

WIGAN ADULT LEARNING AND SKILLS



Learner Handbook

WELCOME

Wigan Adult Learning and Skills offer a range of courses to Wigan Borough residents aged 19 and over and are delivered in community venues across the borough. As an adult we understand that you may have other commitments such as employment and family, and with this in mind we will work with you to ensure you succeed and achieve your goals.

Our purpose is to ensure all adults across Wigan Borough have access to high quality education and qualifications that will help to:

- Improve your skills and help you to move on to higher level education
- Gain 'in demand' qualifications that will help you to secure employment
- Improve your health and well-being
- Create resilient, cohesive and stronger communities

Please read and retain this learner handbook as it contains information that will be useful throughout your course. This handbook explains:

- what you can expect when you take part in adult learning with us;
- what we ask you to do to get the most out of learning.

If anything is unclear or you have any questions, please talk to your tutor or get in touch:



01942 489758



adultlearning@wigan.gov.uk

VISION

Our vision is to be an outstanding provider of learning and skills. To ensure all 19+ residents have equality of opportunity to access and attain high value qualifications and skills, and secure sustainable employment, resulting in transformational change for residents and stronger communities.

MISSION

Our mission is to drive quality improvement, provide a needs-led programme offer that reflects learner and employer skills needs, engage with community partners and other providers of skills to develop transparent, coherent, and supported progression pathways that enables progression and achievement to higher level learning and skills or employment for all residents.

MAKE THE MOST OUT OF YOUR LEARNER JOURNEY

We ask you to:

- Tell us about what you want to learn
- Fill in an enrolment form
- Provide accurate information and proof of your identity to confirm your eligibility for a course and to allow us to request a Unique Learner Number (ULN) from the Learner Registration Service
- Let the tutor know about any extra help you may need during the course
- During one-to-one reviews let the tutor know how it's going, what you want to do more of and what you need more practice with
- Attend every session and always be on time
- Contact your tutor or centre if you can't get to a session, or have to stop coming for any reason
- Tell us what you would like to do next
- Respect your tutor and fellow learners. We take reports of harassment and bullying seriously and will not tolerate this in any form.

INFORMATION, ADVICE AND GUIDANCE

We hope you will enjoy your studies with Wigan Adult Learning.

During each course, together we will review your progress:

- We want everyone to consider the question "what next?" You might want to progress to another course in the same or a different subject. You might feel that you want to become a volunteer, get help to find work or find a better job.
- We offer a free, confidential one-to-one guidance service on learning, training and employment for all adults through our learning centres.

National Careers Service

Helping you take
the next step

The National Careers Service provides information, advice and guidance to adults aged 18+ to help you make decisions on learning, training and work.

They can support you with:

- Courses and training
- Changing jobs or affected by Covid?
- Identifying transferrable skills
- Unsure of your next career move?
- Effective job search
- Returning to work from time out?
- Job applications
- Finished college/university?
- CV development
- Learn more about your skills and match them to suitable jobs

If you would like to speak to the National Careers Service in person, ask your tutor for details, alternatively call them on 0800 100 900.



www.direct.gov.uk/nationalcareersservice

WHAT CAN WE DO TO HELP?

We want you to achieve your full potential and will support you to do this. We can offer additional learning support to help you during your learning journey with us.

If you feel you need some extra support, let your tutor know and we'll do what we can to help you. We respect confidentiality and will work with you to agree the most appropriate support.

LEARNER VIEWS AND FEEDBACK

We value the opinion of all our learners and we are constantly striving to improve what we do. From time to time we will ask you to give us feedback when you are learning with us by:

- Contributing to a class visit or an observation of teaching and learning – people may visit your class to check the quality of teaching and learning. Please tell them about your learning experience if asked.
- Take part in surveys – your tutor will ask you to complete a course evaluation towards the end of your course and we'd greatly appreciate it if you could complete it and return it.

