

Southampton City Council Adult Education Service

LEARNER HANDBOOK

2023-24



www.southampton.gov.uk



Education & Skills
Funding Agency



Welcome to Southampton's Adult Education service, also known as Community Learning or Adult Learning. We welcome and value all learners, and are committed to providing a range of high quality opportunities.

We are delighted that you have chosen to learn with us through one of our funded learning providers or subcontractors.

This handbook explains what you can expect from us and from your learning provider, and what we expect from you.



Your learning will be delivered by one of our learning providers. Your learning activity is being funded (fully or in part) by Southampton City Council and the Education and Skills Funding Agency. We will ensure the quality of your learning by monitoring and managing the performance of the organisation delivering the activity.

Our learning providers in the 2023-24 academic year are

Bfluent School of English

CLEAR

City College, Southampton

Cultural Services (part of Southampton City Council)

Employment Support Team (part of Southampton City Council)

Itchen College

Mayflower Theatre

SoCo Music Project

TWICs (Training for Work in Communities)

We Can Train Ltd (Pitman Training)

Workers' Educational Association (WEA)

During your learning activity you can expect your tutor and / or learning provider to:

- Be qualified and know how to teach the subject
- Provide an environment that supports you and promotes all aspects of your welfare, including keeping you safe from the risks associated with radicalisation, extremism and all forms of abuse, including through the internet
- Give you a course induction so that you know what to expect from your course and what will be covered in each session
- Give you information about health and safety and provide you with safe and suitable equipment for your learning
- Invite you to take part in regular reviews of your progress and encourage you to take an active part in planning your learning
- Ask you whether you have the support you need to achieve your learning goals
- Invite you to comment on how you think your course could be developed and improved
- Give you information about opportunities to take your learning further

To make the most of your activity, and to help others achieve their learning goals, we ask you to:

- Show commitment to your learning
- Attend as many sessions as you can and let the course tutor or venue staff know if you cannot attend or think you may be late
- Ask your tutor if you need help
- Try to complete on time any work you are given
- Follow all the health and safety rules to keep you and other learners safe
- Support the values of modern Britain – democracy, the rule of law, individual liberty and mutual respect and tolerance
- Let us know what you think of the activity and how it could be improved
- Tell your tutor, a member of staff at the venue, or contact us (details below) if you have concerns about any aspect of your course.

Course information

Your tutor or learning provider will make sure you have all the information you need about your course, including start and end times, where the course is taking place and how it is assessed. A course information sheet may be issued at enrolment. Please ask your tutor if you would like one.

Attendance and absence procedures

You must let your tutor or learning provider know if you are not able to attend a session. Your tutor will give you contact details for this. If you know in advance that you will miss a session please let your tutor know beforehand. They may talk to you about how to catch up on any work missed.

Observations

To support our commitment to a high quality service, someone may visit your class, either in person or remotely, to carry out an observation of teaching, learning and assessment. The observer may wish to speak to learners to hear views about the course, so please share your comments and suggestions.

Support while you are learning

Your learning provider will check before the course starts if you have any particular support needs while you are learning, and do their best to ensure these are met. You can also talk to your tutor about this.



A safe and supportive learning environment

Your safety is extremely important to us. Your learning provider or tutor will cover health and safety procedures including fire exits for your course venue before your session begins. Please ask them if you have any questions about this.

All our learners have the right to take part in learning and be treated equally and fairly, in a comfortable and safe learning environment. As a learner you are expected to treat everyone equally, fairly and with respect. You are responsible for respecting other people's right to safety, not hurting or abusing others, and not threatening to hurt or abuse anyone.

Our providers all have equality and diversity policies which allow them to challenge discriminatory and inappropriate language and behaviour, and any behaviour which stops learning taking place. In addition, they all have a safeguarding policy which lays out how they ensure that there is no sexual harassment, violence and mistreatment.

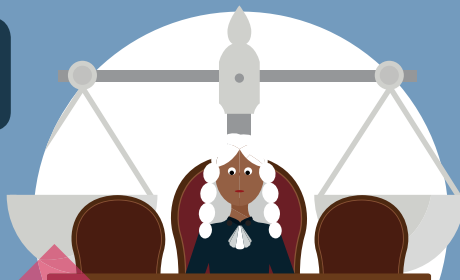
The service will also promote British values (on the next page) to all learners as part of the learning experience. This is part of the Prevent agenda which is intended to stop vulnerable people being radicalised into violent extremism. If you are concerned that a vulnerable person is at risk you can speak to your tutor who will be able to pass this on to their safeguarding officer.

If you think you have been hurt or abused by another learner, member of staff or visitor, or have concerns for a fellow learner, you should report it to a trusted member of staff as soon as possible. Your tutor can tell you who to contact if you are not sure who to talk to or you can contact the council using the contact details at the end of this handbook.

Values for living in modern Britain

DEMOCRACY

- Your opinion counts



THE RULE OF LAW

- No one is above the law
- Laws protect everyone
- Innocent until proved guilty

INDIVIDUAL LIBERTY

- Freedom of speech



MUTUAL RESPECT AND TOLERANCE

- All backgrounds and cultures
- All ages
- All genders and sexualities
- All religions and beliefs



How we look after your information

We take the security of the information we hold about you very seriously. The rules about how we look after this information changed in 2018, with the General Data Protection Regulation. The service's privacy notice is in the enrolment form you completed at the start of your course, and is also available on our website. This incorporates the Education and Skills Funding Agency's (which funds or part funds your course) privacy notice which is also available on their website.

Further information about use of, and access to, your personal data, details of organisations with whom we regularly share our data, information about how long we retain your data, and how to change your consent to be contacted is also available.

Your learning provider will also hold information about you, for instance your contact details, and have a data protection policy in place. Please ask them if you would like more details.



Feedback

We want you to enjoy your course and benefit fully from the service we provide. You can tell us what you thought about your course by completing a learner evaluation form or talking to your tutor. Your learning provider has a complaints and compliments policy which you can also use to offer comments and suggestions or to raise a concern. Please ask your tutor for more details.

What next?

Your tutor may discuss progression opportunities with you or signpost you to other courses available. You can also get in touch with the National Careers Service which provides free, impartial and confidential information, advice and guidance to help you make decisions on learning, training and work opportunities. You can contact the **National Careers Service** on **0800 100 900** or **nationalcareersservice.gov.uk**

The Access Southampton website **access-southampton.co.uk** has a great deal of local information to help young people and adults make decisions about their future including links to local opportunities and adult learning.

Get in touch

Contact **Southampton City Council, Adult Education Service**
Email **community.learning@southampton.gov.uk**
Website **[southampton.gov.uk/schools-learning/further-learning/
adult-education.aspx](http://southampton.gov.uk/schools-learning/further-learning/adult-education.aspx)**
Telephone **023 8091 7959**

If you are worried that an adult may be at risk of abuse or harm, contact

Telephone: **023 8083 3003**

Outside of normal office hours: **023 8023 3344**

Access information

If you would like this in another format please contact us by email:
community.learning@southampton.gov.uk

www.southampton.gov.uk



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