

Cheshire West & Chester Council



# Learner Handbook

[www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk)



Cheshire West  
and Chester



# Welcome to Adult Education – Cheshire West and Chester

We are delighted you have enrolled on one of our Adult Education courses and we hope you will get a lot of personal benefit from participating and achieving your learning goals with us.

All our staff are committed to providing you with high quality teaching, interesting classes and any support you might need to ensure your time with us is productive and enjoyable.

All our programmes are designed to help you progress. Many of you will be looking to move into employment or progress in work so once your course is over, we will work with you on the next steps in your journey, whether that is to further learning, voluntary work or employment.

Adult Education - Cheshire West and Chester offers so many opportunities to realise your potential and fulfil your goals and all our staff will support you to make the right choices for your future.

**We hope you enjoy your course and wish you every success.**

**Happy learning!**

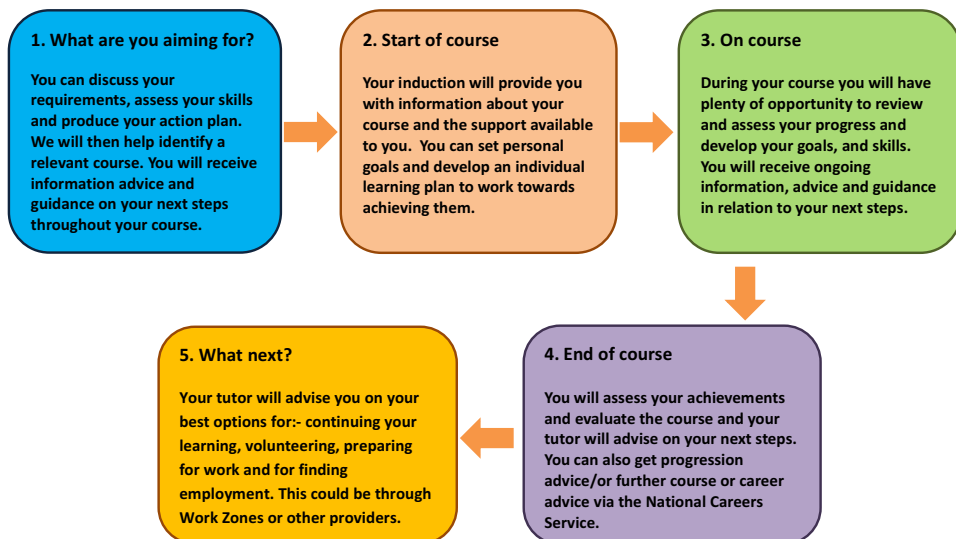
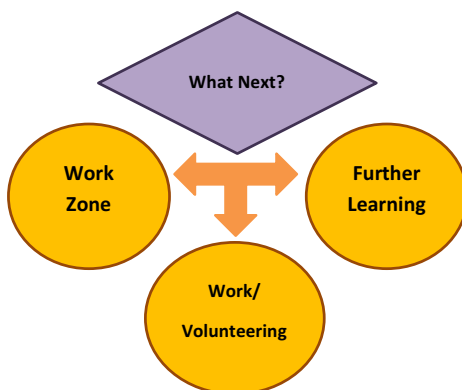
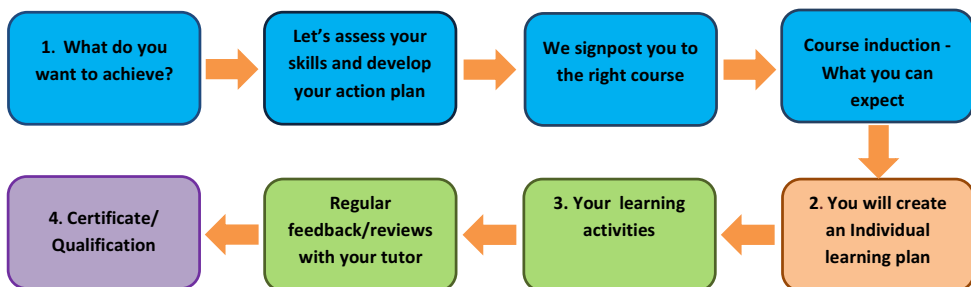


A handwritten signature in black ink that reads "Clare Latham". The signature is fluid and cursive, with a long, sweeping tail on the final letter.

