



# BURY

ADULT LEARNING SERVICE

# Learner Handbook

Funded by



## **Welcome to Bury Adult Learning Service**

We are pleased you have chosen to study with Bury Adult Learning Service. We offer a broad range of courses, whether you are looking to gain the skills to help you move into employment, change your career or get promotion; or simply learning for personal enjoyment and interest.

If you haven't been in learning for some time, you don't need to worry about joining a course. You will be learning with people who are in the same position to you. We recognise that it is a big step to return to learning, so we make sure that you get all the support you need.

In these uncertain times, I would like to reassure you that we are working hard to keep you safe and that we will regularly review all our health and safety practices in light of the current pandemic. We want to ensure that you can continue to learn and achieve your goals and we will do our very best to make this happen.

This handbook provides you with essential information to support your learning. This handbook can be made available in alternative formats if you need it to be - please contact the office if you need this service.

Keep in touch with us via Facebook or the website, we love to hear your views and stories about your experience with us.

Welcome to our learning community!

Joanne Hatton  
Acting Head of Service, Bury Adult Learning  
September 2021

### **Mission Statement**

We aim to meet the needs and aspirations of local people, communities and businesses by delivering high quality, accessible learning experiences to support the personal, social and economic development of individuals and the diverse communities which we serve.

**All policies and procedures can be viewed on Moodle or can be requested from the Bury Adult Learning Centre office.**

Check our website for details of our courses, which start throughout the year.

Your tutor will give you information about course dates.

## **LEARNER CHARTER / CODE OF CONDUCT**

We are committed to providing high quality education and training to our learners.

### **We will:**

- Provide a safe, welcoming and respectful environment
- Treat all our learners equally and celebrate diversity
- Ensure you are on the best course to suit your needs and abilities
- Support you while attending your course
- Provide high quality teaching and support staff
- Provide regular reviews of your progress
- Help you to overcome any barriers to learning, for example, financial, personal, childcare or housing issues
- Help you progress to further learning or work
- Allow you to enrich your studies where possible
- Give you the opportunity to tell us your views on your course
- Respond promptly to any complaints

**Bury Adult Learning Service operates in an atmosphere of mutual respect. Staff are expected and required to treat all learners and visitors with courtesy and to help them to get the most from their time with the Service. In return, learners and visitors are expected to treat staff and other learners with the same courtesy and respect.**

**We take the health, safety and security of all our learners or visitors very seriously, and the code of conduct is designed to ensure this.**

Your tutor will go through health, safety, security and fire evacuation procedures at the start of your course.

### **We ask that:**

- You follow all instructions relating to health, safety and security instructions. It is especially important to follow the guidelines and instructions around social distancing, hand washing/sanitising and cleaning, and wearing face coverings in public areas within the building in order to reduce the Covid-19 risk for you, other learners and staff.
- You use equipment with care and in accordance with the health and safety guidance provided in class. Be aware that personal belongings left on the floor can cause a tripping hazard to others.
- You tell us about any concerns you have about your, or another learner's, health, safety and security. There are posters displayed throughout our centres telling you how to report your concerns.
- You do not use violent behaviour of any kind.
- You complete any documentation as directed, for example, learning agreements, individual learning plans and surveys.
- You raise any cause for concern or disagreement in a calm manner, with the expectation that they will be dealt with fairly.
- You do not behave in a manner which could be viewed as bullying or harassment of other learners or staff.
- You do not use racist or sexist language, or language that is offensive towards disabled people or people's religion, beliefs, or sexual orientation. This includes repeating "jokes" that use such language, and which cause offence to particular groups of people.
- You do not act in a way that degrades or humiliates anyone else, or in a way which others would find offensive, intimidating or hostile.
- You do not attend classes under the influence of drugs or alcohol.
- You attend regularly and on time. You should also notify Bury Adult Learning Service if you are unable to attend a session
- You switch off your mobile phone during classes. If you are waiting for an emergency call, let your tutor know.
- You use computers in accordance with the Computer Use Guidelines, whether working remotely or in an adult learning centre.

- You let us know if you have any specific additional needs with which you require support, for example, help with mobility; specific requirements such as large print; or assistance with a learning disability.
- You inform us about your plans for the future regarding further learning or career progression.

**It is your responsibility** to notify your tutor if you need assistance evacuating the building during an emergency or drill. Your tutor or a manager will then agree a Personal Emergency Evacuation Plan (**PEEP**) with you.

Where learners or visitors do not adhere to the code of conduct, the following actions will be taken:

- All instances of unacceptable behaviour will be reported to the appropriate manager.
- You will receive an immediate verbal warning about your behaviour and offered support to facilitate a change in behaviour. This will be particularly important in terms of the measures being introduced to reduce Covid-19 risks.
- If the behaviour is related to Covid-19 measures and it persists after the first warning, you will be immediately excluded, due to the unacceptable risk to other learners and staff.
- For other types of unacceptable behaviour, if it persists, a letter will be issued outlining the details of the unacceptable behaviour with a warning that any further instances will result in a ban from provision for a period of time, for example 1 month, 3 months or an indefinite ban depending on the severity of the unacceptable behaviour.
- In cases of verbal abuse to a member of staff, which takes place either over the telephone or in person, the member of staff will bring the conversation to an end and calmly explain to you that they are not prepared to continue with the conversation.

