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learn something new



Education & Skills
Funding Agency



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LIVERPOOL CITY REGION



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0151 511 7788



adult.learning@halton.gov.uk



@adulthalton



Check us out on Facebook



www.halton.gov.uk

Call in to see us at:

Acorn Learning Centre,
Runcorn WA7 2JE

Kingsway Learning Centre,
Widnes WA8 7QY



Learner Information Pack

UPDATED OCT 2020



HALTON
BOROUGH COUNCIL

At Halton Adult Learning we pride ourselves on providing a positive, friendly and supportive environment for all. Our service values are Empowerment, Opportunity and Resilience and we want to support you to reach your goals. Whether that is to develop your skills, access further education or develop your career and employment opportunities.

Organisation Charter

What you can expect from the Employment, Learning & Skills service

1. Clear and impartial information, advice and guidance about a wide range of learning programmes and help to access employment and work experience opportunities
2. Free assessment of your maths and English needs and access to free Functional Skills courses where appropriate
3. Ongoing support whilst on a programme, including support with maths, English and ICT skills and access to specialist equipment/resources where required
4. Experienced tutors who will offer regular opportunities to discuss your progress and help you achieve your goals
5. The opportunity to have your say in Learner Forums or through the Comments, Compliments and Complaints forms
6. An approachable and helpful Learner Services team to support you throughout your learning journey
7. A safe and welcoming place to learn where all learners are valued and respected

Learner Charter

What we expect from you as a learner

1. To tell us about any support needs you might have in relation to health, disability, English and/or maths skills
2. To have excellent attendance, arrive promptly and participate fully
3. To inform us if you are going to be late or are unable to attend a lesson
4. To treat tutors and fellow learners with respect; the Employment, Learning & Skills team will not tolerate abusive, disruptive or discriminatory behaviour
5. To agree and follow ground rules as set by your group/tutor
6. To use ICT facilities appropriately and in accordance with the ICT policy
7. To inform us immediately if you do not feel safe as a learner in our Centres
8. To tell us immediately if you have decided to withdraw from a course so that we can try to help
9. To work with us to make all our Centres safe and welcoming places to learn

Welcome to Halton Borough Council's Employment, Learning & Skills Division.

We are dedicated to providing a positive learning experience that will give you the opportunity to explore a wide range of courses to reach your goals and aims and empower you on your next step. Whether that is to gain a new skill, develop your knowledge, support your employment opportunities, go onto further education or just to make new friends. Our staff are highly qualified and committed to supporting you every step of the way on your learning journey.



Siobhan Saunders
Divisional Manager
Employment Learning & Skills

If you need this booklet in a different format such as large print, audio or Braille please phone the Council on 0300 333 4300.

If your first language is not English and you would like information about our services in another language, please call us on 0303 333 4300 or email hdl@halton.gov.uk

اگر آپ کی پہلی زبان انگریزی نہیں ہے اور آپ ہماری خدمات کے بارے میں معلومات کسی دوسری زبان میں چاہتے ہیں تو براہ کرم ہمیں 0034 333 3030 پر فون یا hdl@halton.gov.uk پر ای میل کریں

যদি আপনার প্রথম ভাষা ইংরেজী না হয়ে থাকে এবং আপনি অন্য ভাষায় আমাদের সার্ভিসেস সম্পর্কে তথ্য জানতে চান, তাহলে বিনা ব্যয় আমাদেরকে 0303 333 4300 নম্বরে ফোন করুন অথবা বক্স@যথাকড়হ.মডি.গ এই ইমেইল করুন।

यदि आप की पहली भाषा अंगरेज़ी नहीं है और आप हमारी सेवाओं के बारे में जानकारी किसी अन्य भाषा में चाहते हैं तो कृपया हमें 0303 333 4300 पर फोन करें या hdl@halton.gov.uk पर ई-मेल भेजें

如果你的母语不是英语，而你希望得到有关我们服务的其它语言版本的信息，请致电 0303 333 4300或者发送电邮至 hdl@halton.gov.uk联系我们。

Jeżeli angielski nie jest Twoim pierwszym językiem i potrzebujesz informacji o naszych usługach w innym języku, prosimy o zatelefonowanie do nas pod numer: 0303 333 4300 lub wysłanie maila do: hdl@halton.gov.uk

Health & Safety

Fire- Your tutor will give you details of the evacuation route and assembly point as part of your Induction. You can also find details of the fire evacuation procedure on the wall of the classroom, near to the fire exit, which will also be shared with you.