**Clare Latham**

Skills and Employment Manager

# Learner Journey



# Learner Charter – our commitment to you

**Cheshire West and Chester Council's Adult Education Team aims to give you:**

- a service that is polite, professional and respectful of diversity in all its forms
- support to help you progress towards your carer aim
- high quality Information Advice and Guidance
- an assessment of your current skill levels and advice on how to develop them further
- a choice of courses that meet your needs
- an induction to your course
- high quality of teaching, resources and support
- help to enable you to take responsibility for managing your own learning
- regular and constructive feedback on your progress
- the opportunity to feedback to us to help us improve our Service
- opportunities in every course to develop your transferable skills



# Learner Code of Conduct – what we expect from you

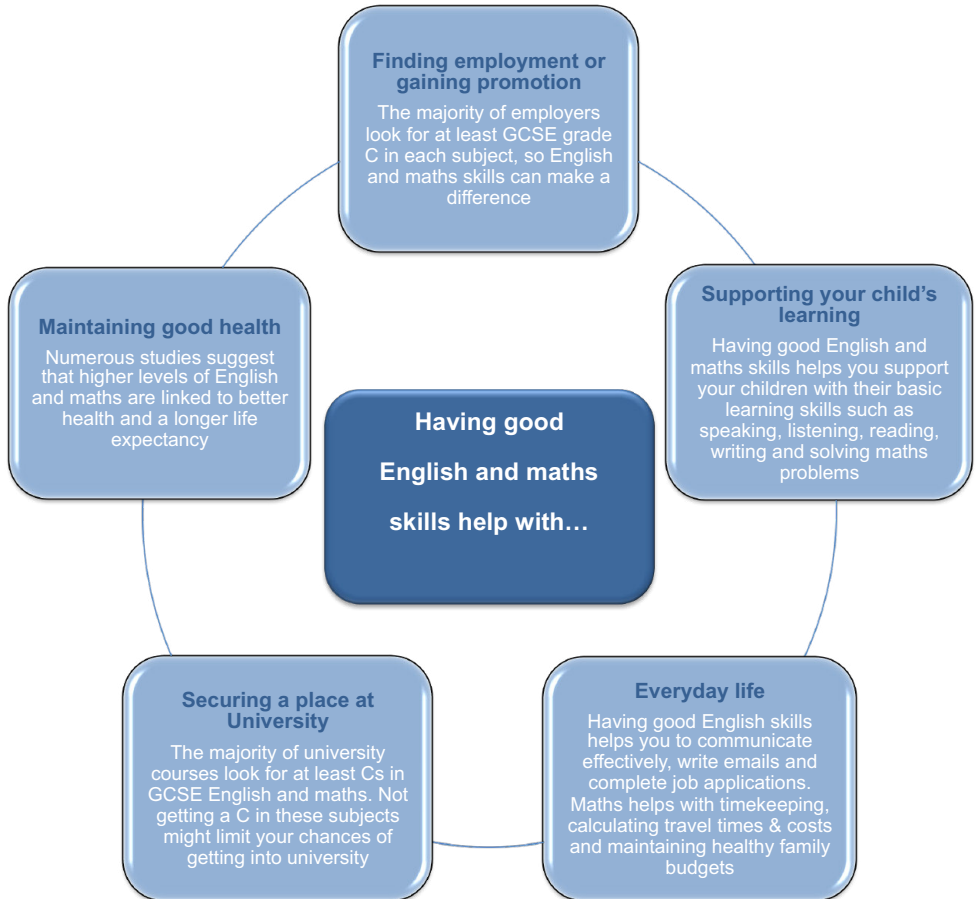
## When you become our learner we expect that you:

- follow ground rules set by course tutor
- take ownership of your learning by getting actively involved
- attend sessions regularly and punctually
- inform the appropriate member of staff as soon as possible if you are unable to attend a session
- inform your tutor/staff members about any special requirements/support you have/need
- seek help when you need it and take advantage of the support offered
- use our facilities and resources responsibly
- behave respectfully to others and adhere to the Adult Education Cheshire West and Chester policies and procedures
- give us feedback to help us to improve our courses and services



# English and Maths

## Why are English and Maths Skills so Important?



# Information Advice and Guidance and Careers Education

We want to support you in identifying courses that meet your specific requirements currently. We also want to enable you to identify appropriate information to support your own progress into further learning and/or employment in the future.

With this in mind, we offer free and impartial Information, Advice and Guidance (IAG) to all of our learners through a number of different ways. These may include:

- pre-course information online, or in leaflets and poster form
- on-course information delivered by tutors or IAG qualified advisors
- discussions with tutors, mentors or other members of staff
- leaflets and posters displayed in learning venues, or provided by tutors
- referrals for one to one appointments with a qualified IAG advisor/mentor
- signposting to specialist organisations for specific support
- via partnerships with organisations such as eg JCP and other organisations
- National Careers Service (NCS)

For further personal IAG support we recommend NCS

**<https://nationalcareersservice.direct.gov.uk/>**, or call 0800 100900.

## Learning support

If you have learning difficulty or disability, please inform your tutor and appropriate assessments will be undertaken to ensure the right support for you and any appropriate adaptations.

