Sefton Community Learning Service

Sefton Council

Learner Handbook
2023-2024

Together we learn

We aim to provide high quality adult learning programmes to help people make positive changes, support personal development and help communities to thrive.

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**Creative Industries | Digital | Education & Training
Employability | English, Maths & ESOL | Family Learning**

ncfe.   Ascentis Awarding Organisation   Highfield Qualifications Approved Centre   matrix   LIVERPOOL CITY REGION COMBINED AUTHORITY   Ofsted Good Provider

Contents:

Welcome:

We are pleased you have chosen to learn with us.

This handbook provides key information about Sefton Community Learning Service and is designed to assist and support you during your time with us.
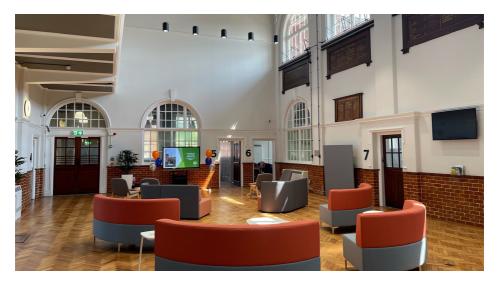
Funding from the Liverpool City Region (LCR) finances the delivery costs of the majority of our courses, whilst other courses may incur learning fees.

The information that we collect through enrolment, learner records and surveys, enables us to secure the continuation of funding.

Sefton School Term Dates 2023-24

	Autumn Term	Spring Term	Summer Term
Term commences	04/09/2023	08/01/2024	15/04/2024
Half Term Holiday	23/10/2023 - 27/10/2023	12/02/2024 - 16/02/2024	27/05/2024 - 31/05/2024
Term Ends	22/12/2023	28/03/2024	23/07/2024

Please note, your tutor will discuss with you dates for your course as these may vary from course to course.

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Information, Advice and Guidance:

For general enquiries, information about our courses, how to enrol or course fees, please email our main office at **Communitylearningservice@sefton.gov.uk** or ring us on **0151 934 4546**. More details about each learning programme are provided on our Course Information Sheets, which can be e-mailed to you or collected from the mains site.

As a learner with Sefton Community Learning Service, we will offer you confidential and impartial Matrix accredited information, advice and guidance (IAG) throughout your learning journey to help you achieve your goals and prepare you for your next steps. This includes:

■ impartial advice to identify the right course for you and setting of suitable learning targets

■ advice and support to overcome barriers to learning

■ information about available pathways. Our staff will be happy to provide you with Matrix accredited information, advice and guidance (IAG) on your progression opportunities. This includes information of further learning opportunities within our Service or with other learning providers, or to move onto paid employment or volunteering

■ details of organisations that can provide you with specialist impartial IAG

Your tutor will give you advice at the beginning, during and at the end of the course.

You can read more about career paths, tips for completing job applications; CV writing and interviews at **www.bbc.co.uk/bitesize/careers**

ncfe. Ascentis Awarding Organisation Highfield Qualifications Approved Centre matrix LIVERPOOL CITY REGION COMBINED AUTHORITY METRO MAYOR LIVERPOOL CITY REGION

Opening hours:

Our office phone lines are staffed Mon-Thu 9-5pm (excluding public holidays) and Friday 9-4pm.

We deliver courses at different times, including some twilight and evening classes on Monday & Tuesday evening.

Car Parking:

We deliver courses at various venues across Sefton Borough. We offer limited free onsite parking at our main centre in Cambridge Road, Seaforth. For availability of parking at other venues, please ring the course venue directly.

Community Pantry:

Sefton Community Pantry runs a café within our Cambridge Road Centre, supported by the 23 Foundation and run entirely by volunteers. The Community Pantry offer a vital service in providing food to struggling families across Sefton. The café is open to learners and the general public. A community fridge/freezer stocks free fresh produce for the community.

Lost Property:

Any items found will be handed into the main office at the venue you attend, where it will be kept for 3 weeks.

Cancellation of Classes:

We intend to run courses as advertised, however there might be times when a course start might be delayed, or a course needs to be cancelled. In these instances, we will contact you as soon as we know and, when possible, offer you an alternative day or time.

If you are on a course and a lesson needs to be cancelled, we will contact you as soon as possible. Please make sure you provide accurate contact details at enrolment and inform your tutor if any of these changes during your course.

Please read our Fees and Refunds policy for your options if a course is cancelled by us.

Free access to Microsoft Office 365:

At Sefton Community Learning Service we aim to ensure that all learning is inclusive, providing support and fair access to learning that ensures all learners have equal opportunities to succeed.

