed.
- welcoming, respecting and valuing the diversity and rights of learners and staff.
- ensuring your well-being and security by providing a safe environment

Your tutor will ask you what you want to gain from your course/ your personal goals and will help you as much as possible. Please talk to your tutor if there is anything we can do to help. You will receive feedback from your tutor about what is going well and how to get the most out of your learning. We want you to enjoy every aspect of being on your course. This includes being valued and safe.

This booklet will give you information about:

- what you can expect from your course, including safeguarding and prevent and health & safety
- what we expect from people who attend our courses
- how you can get information and advice about other courses/progression routes
- how to contact Adult Learning Kirklees
- useful contact numbers for advice, support and guidance

Contact ALK: 01484 221000 or e-mail adult.learning@kirklees.gov.uk if you have a query, suggestion, compliment or complaint as we would love to hear from you and will respond to all enquiries.

1. What can you expect from ALK?

We will provide:

- high quality teaching delivered by suitably qualified and experienced staff.
- clear information about your course
- high quality course materials
- a safe, accessible and welcoming learning environment
- impartial information and advice about other learning and training opportunities
- the opportunity for you to tell us your views about your learning experience.
- help with English, maths and other individual learning needs as applicable.
- an inclusive environment which celebrates diversity and where you are treated with respect, dignity and equity by staff and fellow learners.

To meet these expectations and ensure that you have a good learning experience, ALK will:

Observe classes to:

- help assess the standard of teaching and learning.
- ensure accommodation is suitable and activities are safe and accessible.
- check the quality of course materials.
- ensure individual learning needs are being met.
- ensure that you receive feedback on the progress you are making.
- provide learner evaluation forms to gather your views and/or talk with you to obtain your views.

- actively respond to your views by providing feedback and where appropriate adjusting policy, procedures, courses and venues

We expect you to:

- tell your tutor if you have a disability, learning difficulty or health problem so that support can be provided where needed.
- treat all fellow learners and staff with respect, dignity and equity.
- report any concerns to your tutor.
- understand that there is a certain amount of necessary paperwork to be completed by each learner to meet your needs, quality assure provision and to record your progress.
- attend regularly and on time.
- 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.
- stick to any ground rules agreed as a group.
- follow any health & safety procedures or instructions.
- report any accidents, incidents or near misses that happen to the tutor.
- enjoy your learning and engage in all activities.

2. Code of Conduct and Expectations/ Sanctions:

We have high expectations and as such we expect our learners to follow the above guidelines and to adhere to British values that underpin our provision and make learning a success for all. Tutors will have discussions with any learner that does not follow our guidelines and if necessary, learners will be asked to leave. This will be in agreement with ALK after all support options have been explored. We want learning to be an enjoyable and supportive experience for all and there should be no distraction from this. We have zero tolerance for any form of unacceptable behaviour.

3. OFSTED

Being an education provider means we are monitored by Ofsted. Ofsted is an organisation that checks and monitors the quality of education being offered to learners. You may be more familiar with hearing about them in relation to schools, but adult learning is inspected too.

They will want to know about our:

Intent

Do we have the correct subjects on offer to our residents, is it reasonably accessible and is it fit for purpose?

Implementation

Is the quality of teaching good, are you being challenged and are you learning?

Impact

Were you able to achieve all the outcomes, to learn and improve your knowledge and skills? Do you know what the next step is for you?

4. Equality and Diversity and Inclusion

In ALK we are committed to equal opportunities. Everyone has the chance to learn with us, to decide what they want to learn, and how to get the most out of their learning. We are welcoming and inclusive and actively encourage people from all ages and backgrounds and with different personal attributes to participate in learning with ALK. These expectations apply across the whole organisation for ALK staff and learners alike.

We incorporate **British values** in all our sessions and promote:

- **Democracy** - by including you in decision making.
- **The rule of law** - by following relevant legislation.
- **Individual liberty** - by asking for your views and opinions.
- **Mutual respect for and tolerance of those with different faiths and beliefs and without faith** by promoting inclusion and celebrating diversity.

5. Safeguarding and Prevent Duty

All learners and staff have the right to feel safe. You also have a responsibility to respect other people's rights to safety and not harm or abuse others or threaten to do so. We follow the Prevent agenda to support learners to express their views in a non-extremist way. ALK has a safeguarding policy including Prevent and Online Safety to protect its learners. We also want learners to be aware that Sexual Violence and Harassment is not acceptable in our provision or in our communities and society and we have a zero-tolerance attitude to this.

Your tutor will tell you who the designated safeguarding officer is and provide their contact details. Other key safeguarding contacts are:

Adult Safeguarding at Kirklees Council	01484 414933 Open 24 hours a day
Children's Safeguarding at Kirklees Council	01484 456848
Kirklees Emergency Duty Service	01484 414933 Out of hours
NSPCC Helpline	0808 800 5000
Prevent Helpline	01924 414933

6. Staying Safe - Health & Safety

Covid 19- We will follow government guidance to keep you safe and will ensure all venues are risk assessed to comply with the latest guidance as and when needed. We believe that learners are entitled to a safe, healthy and supportive learning environment. The Health & Safety at Work Act (1974) places a general duty on learning providers to have adequate arrangements for your health, safety and welfare.

