



## Contact Details

The Gateway Education and Arts Centre

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Shrewsbury

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Adult & Community  
Learning  
Learner Handbook

## Dear Learner

This handbook should help you to feel at home in our learning venues. It tells you how Community Learning runs and is also a statement of the level of service that you should receive. Community Learning tutors have an excellent reputation, across the county, for their stimulating and enthusiastic teaching and we hope that your experiences here are enjoyable and positive.

### The Management Team

## What you can expect from us:

- Clear information about your course, dates times and what the course is about
- Good quality resources and well qualified tutors
- The chance to take qualifications on some courses
- Information about further courses and opportunities
- A high professional standard of all teaching and learning
- Help towards achieving your individual potential and desired goals
- Learning that can be successful, enjoyable and accessible to all
- Encouragement for you to manage your own learning and set your own challenging targets
- Equality of opportunity: we work hard to remove barriers that exclude and to provide a safe, positive environment for all

Community Learning has few requirements of its learners, beyond an insistence on good manners and thoughtfulness.

Community Learning celebrates diversity and works hard to ensure equality of opportunity.

If you are aware of any prejudice, bullying or harassment please talk to your tutor. They will inform the Community Learning Manager who will act immediately upon the information.

## Disabilities or support needs:

**Mobility:** There are designated car-park bays. If these are full please contact reception. There is also a special dropping off point for learners with mobility difficulties. A wheelchair is available for use in the Centre. Trolleys are available on request to help with carrying equipment.

**Other:** Carers or 'supporters' can attend with you free of charge. If you feel that you would like help during your class, please ask at reception as we have a team of volunteers who are able to assist during sessions.

**An induction hearing loop system** has been installed throughout the building.

## Community Learning staff:

Community Learning Manager

**Sarah Lumley**

### **Reception and Office Staff**

If you are unsure about anything, reception and duty staff will always help.

Debbie Challinor, Elaine Shaw, Chloe Jones

### **Centre Assistants / Duty Officers**

Alan Carswell, Barry Gwilt (relief), Andy Cash (relief)

## Parking and Transport:

**Please note the Gateway Car Park is for staff and tutors only. Please use the parking options listed below.**

### **Car parks**

Raven Meadows multi-storey (4 minutes walk)

Frankwell riverside by Welsh Bridge (8 minutes walk)

### **On-street parking**

Daytime: Chester Street and Howard Street (restricted)

Evening: Howard Street (unrestricted)

## **Shrewsbury**

### **Bus/Rail**

Shrewsbury Railway Station is at the bottom of Castle Street and is a very short walk from the Gateway

The Bus Station is just round the corner to the Gateway, off Smithfield Road (3-4 minutes walk)

### **Shrewsbury Park and Ride**

This service runs every 10 minutes, Monday to Saturday from Harlescott, Meole Brace and Oxon and stops at the Railway Station and Chester Street, just outside the Gateway. The 'Park and Ride' stops are well signed. The service offers free parking, cheap return fares and season tickets. Do ring 01743 253030 for details.

### **Cycles**

A rack is available outside the Gateway entrance so that you can leave your cycle safely.

## **Oswestry**

The campus on Shrewsbury Road has a large car park and designated disabled parking bays.

### **Walford Campus**

The campus is near to Baschurch on the B5067. There is a large car park and regular public transport during the day.

For other venues and more information please call 01743-562061/562063

## How you can help us:

- Attend on time, to avoid disrupting fellow learners. Please let us know if you cannot come, by leaving a message for your tutor
- Be thoughtful, and consider the needs of fellow learners
- Participate as fully as you are able
- Take care of your property and respect other people's property
- Follow all safety instructions so that you do not endanger yourself or others
- Talk to your tutor if you need help with your course or have any concerns

The following would be considered as serious acts of misconduct and will be dealt with by the Herefordshire and Ludlow College's disciplinary/complaints procedures.

- Aggressive, threatening or abusive behaviour in word or deed
- Any form of racial or sexual harassment
- Any behaviour that does not meet with Herefordshire, Ludlow and North Shropshire College's Equality Policy
- Any behaviour that does not meet with Herefordshire, Ludlow and North Shropshire College's Health and Safety Policy
- Persistent disruption of others' learning in class
- Violation of the Acceptable Use Policy in relation to Information and Communication Technology.

**Staying safe:** We want you to feel safe while you are on this course and our staff will help and support you in this.

However, if you have any concerns, if you think you or someone you know is being hurt, abused or threatened, you should report this to someone you trust. If you confide in your tutor, he/she can discuss the matter with our safeguarding officer. If you feel you can't talk to your tutor, you can call direct on any of the phone numbers:

**Shropshire Stay Safe Team:** 0345 678 9021

**Police Public Protection Unit:** 0300 333 3000

The Community Learning Service is committed to practices that protect children, young people and vulnerable adults from abuse, neglect or significant harm. All of our staff are given guidance about how to recognise and react to the risks and issues involved in safeguarding all members of the community. Community Learning works with local safeguarding boards, health and social care partnerships and other agencies to ensure that policies and practices play a significant part in the safeguarding of all learners.