An Equality, Diversity and Inclusion Framework is in place, and this ensures that our policies adhere to Bury Council's Equality Framework for Local Government.

*Bury Adult Learning Service has a Student Disciplinary Policy which may be used if there is a serious breach of this Code of Conduct. A copy of the Student Disciplinary Policy is available, on request, from the Centre Office or from your tutor.*

## **YOUR LEARNING JOURNEY**

All our courses work to a quality standard. This means that your tutor will:

1. Set clear course aims
2. Find out what you already know and what you want to achieve
3. Agree your learning goals with you
4. Assess your progress during the course and give you feedback
5. Assess your achievement with you at the end of the course
6. Support you in deciding on your next steps at the end of the course

On certificated courses, which are assessed through the submission of a portfolio of evidence, or through a final examination, you can appeal against any assessment decisions.

## **SUPPORT FOR LEARNERS**

We provide additional support to meet your needs if you require specialist assistance to help you achieve your learning goals. Please tell us about these needs when enrolling, at your assessment session or at the start of the course.

You may be able to apply for help with childcare, travel, exam fees and course fees (in certain circumstances). Ask your tutor for more information.

## **EQUALITY, DIVERSITY AND INCLUSION**

We are committed to Equality, Diversity and Inclusion in all our activities, for everyone who learns or works here. We do not discriminate, and we respect everyone's individual needs.

We meet your needs through:

- Offering courses in different settings, day and evening
- Providing information and advice before, during and after your course
- Discussing your learning needs to find out your starting points
- Offering a variety of ways for you to learn, for example, with or without qualifications
- Reducing fees or providing free courses for those getting some benefits
- Helping with essential skills – using computers, English, maths, and language skills
- Challenging discrimination and extremism

If you need to pray during your course, speak to your tutor or office staff and we will make space available.

You should not accept discrimination in any form. Report any actions or incidents that you consider inappropriate or offensive to the Curriculum Leader for Safeguarding Nikki Naylor on 0161 253 7287 or [n.a.naylor@bury.gov.uk](mailto:n.a.naylor@bury.gov.uk)

All our policies adhere to Bury Council's Equality Framework.

## **INFORMATION, ADVICE AND GUIDANCE**

We offer confidential and impartial support to help you choose the right course, achieve your goals and plan your next move, either to another course or into work.

If you need further advice to help you decide, you can meet with one of our advice staff by appointment or online.

Further information about our courses, including copies of course information sheets, is available from the Bury Adult Learning Centre office or online.

You can talk to your tutor or the Learner Services Officer about next steps. Contact the Learner Services Officer on 0161 253 7501 or [learner.services@bury.gov.uk](mailto:learner.services@bury.gov.uk)

## **Advanced Learning Loans**

If you are aged 19 or over and want to take a Level 3 course, you can apply for a 19+ learning loan through the Student Loans Company. Applications can be made online, but you first need to register on the course and the relevant information will be sent to you.

For any more information please contact Karen Kehoe on 0161 253 7501 or [learner.services@bury.gov.uk](mailto:learner.services@bury.gov.uk)

## **SAFEGUARDING**

We want to keep you safe from intimidation or abuse of any kind. We want our learners to feel able to discuss their concerns with a member of staff they can trust.

If you are worried about your wellbeing or safety, or you are concerned about another learner, you can report it by:

- Speaking to your tutor
- Reporting your concern to our Curriculum Quality Leader for Safeguarding Nikki Naylor on 0161 253 7287 or [n.a.naylor@bury.gov.uk](mailto:n.a.naylor@bury.gov.uk)
- Using our online reporting form at [www.bury.gov.uk/adultlearning](http://www.bury.gov.uk/adultlearning)

You can even talk to us about something that is happening away from the Adult Learning Centre and we will try to find the right kind of support for you.

## **PREVENT**

We aim to protect learners against the messages of violent extremists. We have assessed the level of risk within the Service and put actions in place to reduce it.

If you have any concerns that someone is at risk of radicalisation or involvement in terrorism, contact the Curriculum Quality Leader for Safeguarding, Nikki Naylor on 0161 253 7287 or [n.a.naylor@bury.gov.uk](mailto:n.a.naylor@bury.gov.uk)

**In an emergency, if a crime is being committed, or there is a threat to life, call 999**

Additional contacts include:

- The senior manager responsible for safeguarding – Joanne Hatton, Acting Head of Service (0161 253 7593 or [j.hatton@bury.gov.uk](mailto:j.hatton@bury.gov.uk))
- Report any suspicious behaviour to the Confidential Anti-Terrorist Hotline on 0800 789 321 or online at [www.gov.uk/ACT](http://www.gov.uk/ACT)
- To report illegal information, pictures or videos found on the internet, log on to [www.gov.uk/report-terrorism](http://www.gov.uk/report-terrorism)

## **BRITISH VALUES**

British values underpin what it is to be a citizen in a diverse community. They are fully embedded into all our courses. The government defines these as:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect
- Tolerance of those with different faiths and beliefs

## **HEALTH, SAFETY AND SECURITY**

We want you to learn in a safe and healthy environment.