## Inspection

Please be aware that your session may be inspected by a member of staff or by external bodies such as Ofsted. As part of this an inspector may wish to speak to you and other learners, to discuss your work to help them assess the quality of your course.



## Attendance, Punctuality and Absence

You are expected to attend every planned session as absences and late arrivals can have a negative impact on not only your own progress, but also that of your peers.

Whilst we recognise that very occasionally there may be circumstances beyond your control, we do require you to contact your tutor or learning establishment to inform them of an expected absence. Please be aware that Tutors must follow-up any unauthorised absences.

## How We Use Your Personal Information

Your personal data and learner files are kept for as long as is necessary to fulfil the purposes we collected it for, as required by law. Your personal data may be used to process or to support any application made for funding associated with your learning. For these purposes we will share the information you supply with the Education Skills Funding Agency in England.

Your information may also be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it and the sharing is in compliance with the General Data Protection Regulation.

At the point this information is collected you will be asked to indicate if you do not wish to be contacted by the Skills Funding Agency or its partners in respect of courses, surveys and research.

Further information about use of and access to your personal data, and details of organisations with whom we regularly share data are available at:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

## Comments, Suggestions and Complaints

We value the opinions of our learners and we welcome any comments or suggestions you may wish to make. We always want to hear when things go well, but on occasions, we may get things wrong. If we do, we want to hear from you about this too so that we can work together to put the matter right. Our aim is to prevent any problem happening again.

Your tutor will inform you of the different ways that you can provide feedback or make a complaint.

## Course Evaluations and Feedback

During your course, usually towards the end, your tutor will ask you to provide feedback on your learning experience. This process is extremely valuable to us and helps us know what went well and what we need to improve.

In addition to this, you may be contacted after you have completed your course via email, telephone or post in order to find out what you have progressed onto, and if your course was of any significant value to you.

## Safeguarding including Prevent and Online Safety

We want all our learners to feel comfortable talking to members of staff about issues that are troubling them and our approaches to safeguarding are explained at induction. If you feel that you or someone you know is being abused, you can talk to a member of staff who will pass the information on to the designated Safeguarding officer. Abuse can include physical, emotional, financial, sexual, institutional, discriminatory or bullying (including cyber bullying).

## Prevent

Under the Prevent duty, all tutors have a statutory obligation to promote our British Values. These include:

- Democracy
- Rule of law
- Individual liberty
- Mutual tolerance for those of different faiths and beliefs

In upholding these values within our service, we have a duty to take action and report where we identify activity that could contravene and oppose these values through extremist views and/or actions. Extremism can include:

- Right wing extremism
- Religious extremism
- Animal rights extremism
- Other forms of extremism

Your tutor will discuss British Values and Prevent during the course induction and will demonstrate and promote these throughout the course. If you have any concerns relating to Prevent, speak to your tutor immediately or report your concerns to the Police confidentiality line on 0800 789 321.

## Online safety and use of IT equipment

Internet technology is widely used but there are risks involved such as viruses, hacking, fraud, cyber-bullying and identity theft.

Many of our learning venues will provide internet access for research and education purposes as well as job search.

To ensure that the internet and other technologies are used safely and appropriately, Council and Council learning partner systems operate Internet filtering software to monitor and safeguard learners from accessing inappropriate sites. Users must not use the systems for personal banking, purchasing or any other commercial purposes. Any breaches of the policy must be reported to the nearest member of staff immediately.

## Harassment and Bullying

The Skills and Employment Team is committed to ensuring that all our learners and staff are valued and treated fairly and with respect. If individuals feel that they have experienced sexual, racial and other forms of personal harassment and bullying, please contact your tutor or the Safeguarding Officer.

## Equality and Diversity

Our aim is to actively promote equality and diversity and tackle bullying and discrimination so that all learners and potential learners have equal and fair access to our services.

We are committed to eliminating unlawful or unfair discrimination on the grounds of the nine protected characteristics:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- race
- religion or belief
- sexual orientation

The skills and employment team is required to carry out reviews of their services in relation to the nine protected characteristics as mentioned above.

If you experience or observe discrimination or unfair treatment please tell your tutor or another member of staff.

## Health, Safety and Security

As far as is reasonably practicable, we will ensure that learning takes place in safe, healthy and supportive environments, which meet the needs of the learner. It is the responsibility of all staff and learners to ensure that safe working practices are adopted.

Your tutor will inform you of the fire evacuation procedures, and the location of the assembly point. Please note that learners are responsible for their own personal property and equipment whilst at their learning establishment.

If you see anything that might cause harm to your own and/or others health, safety and security, or if an incident/accident occurs, please report this immediately to your tutor or member of staff. In the case of an injury, the designated first aider will be contacted and the appropriate help sought.