Your learning provider should be clear about:

- providing a safe learning place for the learner
- what responsibilities the learner has

Learner responsibilities:

- ensure you understand the safety rules.
- learn how to work safely and follow all safety rules.

- use all equipment provided for your own safety.
- do not interfere with or misuse any equipment provided.
- report things that seem dangerous, damaged or faulty.

7. Paperwork

We want your course to meet your individual needs. An Individual Learning Plan (ILP) is your personal working document to help you plan your learning with your tutor. We also need to provide evidence to our funding bodies of the many benefits you gain from your learning, including confidence and improved health and wellbeing.

You will be asked to complete (support will be provided):

- a learner enrolment form
- an ILP/Learner Journey
- a learner Evaluation

8. GDPR

General Data Protection Regulation (GDPR) is the data privacy law. It gives people more control over their personal data and forces companies to make sure the way they collect, process and store data is safe. We take the collection, use and deletion of your personal information very seriously.

We have a number of privacy notices which explain how our services use the information you give us and ensure it is adequately protected. You will see references and links to the appropriate privacy notices on our enrolment form.

www.kirklees.gov.uk/beta/information-and-data/how-we-use-your-data.aspx

9. Progression

You may find that you want to do more learning after this course. Whether this is to further develop your skills from this course, or to try something new, our tutors will be happy to offer you information and advice. Courses may be with ALK, or with other providers, depending on which would best suit your needs. We can also refer you to other agencies for more detailed advice on careers. ALK works alongside colleagues from C&K Careers who provide impartial information, advice and guidance to help you make decisions on learning, training and work opportunities.

Your course provider will contact you around 6-8 weeks after the course has completed, this is normally an informal chat over the telephone or via email.

If you want to access further support, then please contact 01484 221000 and ask for Adult Learning, Works Better or discuss your needs with a team member.

ALK	Access courses that are free in Health & Wellbeing, Self-Development & Life Skills and Employability.
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Works Better	Access to a range of Employment support opportunities and help to find employment or help to get a new job/improve your career path.
ESOL support	migrationandresettlement@kirklees.gov.uk A range of support opportunities for ESOL residents.

Progression Partners in Kirklees

Below is a table of partners offering next steps progression for your learning journey. Talk to your tutor and C + K Careers advisers and they can support you to make the next step in your learning journey.

<u>Provider</u>	<u>Contact Details of Lead Person</u>	<u>Subjects Offered</u>
Aim2Learn	Stuart Littlewood stuart.littlewood@aim2learn.org	Telecommunications
Back2Work	Keely Jukes keely.jukes@b2wgroup.com	Carbon Awareness Facilities Management CSCS & Cyber SCL & Cyber Contact Centre Diploma/Cert Customer Service
B-Skill	Emma Ward Emma.Ward@B-skill.com	Hair and Beauty Health and Social Care Mental wellbeing
Pathway	Wendy Daire wendy.daire@pathwaygroup.co.uk	Functional Skills Employability Health & Safety Digital Skills
WEA	Elaine Wilkie Ewilkie@wea.org.uk Rose Farrar Rfarrar@wea.org.uk	Community Learning and AEB Provision is delivered online and in community centres. ESOL Community Interpreting Crafts
DIP	Qazi Mohammed qm@dipgroup.net	Business Admin Customer Service IT Preparation for work Award in Money Management
Kirklees College	Darren Rayneau drayneau@kirkleescollege.ac.uk Sharon Archer sarcher@kirkleescollege.ac.uk	GCSE Maths ESOL Preparation for Life and Work Intro to the Facilities Industry Hair & Beauty Adult Care
WYLP	Kelly Townend Kelly.townend@wylp.org.uk	ESOL

Learning Curve	Dianne Musker Dianne.musker@learningcurvegroup.co.uk	Health and Social Care Leisure Travel and Tourism ESOL
Realise Training	Gregg Scott Gregg.Scott@realisetraining.com	Health and Social Care Digital Skills Warehouse Bus Driving
The Skills Network	Rachel Kay rachelkay@theskillsnetwork.com	Health & Social Care
Total Training	Lisa Hawksby lisa@total-tp.com	Health and Social Care
Northern College	Emma Beale Ebeale@northern.ac.uk	Residential Offer Forest Skills English Maths
People Plus	Nick Griffiths nick.griffiths@peopleplus.co.uk	IT and Telecoms
CECOS	Richard Corley Richard@Cecos.ac.uk	Digital Skills
Talented Training	Mario's Chrysostomou marios@talentedtraining.co.uk	Certificate in Skills for Employment
Think Employment	Stephen Lidgard stephen.lidgard@thinkemployment.com	Functional Skills
Woodspeen	Sam Wilson sam.wilson@woodspeentraining.co.uk	ESOL
Askham Bryan	Chris Barr chris.Barr@askham-bryan.ac.uk	Princes Trust
Calderdale College	Julia Gray juliag@calderdale.ac.uk	Health and social Care Functional Skills