All venues, equipment and materials have been risk assessed.

Full information about health and safety is given at the start of every course. Everyone has a duty to prevent injury to themselves or others, so please report any accident or danger to your tutor or the office immediately.

- First aid – if you need any first aid, please speak to your tutor or the office.
- Fire alarms and drills – your tutor will go through the fire drill with you at the start of your course, show you where the nearest exits are and tell you how to evacuate the building.  
**Please read the emergency notices on display in each room.**

Drills are held so that learners and staff know what to do in an emergency. Everyone must take part and follow the instructions given by tutors and the Fire Marshalls.

**Lifts cannot be used in an emergency.**

**It is your responsibility** to tell us at the start of your course if you will need help to leave the building in an emergency. We will devise a Personal Emergency Evacuation Plan (PEEP) for you. If there are any problems, please contact the Curriculum Quality Leader for Safeguarding Nikki Naylor on 0161 253 7287 or [n.a.naylor@bury.gov.uk](mailto:n.a.naylor@bury.gov.uk)

- Specialist materials and equipment – at the start of the course you will be given instructions about health and safety relating to any specialist materials and equipment needed for your course
- Health, safety and security issues in your centre – if you have any issues within your learning centre, please speak to your tutor in the first instance.
- Covid-19 – Keeping our learners safe is a top priority for us. We continue to be guided by the latest official government guidance. Government guidance changes rapidly and will continue to change in the UK over the coming months, therefore we will regularly update our policy.

## **SURVEYS**

To help us provide an enjoyable and successful learning experience, we need to know your views. Please complete our survey at the end of your course. We appreciate you taking the time to let us know your opinions and help improve our standards.

**Responses to surveys will be displayed in our Centres during the year and published on Moodle and in our newsletters.**

## **ADMINISTRATION AND FEES**

For things such as enrolment and payment of fees, contact the Bury Adult Learning Centre office.

All refunds will be at our discretion (see the Course Guide or our website for details of the refunds policy).

Tuition and examination fees need to be paid at enrolment. Some classes have additional fees to cover materials. These may be charged at enrolment or part way through the course.

You may be able to claim a discount on fees, but this depends on which course you are taking and if you are on certain benefits. Further details are in the Course Guide and on our website. To claim a discount, you will need to provide evidence at enrolment. You need to complete a self-declaration for some provision.

## **STAFF ABSENCES**

If a tutor is absent due to illness, we will try to find a substitute teacher for the class. If we are unable to find cover, the class will be cancelled, and we will make every effort to inform you before the class. Unfortunately, we are not always able to offer you an alternative class if the class is cancelled.

## **ATTENDANCE AND PUNCTUALITY**

You should attend every session on time. Appointments should not be made during class time if possible. If you are unable to attend, let us know as soon as possible.

Speak to your tutor if you think you will regularly not be able to arrive on time, we may have a class at a more suitable time. If you think you might be late to a class, let us know as soon as possible.

## **SUGGESTIONS, COMMENTS, COMPLAINTS**

If you need any more information, contact **Giovanna Kerwin, Quality and Marketing Officer**, on **0161 253 6867** or [\*\*g.kerwin@bury.gov.uk\*\*](mailto:g.kerwin@bury.gov.uk)

## **Learner Newsletter**

We are keen to hear your success stories and ideas for our regular newsletter. Please send any contributions to Giovanna, our Quality and Marketing Officer, at [\*\*g.kerwin@bury.gov.uk\*\*](mailto:g.kerwin@bury.gov.uk)

## **USEFUL CONTACTS**

**Postal address** - Bury Adult Learning Centre, 18 Haymarket Street, Bury BL9 0AQ

**General email enquiries** – [\*\*learner.services@bury.gov.uk\*\*](mailto:learner.services@bury.gov.uk)

**Enrolment line** – 0161 253 5772

**Advice and information** – 0161 253 7501

### **Alison Ratcliffe**

**Centre and Outreach Administration Supervisor**

[\*\*a.ratcliffe@bury.gov.uk\*\*](mailto:a.ratcliffe@bury.gov.uk)

0161 253 5772

### **Nikki Naylor**

**Curriculum Quality Leader – Foundation Learning, Learning Support, Safeguarding & Prevent**

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0161 253 7287

### **Giovanna Kerwin**

**Quality and Marketing Officer**

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0161 253 6867

### **Karen Kehoe**

**Learner Service Officer**

[\*\*learner.services@bury.gov.uk\*\*](mailto:learner.services@bury.gov.uk)

0161 253 7501

## **Learner of the Year**

Each year we invite nominations from tutors for the award of Adult Learner of the Year. We aim to recognise all round commitment and personal development, alongside academic success. To celebrate the success of our learners we hold an annual award ceremony, attended by nominees and their family and friends.

Further details will be given by your tutor.