Accident- Accidents must be shared with the tutor so these can be recorded.

Medical Needs- Please tell your tutor if you need to take medication or have a medical condition

First Aid- We have a trained First Aider at each of our main sites. All other sites we deliver from have a designated First Aider.

Your ILP

At the start of your course you will be given an Individual Learning Plan (ILP). This helps you and your tutor track your progress and ensures that you are getting the help and support you need to be successful on your course. Your tutor will give you regular feedback and ensure you are making the right progress. You will use your ILP to note how you feel about your learning and whether you would like extra support.

If this course isn't right for you?

We hope that you will stay with us for the full course and enjoy your time with us. If, however, you feel that the course isn't right for you, please speak to your tutor. If you are unable to continue, your tutor will complete a withdrawal form and again your feedback about the course, is welcomed.

1. Feeling Safe and Happy while you study

Your tutor is there to help and support you. We aim to provide a safe, healthy and happy learning space for all. If you feel that harassment (unwelcome remarks, personal insults etc) or bullying (upsetting or insulting behaviour) are a problem please speak to your tutor. If you are or feel another learner is at risk of harm (bullying, or abuse) please tell your tutor. If you feel that the problem has not been dealt with or resolved, please speak to a manager. **please see useful contacts**

2. Extra support

If you would like extra support with maths and English you can join a Skills for Life course. These maths and English courses are delivered across Halton and we offer both daytime and evening classes.

If you have a difficulty or disability (e.g. learning difficulty, physical disability or medical condition) you can complete a Learning Support Assessment, either at enrolment or at any point during your course. If you would like to undertake a Learning Support Assessment please see your tutor, who will be able to book this for you.

4. Enrolment and Forms

We want to make sure we give you the best advice and guidance to find the right course for you. The information you share helps the tutors to then give you the best support possible while you study with us. Also, we do need some personal information to check eligibility for our funding claims for course places.

5. My information.

We work to ensure your privacy and the safeguarding of your information. The information you give may be shared with other organisations for education, training and employment such as Liverpool City Region and Education & Skills funding Agency (Further details can be found in full in our Adult Learning Privacy Statement, available on request). Halton Borough Council is under a duty to protect the public funds it administers, and to this end we may use the information you have provided for the prevention and detection of fraud. HBC may also share this information with other bodies responsible for auditing or administering public funds for these purposes. Halton Borough Council is the data controller for the personal information you provide on this form

However, if you decide not to begin your course the paperwork you completed will be destroyed in line with Council & GDPR procedures.

A full privacy notices are available at www.halton.gov.uk/privacynotices

6. Learning Record Service and Unique Learner Numbers

We must register with Learning Records Service (LRS) so that all of our learners can be issued with a Unique Learner Number (ULN).

What this means to you...

- The information you supply will be used by the Education & Skills Funding Agency to issue you with a Unique Learner Number (ULN). This number will be used to create your own Personal Learning Record. (PLR)
- Your Personal Learning Record will include information about your qualifications, awards and training events and learning achievements which are part of the Qualifications and Credit Framework. It also means that information about your learning can be shared with others who have a responsibility for your education and training.

Further information is available at <https://www.gov.uk/government/publications/lrs-privacy-notices/lrs-privacy-notice>

Policies & Procedures

We are committed to your safety and well-being while you study with us. So we have a series of policies and procedures to ensure that you have a positive experience. Full details of all our policies can be found on our web page but you can ask for a copies from any of our Learner Services staff.

Health & Safety

Your welfare, safety and well-being are important to us.