On our longer courses, we can offer learners full access to Microsoft Office 365 whilst learning with us.

On selected courses, you will be provided with an email address to use for educational purposes and access to all Microsoft packages including TEAMS, the virtual meeting app that you will be able to access from anywhere, on any device with an internet connection.

As a learner (on certain courses) you will be able to access your course resources via Office 365 learner portal or access your classes virtually. You will be able to complete and share assignments, ideas and useful information with both your tutor and class peers. This may support you to complete your work if you have any unavoidable absences.

Your tutor will advise you at induction if your chosen course is supported by Office 365 and provide you with useful handouts as well as Microsoft Office 365 dedicated teaching time to help you navigate the platform and access your class.

Learner Volunteering Opportunities:

Throughout the year the Service provides opportunities for learners to become a volunteer in a range of positions. Volunteering with the service can boost your CV and experience and we will provide you with training and a reference upon completion.

If you are interested, please speak to your tutor for more advice and arrange a short interview.

Quiet room:

Where possible, we have allocated a quiet room for prayer or meditation which is available for staff and learners to use.

How to Contact Us:

Communitylearningservice@sefton.gov.uk   0151 934 45 46

For general enquiries and information about courses, fees and how to enrol on a course contact the Team on **communitylearningservice@sefton.gov.uk** or **0151 934 4546**

For concerns regarding **Safeguarding**, contact the Designated Safeguarding Officer, Angela Range. **Angela.Range@sefton.gov.uk** or **0151 934 4546**

If you are interested in joining our team of tutors, please complete our application form online or contact Angela Range (as above) for information.

For complaints or compliments contact The Head of Service, Lisa Grimes. **Lisa.Grimes@sefton.gov.uk**

If you would like us to deliver a course for your organisation or at one of your venues please contact our Learner Engagement Officer, Carrol Coan. **Carrol.Coan@sefton.gov.uk** or **07976 807780**

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Your Rights and Responsibilities:

Code of Conduct:

Below, we outline the behavior and attitude expected from our learners to ensure a safe environment and success on the course. We ask you to:

- aim to attend every class and be willing to join in. If you cannot attend, please notify the centre or your tutor in advance

- attend every session on time

- complete all work set by tutors and submit by the agreed deadline

- ensure all the work you submit for assessment is your own work

- value the rights of all those you encounter during your learning experience

- adhere to any ground rules that are agreed within the classroom

- comply with the Acceptable IT policy which you can access on our website

- inform us of any medical conditions which may affect your attendance, learning or that you feel we should be made aware of

- seek help if you need it and tell us if you have a disability or learning difficulty

- complete our learner surveys to help us to improve our service

- follow all safety rules and help to make your place of learning a safer place by reporting any incidents or concerns

- restrict the use of mobile phones to emergency usage in class unless instructed by tutor

Your Entitlement as a Learner:

As the provider of your course, we seek to ensure that:

- we provide a safe, accessible and pleasant learning environment

- you have the opportunity to tell us your views about your learning experience

- progression opportunities are available, internally whenever possible, and that they are explained simply.

- you are treated with respect by all staff and fellow learners

SCLS managers will visit your classes from time to time and will seek your opinion through learner surveys.

External Assessments and Examinations:

If you are enrolled on a qualification course, you will be expected to complete the relevant assessment, including potential external exams. We will notify you well in advance of the exam date so that you can plan to be available as exams may take place on a different day/time than your usual.

If you require exam access arrangements, you must notify your tutor within the first 4 weeks of your course.

More information about exam and assessment processes and how to appeal if you disagree with the outcome can be found in our policies, available on our website or from the Admin office.

Students must submit work for assessments which is their own and not copied or paraphrased from another source such as an Artificial Intelligence tool, and that the content reflects their own independent work.

Feedback:

We constantly aim to improve our service, please let us know if you have any comments.

We love to hear from you about how we are doing and how we can improve. You can write your comments on a feedback card at any time and post it in the feedback box located outside the main office or email your feedback. **communitylearningservice@sefton.gov.uk**

At the end of your course, we ask you to complete the Course Satisfaction and Impact surveys at the back of your Individual Learning Plan booklet. Your responses will help us improve and enhance the service we offer.

To enable us to measure the impact of your learning, several weeks after completing your course you may be contacted by our Admin team so that we can find out about any ways that your learning has benefited you. If you need information about other learning opportunities at this time, we will be happy to help.

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Policies and Procedures:

Equality and Diversity:

At Sefton Community Learning Service, we are committed to Equality and Diversity in all our activities for everyone who learns and works here.