COMMENTS, COMPLIMENTS AND COMPLAINTS

We are keen to hear from you and we value your thoughts and ideas on what we do well or where we could do better. If you have something you would like to tell us whether this is a comment, compliment or a complaint, please email:

 adultlearning@wigan.gov.uk

OUR COMMITMENT TO YOU

Health and Safety

While you are in our centres, we endeavour to keep you safe. Your tutor will inform you of any health and safety aspects relating to your learning and the learning environment.

We ask that if you are unwell you do not attend your class but take appropriate action. If you are exhibiting signs and symptoms of Covid please follow the current government guidance which can be found at www.nhs.uk/coronavirus or call 111.

Equality and Diversity

We are committed to equal opportunities, meaning everyone has the same chance to learn with us, to decide what they want to learn and to get the most out of their learning. We expect our staff to show respect to learners, and learners in turn to show respect to each other and to staff. We ask our tutors to challenge anyone in the session who does not show respect to others. If you feel you are not getting a fair chance in any way, please speak to your tutor at once.

Safeguarding

We believe that every adult has the right to feel safe, be treated with dignity, have their choices respected and live a life free from fear. If you see or know of a worrying situation, please do not ignore it. You can report any concerns to your tutor or telephone the Safeguarding Team for advice:

Andrea Cowton,
Adult Learning and Skills Manager:

 07917 030064

Kathryn Taylor,
Curriculum Manager:

 07771 344073

In an emergency contact the Police:

 999

Your responsibilities are:

- to respect other people's right to safety;
- not to hurt or abuse others; and
- not to threaten to hurt or abuse others.

Prevent

Under the Counter Terrorism and Security Act 2015, all education providers must have due regard for the need to prevent individuals from being drawn into terrorism. We aim to protect all of our learners and staff. If you see or are aware of anything you feel worried about please talk to your tutor.

Andrea Cowton,

Adult Learning and Skills Manager:

 07917 030064

Kathryn Taylor,

Curriculum Manager:

 07771 344073

British Values

British Values underpin what it is to be a citizen in a modern and diverse Great Britain. We actively demonstrate and promote these values to all our learners and embed them within all curriculum areas.

Respect and Tolerance

- All ages
- All backgrounds
- All religions and beliefs
- All genders and sexualities

The Rule of Law

- Laws protect everyone
- No one is above the law
- Innocent until proved guilty

Democracy

- Your opinion counts

Individual Liberty

- Freedom of speech

KEEPING SAFE ONLINE

Whilst most of our courses are face to face, at times you may need to study online.

When using the internet for classes or at home please remember the SMART rules.



SAFE and SECURE

To keep safe online, don't give out your personal information - full name, email address, phone number and home address.



MEETING

Meeting someone in person that you have met online can be dangerous; people may not be who they say they are.



ACCEPTING

Accepting emails and messages from people you do not know can be risky, especially if they have attachments - they can contain viruses or inappropriate material.



RELIABLE

Information you find on the internet may not always be reliable.



TELL

Tell us if you come across inappropriate websites in our classes. The Council filter inappropriate websites, but if they are displayed, tell your tutor. You can also contact the Child Exploitation and Online Protection Centre. Visit www.ceop.gov.uk for details.

ONLINE LEARNING WITH US



Location

Think about where you're sat. Can people see personal information in your background?



Health and Safety

Make sure you are sat comfortably and not at risk of injury.



Dress Code

Please dress as you would to attend a class in our buildings. Nightwear is not appropriate.



Language

Please refrain from the use of swearing, discriminatory or derogative language.



Behaviour

Treat each other with respect, tolerance and patience when in the online learning environment. We would like you to take part in discussions and activities in your session.



Attendance and Punctuality

Please attend your class on time each week.



Safeguarding

Please do not share personal information in your class. Our tutors will speak to you if there are any concerns around your safety.



GDPR (General Data Protection Regulation)

Your personal details will be kept safe and secure by our team.



Support

If you need additional support to be able to access learning please contact us.