We all have a responsibility to keep our learning environment safe so if you see something that you think could cause a hazard please reported it to a member of staff immediately. We would ask that you follow any health and safety instructions that are shared with you, such as the Fire Evacuation procedure, which will be discussed with you by your tutor at the start of your course.

Attendance & Punctuality

Being on time and attended all sessions is key to you successfully completing and achieving your course aims. We understand that there may be time when this isn't possible so we would ask that you let us know before the session.

We would ask that you attend class on time as this is less disruptive for other learners and it ensures you don't miss anything important at the start.

We do keep a record of attendance and punctuality and if you are regularly late or not attending your tutor will have a chat with you to see what support we can offer you to improve this.

If, for any reason, you cannot attend a session, please inform your tutor before the session. Where this is not possible, please contact Halton Adult Learning before the start time of your class and a message will be passed to the tutor. You can get in touch with us in a number of ways; **Phone: 0151 511 7788 (9.00am – 5.00pm) | Email: adult.learning@halton.gov.uk | FB message: www.facebook.com/haltonadultlearning**

Disciplinary and Grievance

We don't expect there is be any problems as our tutors work hard to ensure you have a positive learning experience. However, if you are unhappy about something we would ask that you speak to us straight away so that we can resolve any concerns you have quickly. Firstly, this would be a chat with your tutor but if you wish to you can ask to

speak to a manager.

Please see our **Learner Disciplinary Policy** & procedures and our **Comments, Complaints & Complaints Procedure** both are displayed on our web page and copies can be provided on request.

Comments, Compliments and Complaints

We want you to have a positive and fulfilling learning experience while you are with us so your feedback is important to us. It helps us to improve the service that we provide. There are a number of ways you can share your thoughts and ideas with us.

You will find Comments, Compliments and Complaints forms in your classroom or in the main corridors at our centres. These can be filled in and either passed to your tutors or to one of our Learner Services Officers. Also, you can find an electronic copy of this form on our Adult Learning web page

<https://www3.halton.gov.uk/Pages/EducationandFamilies/AdultLearning/AdultLearning.aspx>

We would ask if there is a problem that you talk to your tutor first so that the concern can be resolved quickly and not impact on your learning experience. However, there may be a situation where this is not appropriate or you wish to take the matter further. If this is the case please again complete a Comments, Compliments and Complaints form and hand it in or speak to one of our Learner Services officers who can complete the form with you. If you would like a written response please tick the box displayed on the form. We will then respond to you within 5 working days as a written response, this will tell you who is dealing with your complaint (investigating officer). You may receive contact from this person to talk through your complaint or gaining further information to support them in resolving your concern.

In the unlikely event that the issue is not resolved to your satisfaction you can appeal to the Employment, Learning & Skills Divisional Manager and again they will acknowledge your complaint within 5 working days.

We will always deal with your complaint fairly and effectively and provide you with a resolution at each stage within 15 working days.

Again please see our Comments, Compliments and Complaints policy in full for further detail and information.

<https://halton.me/halton-adult-learning-comments/> or if you prefer, you can also send an email to adult.learning@halton.gov.uk, contact us via Facebook at www.facebook.com/haltonadultlearning or call in to one of our Centres to talk to our Learner Services team.

Equal Opportunities

Our key aim is to provide an excellent service and experience to all that make the decision to study with us. We work to promote democracy, rule of law, individual liberty, tolerance and mutual respect of all faiths and beliefs. We strive to create and promote a positive and inclusive environment where all are respected and treated with dignity regardless of their race, gender, age, ability, disability, sexuality, religion, culture and lifestyle. We do expect this positive approach from our learners too and any breach of our Equality opportunities policy may result in disciplinary action.

Prevent Duty

We all, as a community have a responsibility to reduce the threat of Terrorism and prevent Radicalisation. We work to keep everyone at Halton Adult Learning safe by tackling any extremism. Extremism isn't linked to one culture or belief and we work to ensure vulnerable people are not exploited by any terrorist groups. Which is why we ask you the learner, to tell us if you have any concerns or talk to us if you need any help or support. If you see or hear something that worries you please speak to your tutor. You can phone the Anti-Terrorist hotline free on 0800 789 321.