We expect everybody to be treated equally and with respect. We want all courses to be free from discriminatory behaviour, harassment, and bullying.

Please let us know if you need to access any of our documents/resources in a different format

Accessibility

Support for Learners

Additional support may be available to meet the individual needs of learners who may require specialist assistance.

If you have a disability or need additional support, you should, in the first instance, inform your tutor who will discuss with you your individual needs and make any reasonable adjustments to provide the support you require. Whilst we will try our upmost to accommodate your requirements, please note that we might not always be able to provide specific specialist support.

We promote equality and we support our learners by:

- offering courses in different settings, day and evening

- providing information and advice before, during and at the end of your learning programme

- discussing your learning needs to find out your starting points, goals and aspirations.

- offering a variety of ways for you to learn e.g., informally without qualifications, face to face, remotely, etc.

- challenging discrimination and extremism

- providing help with essential skills- using computers, literacy, numeracy, and English language.

- providing free access to Microsoft Office 365 (terms and conditions apply)

Health and Safety & Online Safety:

It is important that you are able to study in a safe and supportive environment. If you are undertaking an activity that requires specialist advice and guidance the tutor will provide this before commencing the activity. Learners and tutors have a duty to prevent injury to themselves or others, so please report any accident or hazard to a tutor or office/reception of your venue immediately.

There are a number of general health and safety issues that apply and these will be covered by your tutor at induction.

For information and advice on how to keep safe online, visit **www.getsafeonline.org**

Safeguarding:

Here at Sefton Community Learning Service we are committed to providing a safe environment for all our learners and staff. We do not tolerate any form of bullying or harassment (this includes cyber or social media bullying). Please note, users of the Service's network should be aware that internet activity is logged and that it is possible to trace any site visited by a user.

The Service recognises that we have a duty to facilitate opportunities for learners to explore and discuss controversial issues safely. There is no place for extremist views of any kind in our Service. We recognise that if we fail to challenge extremist views, we are failing to protect our learners. Therefore, all our staff receive specialist PREVENT training from the Home Office.

A safer recruitment policy is in place including pre-employment checks of all our staff that come into contact with Service users.

We have a clear process for reporting Safeguarding, bullying or harassment incidents and your tutor will inform you of this at induction. If you have a concern about a Safeguarding issue please contact our **Designated Safeguarding Officer**, Angela Range. **angela.range@sefton.gov.uk** - 0151 934 4546

Refund Policy:

Refunds will only be given if the course is cancelled by the Service.

Any other matters regarding course refunds please contact the Assistant Manager, **communitylearningservice@sefton.gov.uk** or ring 0151 934 4546

How to make a Complaint:

We aim to deliver a good service and we hope you enjoy your time with us, however, if we fail to meet your expectations or you are not satisfied with any aspect of our Service, we operate an fair procedure for dealing promptly and courteously with any complaints and we endeavor to acknowledge your complaint within 5 working days. We will inform you then if we need longer to resolve the problem or provide you with an outcome.

- If appropriate, please discuss your complaint with your tutor

- If this is not appropriate, please put your complaint in writing to the Head of Service, Cambridge Road, Seaforth, L21 1EZ

GDPR Policy - Keeping your personal information safe:

What we do with the personal and sensitive information you provide us with?

Information you give to the Service on the enrolment form will be kept in secured rooms and in computers and used to claim funding from the Liverpool City Region Combined Authority (LCRCA) and registering you for qualifications. We will add your personal information and information about your course to the National Learner Record Service.

At times the Service and LCRCA will use the information you give but will not share personal or sensitive information without your consent.

SCLS or LCRCA may send you a survey to ask you about your course and how it helped you in your life or work. We will treat the information you give us confidential and it will be shared only with relevant staff within the organisation or with agencies related to your course or qualification.

We will never pass your information to others without asking you first and

we will destroy your records when we do not need them anymore for audit purposes. At any point, if you change your mind and do not want us to use your information, please contact us in writing.

Organisations that will have access to your information are:

Sefton Community Learning Service - Sefton Council (SCLS) - to register your learning with Liverpool City Region and to contact you about your course.

Liverpool City Region Combined Authority (LCR CA) - we need the information you give us to claim funding and to get information about your learning.

Department of Education - to perform statutory functions on behalf of the Secretary of State.

Awarding Bodies - the Service will register you with an awarding body to allow you to get qualifications.

Sefton@Work - at times we ask Sefton@Work to give impartial advice and guidance to learners, so we share learner/course information including attendance and achievements.

