



Education & Skills
Funding Agency



European Union
European Social Fund
Investing in jobs and skills




Community Learning Learner Handbook



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If you need more information, please contact us:

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 and maths** – courses for those who have not, as yet, achieved a grade C (or level 4) GCSE or above.
- **Arts, crafts, and well-being** – discover learning for pleasure, inspiration, health, well-being, and personal development. Our programme includes arts, crafts, 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 into our **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.

Do I have to pay?

If you are a jobseeker or on a low income, you may be able to attend some courses for **FREE**. Call us for more details.

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> or ask for a copy to be emailed to you.

We have a couple of subcontractors who set their own fees.

Welcome to Bracknell Open

Parking

Please park in either of the two car parks. The building entrance is in the second car park on the left of Chadwick Mews. You cannot enter the building from the first car park on the left. Please walk along the pavement outside the perimeter fence to the south car park end enter via main reception. There is limited parking, and you may find the car parks are sometimes busy; if so, please be considerate of our neighbours when finding somewhere to park.



Important safety information



Your safety is very important to us – please familiarise yourself with our health and safety procedures and fire exits before your session begins.

On hearing the fire alarm:

- Leave the building by the nearest fire exit
- Do not stop to collect personal belongings
- Assemble at the appointed place where your tutor will take the register
- Remain at the assembly point until advised otherwise



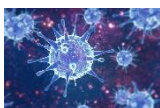
Please leave the Open Learning Centre promptly at the end of evening sessions as the main gates are locked shortly after the end of the last session.



Please arrive at your class on time, so you get the full benefit of your session and don't disturb others. If you will be unavoidably late, please let us know as soon as possible.



Before your session begins, please either switch off or silence your mobile phone to avoid disturbing the class. Unless using your phone is part of the lesson!



During the COVID-19 pandemic, we introduced a range of measures to keep you safe whilst you are learning with us. Please continue to wash your hands or use the sanitiser provided on arrival and before you leave and maintain good hygiene. Please follow the latest government advice and note the information in your enrolment confirmation. If you are unwell, you should not attend the centre. If you develop symptoms of COVID-19 whilst in the Centre, please tell a member of staff immediately.

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 wellbeing and safety.
- accept responsibility for your behaviour, show initiative, and to 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

Please take note of the information on the noticeboards around the building and fire exit doors. These include the steps we have taken to keep the building COVID- safe, safeguarding, e-safety, fire regulations and what to do if you have an accident.



If you have an accident, injury or near miss while on the premises, please speak to a member of staff. We will arrange any necessary help and ask you to complete an incident report form.

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 our **Safeguarding Officer**, based in the office behind main reception or inform your tutor or any member of staff. 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.



Acceptable use of IT

Stay safe!

- Keep your password and personal information secure

All use must be legal and reasonable

- Don't access any material that may be regarded by others as obscene or offensive
- Don't access material that promotes terrorism, extremism or that seeks to radicalise
- Don't use the facilities to harass or upset others
- Don't imply any commitment on behalf of Community Learning, Bracknell Open Learning Centre or Bracknell Forest Council
- Don't access others' information, respect privacy
- **Don't change any settings or install software**

In using our facilities, you agree to our [full policy](#) which is available at www.bracknell-forest.gov.uk/community-learning It applies to any use of our public IT facilities, including computers, laptops, netbooks, tablets and Wi-Fi.

Please remember to delete downloads and log out.

'Have your say' at anytime!

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
- Use our anonymous box in reception



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

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

Taking a qualification

If you are thinking about taking a qualification course, we will need to check your existing skills level. Sometimes this is called 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 areas to work on which 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.

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
- arrive on time for my course
- 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
- 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