Acceptable Use Policy

Much of our curriculum involves the use of computers and it is important that you as a learner use the IT equipment safely. We ask that you do not view, store, create, send or receive (by e mail or other methods) anything that could harm or offend. This includes as above anything related to sexism, racism, discrimination or other offensive content. This also applies to anything illegal such as fraud, copyright or sexually explicit images or language.

If you can come across anything like this or accidentally visit a website of this nature please tell us immediately.

Equality and Diversity Short Policy Statement

- Halton Borough Council's Employment, Learning & Skills Team is both an employer and provider of Adult Learning and is committed to the principles of Equal Opportunities, namely:

- the elimination of discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010;
- the advancement of equality of opportunity between persons who share a relevant protected characteristic (see below) and persons who do not share it; and
- the fostering of good relations between persons who share a relevant protected characteristic and persons who do not share it.

- Our policy covers age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation (the protected characteristics under the Equality Act 2010).
- The Employment, Learning & Skills Team will not tolerate discrimination, victimisation, harassment or any other conduct that is prohibited under the Equality Act 2010.
- If you think that you are a victim of discrimination, victimisation or harassment, please tell us by using the Comments, Compliments and Complaints procedure.
- Violent extremism is a real threat to all communities. If you have any concerns about radicalisation, extremism, grooming or bullying, please speak to your tutors in the first instance.
- If you have concerns about someone who may be vulnerable, please contact your tutor.
- Policies, procedures and working practices will follow equal opportunities best practice.
- Responsibility for overseeing the implementation of this policy is held by the Divisional Manager.

Useful Contacts

Employment, Learning & Skills

adult.learning@halton.gov.uk

Acorn & Kingsway Learning Centre 0151 511 7788

Siobhan Saunders

Divisional Manager 0151 511 8382

Halton People into Jobs 0151 511 7555

Halton Community Transport
(Door 2 Door)

0151 257 2410

Traveline

0871 200 2233

Halton Social Services 0151 907 8306 (24 hours)

Families Information Service 0151 511 7375

The Women's Centre 01928 566073

Citizen's Advice Bureau 03444772121

Women's Aid Association 0151 495 2778

Halton & St Helens Volunteer
Community Action Group 01744 457100

Community Bridge Builders 0151 511 8772 or
03033334300

Children's Centres

Brookvale 01928 797160

Halton Brook 01928 573265

Halton Lodge 01928 573107

Ditton 0151 420 5482

Warrington Road 0151 424 4686

Community Centres

Upton Community Centre 0151 511 6161

Ditton Community Centre 0151 511 8210

Murdishaw Community Centre 0151 511 7910

Grangeway Community Centre 0151 511 8610

Castlefields Community Centre 0151 511 7474

Beechwood Community Centre 01928 565014

Brookvale Community Centre 01928 751699

01928 795171

Halton Brook Community Centre 01928 563441

Palacefields Community Centre 01928 796235

or 0151 257 7128

Age UK 01928 575400

Halton Direct Link 0303 333 4300

Connexions

Runcorn 01928 572040

Widnes 01928 706000

Jobcentre 0800 1690190

Mind 01928 563612

Select Security Stadium 0151 510 6000

The Brindley 0151 907 8360

Libraries

Runcorn 0151 511 7666

Halton Lea 0151 511 7744

Widnes 0151 907 8383

Ditton 0151 424 2459

Riverside College info@riversidecollege.ac.uk

Widnes 0151 257 2800



Where Next?

Adult Learning
IT, Dressmaking, Arts & Crafts

**The Halton Employment
Partnership Award**
Construction, Customer Care, Retail, IT

Halton People into Jobs
Advice and Guidance?

Skills for Life
Maths & English

Family Learning
Learn about your child's
Education & Development

Employability
English, Maths, IT
and Employability

Children's Centre
Early Years and taster Courses

Acorn Learning Centre | Kingsway Learning Centre

Phone: 0151 511 7788

Email: adult.learning@halton.gov.uk

www.facebook.com/halton.adult.learning