# Local and National Support Services

Here are more national and local support services that may be useful

## Citizens Advice

### Ellesmere Port

1 Whitby Road, Ellesmere Port CH65 8AA.

### Chester

Bluecoat Building, Upper Northgate Street,  
Chester CH1 4EE.

### Northwich

Meadow Court, Meadow Street,  
Northwich CW9 5FP.

### Winsford

Wyvern House, The Drummer,  
Winsford CW7 1AH.

## National Domestic Violence

National service for women experiencing domestic violence

24-hour Freephone Helpline: 0808 2000 247

<http://www.nationaldomesticviolencehelpline.org.uk/>

### Cheshire West and Chester Domestic abuse

Emergency Duty Team (out of hours): 01244 977277.

Website:

<https://www.cheshirewestandchester.gov.uk/residents/crime-prevention/domestic-abuse/domestic-abuse.aspx>

## Mental Health Support

The following charities provide information and support for anyone with mental health problems or learning disabilities

### Mind

Phone: 0300 123 3393

Email: [info@mind.org.uk](mailto:info@mind.org.uk)

Website: <https://www.mind.org.uk/>

### Samaritans

Phone: 116 123 (free 24-hour helpline)

Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

### Mental Health Foundation

Website: <https://www.mentalhealth.org.uk/>

## Parenting

### Family Lives

Provides advice on all aspects of parenting, including dealing with bullying

Phone: 0808 800 2222 (Monday to Friday, 9am to 9pm and Saturday to Sunday, 10am to 3pm)

Website: [www.familylives.org.uk](http://www.familylives.org.uk)

## Learning disabilities

### Mencap

UK charity for people with a learning disability

Phone: 0808 808 1111 (Monday to Friday, 9am to 5pm)

Website: [www.mencap.org.uk](http://www.mencap.org.uk)

## Benefit and money advice

### The Money Advice Service

For support with money worries.

Phone: 0800 138 7777

Email: [enquiries@moneyadviceservice.org.uk](mailto:enquiries@moneyadviceservice.org.uk)

Website: [www.moneyadviceservice.org.uk/en](http://www.moneyadviceservice.org.uk/en)

### Benefit

#### Local support

Phone: 0300 123 7021

Email: [benefits@cheshirewestandchester.gov.uk](mailto:benefits@cheshirewestandchester.gov.uk)

Website: <https://www.gov.uk/browse/benefits>

**Alzheimer's Society**

Provides information on dementia, including factsheets and helplines.

Phone: 0300 222 1122 (Monday to Friday, 9am to 5pm and 10am to 4pm on weekends)

Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Addiction (drugs, alcohol, gambling)****Alcoholics Anonymous**

Helps chronic alcoholics to overcome their addiction to alcohol

Phone: 0845 769 7555 (24-hour helpline)

Website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

**Abuse (child, sexual, domestic violence)****NSPCC**

Children's charity dedicated to ending child abuse and child cruelty.

Phone: 0800 1111 for Child line for children (24-hour helpline)

0808 800 5000 for adults concerned about a child (24-hour helpline)

Website: [www.nspcc.org.uk](http://www.nspcc.org.uk)

**Jobcentre Plus enquiries**

<https://www.gov.uk/contact-jobcentre-plus>

**LGBT Foundation**

A national charity delivering a wide range of services to lesbian, gay, bisexual and trans LGBT communities.

Phone: 0345 3 30 30 30

E-mail: [info@lgbt.foundation](mailto:info@lgbt.foundation)

Website: <http://lgbt.foundation/>

## Useful Contacts

### Adult Education Cheshire West and Chester

Clare Latham – Skills and Employment Manager

0151 3566767

Monica McDermott – Senior Officer, Curriculum, Quality and Progression

0151 3566736

### Safeguarding

Clare Latham – Safeguarding Officer (Adults)

0151 3566767

Mary Cook – Safeguarding Officer (Children)

0151 3566908

### Cheshire West and Chester Work Zones

Chester – 01244 976028

Winsford – 01606 288901

Northwich – 01606 288540

Ellesmere Port – 0151 3566667



## Accessing Cheshire West and Chester Council information and services

Council information is also available in Audio, Braille, Large Print or other formats. If you would like a copy in a different format, in another language or require a BSL interpreter, please email us at **equalities@cheshirewestandchester.gov.uk**

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

Pokud byste požadovali informace v jiném jazyce nebo formátu, kontaktujte nás

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗਾ ਲਓ।

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

**Tel:** 0300 123 8 123 **Textphone:** 18001 01606 867 670

**email:** equalities@cheshirewestandchester.gov.uk

**web:** www.cheshirewestandchester.gov.uk