

Staying safe:

Tutors are here to support you and we want you to feel safe while you are on your course.

If you think you, or someone you know, is being hurt, abused or threatened whilst on your course, you should report this. You can speak to your tutor.

- If you have concerns about the safety or welfare of a child or an adult call **0345 678 9044**.
- If you are calling **out of office hours** call **0345 678 9040**.

We also receive a lot of enquiries about how to keep children safe online. An excellent source of advice is the www.thinkuknow.co.uk website, run by the national Child Protection and Online Protection agency (CEOPS).

Many schools do not permit the use of mobile phones on their premises. Your tutor will advise you of the policy at your school.

Complaints:

We are committed to providing an excellent service. However, if you wish to complain about any aspect of our courses, please:

1. talk to your tutor if it is something he or she can help with
2. contact the Adult & Community Learning Manager at The Gateway on 01743 562061

We will follow up your complaint and try to sort out any problems.

Community Learning Out of Centre Learner Handbook

**THIS HANDBOOK IS AVAILABLE
IN A LARGER PRINT FORMAT ON REQUEST**

This handbook is to let you know what to expect from us and how you can help us too.

It also contains some useful information for you.



Herefordshire,
Ludlow & North
Shropshire College

What you can expect from us:

- Clear advice about your course dates, times and content
- Good quality resources and tutors who know their subject
- Help and support so you can enjoy and do well on your course
- Advice about further courses and opportunities

What we can expect from you:

- Make every effort to attend sessions and to arrive on time,
- Let your tutor know if you cannot come
- Get involved in the lesson
- If you are on a course which leads to a qualification, be prepared to complete work outside of lessons and to attend regularly
- Talk to your tutor if you need any help with your course
- Let us know if you change your contact details
- Give us feedback – with your help, we can understand how we're doing and how we can improve

Health and Safety:

- If the course is run in a school and during school time then school rules apply
- No smoking applies on all our courses and on all school and community premises
- You will be asked to leave if you appear to be under the influence of either drugs or alcohol
- Your tutor will inform you of evacuation procedures for your venue and tell you of any safety issues on your course. Please listen carefully and stick to the instructions

Equal opportunities:



We will ensure that:

- Our services are free to all
- The venues we use are safe and easy to access
- Learners are protected from harassment* and bullying
- We do not judge people on the basis of age, sex, colour, disability or belief
- All our paperwork and materials are clear and accessible
- You know how to make a suggestion, complaint or appeal

We need you to:

- Respect and try to understand the points of view of other learners, the tutor and staff
- Behave in a way that does not upset others
- Tell us if you have a problem with other people's views or actions (see the 'Staying safe' section)

***Harassing:** to regularly annoy, disturb or molest

***Bullying:** to hurt, intimidate or frighten by physical or emotional force

***Equality:** provide the same opportunities & standards of service to all

***Disability:** physical or mental issues which make day-to-day living

What next?

When you have completed your course, you may want to continue with your own learning. You could work towards a qualification or something completely different. Your tutor will provide you with a "What Next?" leaflet and advice towards the end of your course.