

Community Learning Online Learning Handbook

This handbook contains information to help our learners during their time with us. If you would like more information, please use the following details:

Telephone: 01344 354220

Email: community.learning@bracknell-forest.gov.uk

Web: www.bracknell-forest.gov.uk/community-learning



www.facebook.com/bracknelladultlearning

Our courses

- **English** – courses for those who have not, as yet, achieved a grade C (or level 4) GCSE or above.
- **Arts and well-being** – discover learning for pleasure, inspiration, health, well-being and personal development. Our programme includes arts and healthy living.
- **Family learning and parenting** – for parents and carers to discover ways to support their child's development while learning new skills themselves.
- **Work and skills** – a programme of courses, including qualifications, to develop your skills for employment. Drop in to the **Job Club** at Bracknell Open Learning Centre on Thursdays 9:30am to 4pm, for careers advice, information about courses and job search resources.
- **IT** – courses to help you develop your confidence and keep yourself safe when using technology such as tablets, phones and computers.

An up to date list is available at <http://www.bracknell-forest.gov.uk/community-learning>

How much do I have to pay?

If you are a job-seeker or on a low income, you may be able to attend some courses for **FREE**. Please call (01344) 354220 or email community.learning@bracknell-forest.gov.uk to ask about this.

If you need to pay, you can do this:

- online by booking a place at <http://www.webenrol.com/bracknellopenlearningcentre/>
- by phoning 01344 354220 and paying by credit/debit card

Remember that you can only have your money back if we cancel a course. Our fees policy contains all the details at <https://www.bracknell-forest.gov.uk/schools-and-learning/community-learning/learner-information>.

We have two subcontractors who set their own fees. Ask Community Learning staff for more details.

What is important to us

We believe in the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs and will promote this wherever we can.

We want to help you:

- develop your self-knowledge, self-esteem and self-confidence.
- distinguish right from wrong and to respect the civil and criminal law of England, understanding that this is essential for your well-being and safety.
- accept responsibility for your behaviour, show initiative and understand how you can contribute positively to the lives of those living and working in your locality and to society more widely.
- promote tolerance, harmony and respect between different cultural traditions.
- appreciate and respect your own and other cultures and beliefs.
- take part in decision-making through the democratic process, both at a national and local level.

These values are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued and can contribute for the good of themselves and others.

Your safety

Our staff undertake safeguarding training and understand the importance of safeguarding children and adults at risk of abuse. Abuse is when someone does something to another person that damages their quality of life or puts them at risk of harm. The abuse may be physical, emotional, sexual, neglect, financial or discriminatory, organisational, neglect or acts of omission, self-neglect.

If you suspect that a child or adult is being abused or neglected or is at risk, you should contact **Sue Carpenter, our Safeguarding Officer**, sue.carpenter@bracknell-forest.gov.uk or Tel: 01344 354220. You can also telephone the Bracknell Forest Adult Safeguarding Team on 01344 351500, the out of hours team on 01344 351999 or Thames Valley Police on 101 (or 999 in an emergency). You can also call these numbers if you are being abused.

Prevent is part of the Government's anti-terrorism strategy. It is intended to stop people from being radicalised into violent extremism. In Bracknell Forest, the Prevent Steering Group is chaired by the local authority and includes the police, health service, education and the local community.

If you have information regarding suspected terrorist activity, you should report this immediately to the police or Anti-Terrorist Hotline on 0800 789 321. If you believe someone to be vulnerable to radicalisation or at risk of being drawn into radicalisation you should use the safeguarding contacts detailed above.

Keeping information about you safe

Most of our courses rely on funding from the Education and Skills Funding Agency. In order to claim the funding, we need to collect details about you.

Bracknell Forest Council and the Education and Skills Funding Agency comply with data protection legislation. We will not give your personal details to any organisation for marketing or sales purposes. You can view our Privacy statement at www.bracknell-forest.gov.uk/privacy-notices

If you don't already have one, we will use the Learning Records Service to create your Unique Learner Number (ULN) and create your Personal Learning Record. You can access this record throughout your life. Please bring one of the following with you the first time you attend:

- Passport
- Driving licence
- ID card or other form of national identification (e.g., for your place of employment / Bracknell Forest E+ card)
- National Insurance card
- Bank Credit /Debit card
- We will also need to see evidence of any benefits you are receiving. This will help us to make sure you attend your course for free if you are eligible.