### **Absence**

It is important that you let us know if you cannot attend a session. Try to let your tutor know beforehand, otherwise ring the college or send a message; your class and tutor will be concerned if you are absent.

### **Compliments, complaints or suggestions**

Forms for the above are available at reception for your use. They are useful to us and we will respond to them.

## Reception Times:

Reception is open Monday– Thursday, 8.45am – 4.30pm and Friday 8.45am-4.15pm

## Your Safety:

**Fire Instructions** are on blue card in every room.

Fire drills are held periodically. If you hear the alarm (continuous ringing sound):

use nearest exit and leave the building immediately

do not use the lift

do not stop to collect personal belongings

The assembly point is in the car park.

**Disabled learners:** You will be helped to the assembly point, usually by the tutor. A Duty Officer normally helps. Duty and reception staff have had Evac-chair training.

**First aid:** Taken ill? Duty Officers are qualified first-aiders. A first-aid box, camp bed and blanket are at reception. Your tutor will stay with you whilst the Duty Officer assesses the situation and decides if an ambulance is needed.

**Care of your valuables:** All classrooms are kept locked until the tutor arrives for the lesson. If you arrive early for the course, please wait in reception or the coffee shop. Please keep your belongings with you and do not leave bags unattended. Please hand any lost property items to reception staff or the Duty Officer. Items are kept for one month and then sent to a charity shop.

**Data protection:** To comply with General Data Protection Regulations 2018 you are advised that the information requested from you is only that which is needed for our administrative purposes.

Records are stored reliably, accurately and securely and are only accessible to staff directly concerned with the delivery of service to you. It is your right to examine any records held by the college in your name, at any reasonable time.

A full copy of both Herefordshire and Ludlow College's Equality, and Health and Safety Policy, and the Disciplinary/complaints procedure can be obtained from Reception. Acceptable Use for IT policy is displayed in each training room; a copy can also be obtained from Reception.

## Shrewsbury

### Coffee shop

The coffee shop has a good selection of hot and cold food. It is licensed to sell wine at lunch times. Usual opening times are

Mon- Friday            9:00 – 2:30

### Computers

The computer room has set class times. These are available at reception. For those wishing to use IT at other times, there are free facilities at libraries throughout the County.

### Parking

There are **no** parking facilities at the Gateway – other than 3 parking spaces and a dropping off point for use by people with disabilities. However, parking is available at the other sites

## Information about courses:

**ACE magazine** contains complete course listings and is published termly. Do tell us your ideas for courses too.

**Course information leaflets** are available from reception

### **Bad weather**

Please phone to find out if your course is running – we try to ensure that there is an up to date message on the 'phone. Radio Shropshire also reports local conditions and closures. If a course is cancelled due to bad weather it is usually offered again or extended (on longer courses) so that the correct number of sessions can be offered.

### **'How am I doing?'**

All tutors are keen to ensure that you achieve your learning goals. They will discuss your progress with you and record your progress on review sheets.

### **Your feedback**

At the end of each course your tutor will give you a feedback form. It is used to improve courses, the facilities and resources; and to help plan for new programmes. You can sign it if you wish to.

Your tutors need these forms for their own evaluations. Please help them by completing them, as your comments are valuable to us. The results are published termly on the learner notice board, which is by the coffee shop.

## Next Steps:

If you would like information or advice on what to do next then your tutor will be able to help. Alternatively, a National Careers Service careers adviser can provide detailed and independent advice on learning and work related topics. Contact 0800 100 900

## Our Venues:

**The Gateway, Shrewsbury** is a purpose built centre for education and the arts. It was the magnificent gift of the Roy Fletcher Trust, opened by the Princess Royal in October 1984. It provides a warm, friendly atmosphere, which is enjoyed by many.

In addition to Herefordshire, Ludlow, North Shropshire College Community Learning courses, the Gateway provides a base for the Manchester Metropolitan University, SADAA (who run the gallery), and County Training, apprenticeship and Study Programme. It also hosts other activities, including lunchtime concerts and evening lectures. You can become a 'Friend of Gateway Arts' through SADAA.

There is a coffee shop on the ground floor with a riverside terrace. A no-smoking policy operates throughout the Centre.

There are other courses at various centres and primary schools throughout Shropshire. Tutors at these centres will advise you on the facilities available. They will also give you specific Health and Safety information, so that you know how to leave the building in an emergency, and where to get help in the case of an accident.