Referral Agencies - at times, learners are referred to our courses by other agencies, such as Job Centre Plus. When requested, we provide them with information about your attendance and achievements.

Please read our Privacy Notice for further information.

All our policies can be obtained from Reception or via our website: Community Learning Service (sefton.gov.uk)

Use the QR code to see our policies and document or view a copy in our Reception area.

Common mis-spelled words:

absence	conscious	fortieth	miniature	queue
abysmal	consensus	fortunately	miscellaneous	quiet/quite
accessible	consolidate	forty	mischievous	receipt
accidentally	contract	fulfil	necessarily	receive
accommodation	criticism	fulfilled	neighbour	recognise
acknowledge	daily	gauge	niece	recommend
acquaint	debt	glamorous	ninth	refer(red)
acquire	deceit	government	noticeable	relevant
across	defence	grammar	nuisance	repetition
address	definite	grateful	occasion	schedule
advertisement	description	grievous	occasionally	scissors
allege	desirable	guarantee	occur	seize
already	desperately	guard	occurred	sentence
although	detached	harass	occurrence	separate
amount	develop	hare-brained	occurring	siege
annual	development	height	omission	sieve
apparatus	difference	heir	omit	skillful
appearance	different	holiday	opportunity	stationary
argument	diminution	honorary	paid	stationery
arrangement	disagreeable	humorous	panicked	strength
attach	disappear	humour	parallel(ed)	succeed
awkward	disappointed	idiosyncrasy	parliament	supersede
basically	discipline	immediately	particularly	suppress
beautiful	dissatisfied	imminent	pastime	surprise
because	efficient	incidentally	playwright	temporary
beginning	eighth	independence	possess	tendency
believe	embarrassment	install	precede	lie, lied, lying
benefited	equipment	instalment	preceding	tragedy
business	exaggerate	interested	prefer(red)	truly
calendar	exceed	irrelevant	prejudice	twelfth
catarrh	excellent	jewellery	premises	undoubtedly
ceiling	excessive	knack	preparation	unmistakable
cellar	excite, exciting	knowledge	privilege	unnecessary
choose/chose	excitement	knuckle	procedure	unparalleled
college	exercise	leisure	proceed	until
commitment	exhilarating	liaison	profession	vicious
committed	existence	lieutenant	prominent	vigorous
committee	expense	loose/lose	pseudonym	vinegar
comparative	extraordinary	maintain	publicly	waist
comparison	exuberant	maintenance	pursue	waste
conscience	familiar	marvellous	pursuing	weird
conscientious	favourite	medicine	quay	wilful

Glossary of Assessment Terms:

Instruction	Explanation
Analyse	Give reasons **why** or **how** something is done and the effect of this. Write paragraphs that help you to back up your points with evidence and explain your thoughts
Calculate	Work out.../Marks are usually awarded for both the process and outcome
Compare	Looking closely at two or more things which have something in common in order to see how they are the same and how they are different
Complete	Finish in full
Contrast	Look at the differences of two or more things
Describe	A detailed account. More simply – 'Write down...' Explain in your own words what/how/or why something happens
Discuss	Give the main reasons 'for' and 'against' and come to a conclusion
Estimate	Guess/calculate approximately/give a rough idea with evidence
Explain	Give reasons for **how** or **why** something happens; you need to give examples
Identify	Pick out/select/find/highlight
Illustrate	Give examples that make your point clear (diagrams/figures/drawings/show how.../demonstrate/make clear)
Justify	Give a reason to support an argument/give an explanation for something/defend a point of view
List	Single words or phrases Questions with this word in do not require any reasoning or explanation
Name	Again, simply name but be very specific
Outline	Give only the most important details/give a brief overview/a brief explanation, but don't just write a list!
Produce	Create/make/construct
Show the method	Demonstrate/illustrate/explain a way of doing something or a process
Summarise	Draw your key ideas and points together/review key points in one paragraph
Work out	Asks you to solve something – marks are usually awarded for you showing the process behind your thinking as well as the answer you come up with

For all enquiries and to inform us if you are unable to attend a lesson, please contact us on: 0151 934 4546 or email: communitylearningservice@sefton.gov.uk

What our learners said:

Get to know Your Computer - Lovely class & tutor.

Spanish – Really enjoyable, well-paced course.

Aromatherapy Oils - Really enjoyed this course and has given me the confidence to try others.

For independent information, advice and guidance to help you make decisions on further learning, volunteering and work contact:

Sefton at Work:
Seftonatwork.info@sefton.gov.uk
Tel: 0151 934 2610

National Careers Service:
nationalcareers.service.gov.uk
Tel: 0800 100 900

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