Your responsibilities when learning online

If you are studying online, it is important to know how to keep yourself, your information and your classmates safe:

- Be aware of your surroundings – make sure you know what is in view of your camera and don't reveal any personal details
- Keep others out of shot – the class is for you, not your family or other members of your household
- Keep your information safe – don't share passwords, account information or any other personal data with anyone online
- Keep class information safe – don't share class access numbers or PIN with anyone else
- Respect others – don't screenshot or record any participants or content of the session without prior approval of the tutor and class

Remember, this is still a class. You should:

- Plan to join your online class so it can start on time
- Stay online and in the class for the full allocated time
- Dress appropriately for the session
- Stick to any ground rules agreed with your tutor and colleagues
- Let the tutor know if you will be late or have to leave the online session for any reason
- Make sure you use your internet facilities responsibly and safely

Our full ICT policy can be found here

www.bracknell-forest.gov.uk//community-learning-strategies-and-policies/acceptable-use-ict

For some classes, especially those leading to a qualification, we may ask you to send or show us identification. We will discuss with you how to do this when you start the course.

Have your say

Please help us improve our service. We welcome your feedback at any time.

- Talk to your tutor
- Complete the end of learning evaluation form
- Talk to us about how the course has helped you when we contact you after your course ends
- Complete the Education and Skills Funding Agency (ESFA) learner survey
- Complete the Ofsted survey <http://learnerview.ofsted.gov.uk>
- Write on our Facebook page www.facebook.com/bracknelladultlearning

Sometimes, we don't get everything right. If that's the case, you can:

- Make a complaint at <http://www.bracknell-forest.gov.uk/council-and-democracy/get-touch>
- Appeal against an exam result

Taking a qualification

If you are thinking about taking a qualification course, we will need to check your existing skills level. We might call this an initial assessment.

We will assess your starting point in English, maths and some IT courses. There will be somebody on hand to assist you. The result will be available to you immediately. You will see your strengths and weaknesses, and this will help to decide which courses to attend. You will also need to commit to attending regularly and studying hard and will need to sign the learner agreement at the end of this booklet.

Community Learning is approved to deliver accredited courses through recognised awarding bodies. Learners are required to abide by policies set down by the awarding bodies. Further information will be provided on relevant courses.

Your next learning steps

We hope that you will want to continue learning. Your tutor will tell you about further learning opportunities in his/her subject area and any member of the Community Learning Team will be pleased to discuss your needs and interests. We can also give details for other local providers.

You can find details of further courses at:

www.bracknell-forest.gov.uk/community-learning

Details of our forthcoming courses are posted on our Facebook page:



www.facebook.com/bracknelladultlearning

Learner agreement

I have read and understood the learner handbook and agree to the following:

I will....

- let the Community Learning Team know if I need additional or specific support to help get the most from my course
- advise my tutor as soon as possible if I am no longer able to attend a lesson or exam
- arrive on time for my course, lesson or exam
- be sure to do any homework and catch up on work I have missed
- not book holidays or time off during the exam period, as I understand that examinations are important (and expensive). Take as final the decision of Community Learning about entering me for exams
- respect staff and other learners
- tell you if I witness or experience any inappropriate behaviour
- adhere to any health and safety procedures
- abide by the online learning responsibilities outlined on page 8
- make sure I attend regularly so that I get the best from my course
- let my tutor know if there are any changes to my personal circumstances
- provide feedback so the Community Learning team can provide a good service

In return we will....

- listen to you and help you to gain new skills
- meet the needs of our local community
- provide you with skills for life which will make you more confident and give you better choices when seeking work
- challenge discrimination and harassment in all their forms
- provide a safe, healthy and supportive learning environment
- constantly work to improve all aspects of our service
- keep your personal data safe, comply with data protection legislation and only share with applicable partners as described in the learner handbook

If taking part in an exercise class...

- I accept full responsibility for attending this exercise class and do so at my own risk. I understand it is my responsibility to inform the tutor prior to each session if my ability to exercise or any other medical conditions have changed. I understand the tutor is not medically trained and that, should I have any medical queries, I must consult with a medical professional and seek approval to participate in this class.