Welcome to Skills & Learning Adult Community Education

Skills and learning ace.com
Dear Learner

Welcome to Skills & Learning. We want your learning journey to be rewarding and enjoyable, inspiring you to take your skills to the next level.

To help you get the most out of your time with us, this handbook provides information on what you can expect from us and what we expect of you. We are committed to providing you with a high quality service in safe and friendly learning environments. We would like to know if your experience is good and we want to know if it is not, so that we can put things right. Please give us your feedback at every opportunity to help us develop our service.

By the end of your course you will be one of thousands of learners who have improved their confidence, skills and wellbeing or their employability prospects.

Enjoy your learning!

Lesley Spain, Principal Learning Manager

Our Commitment to You

As a learner you can expect Skills & Learning to:

- Provide a welcoming and safe place to learn
- Provide a service that is professional, friendly and effective
- Offer information and advice about learning progression pathways
- Provide experienced and suitably qualified tutors
- Listen to and act on your comments, compliments and concerns

Let us know if you are unable to attend
T. 01202 262300 or 01305 819059 or
E. enquiries@salbcp.com

We are inspected by Ofsted who are always interested in your views about us. You are able to register your views with them by going to learnerview.ofsted.gov.uk at this permanently open survey.

skillsandlearningace.com
Your Commitment as a Learner

As a learner you will be expected to:

- Treat everyone with respect and consideration at all times
- Arrive on time and attend all sessions
- Comply with our policies and procedures, including health and safety guidelines, as they are there to keep you safe whilst you learn with us
- Be responsible for your own learning
- Advise us if you have any special needs or require additional support to participate in a course

Mobile phones
You may use your mobile phone for learning purposes with your tutor's permission. You must not use your mobile to make or accept personal calls in class.

Skills & Learning Stars

Going Above and Beyond!

We want to recognise learners and staff who go above and beyond what we would normally expect from them.

Star Learner of the Term

Your tutor may nominate you for Star Learner of the Term if you are:

- An outstanding achiever on your course
- Punctual with an outstanding attendance record
- A role model and inspiration to other learners on your course
- Improving your employment opportunities as a result of your learning

Staff Star of the Term

Learners may nominate their Tutor or any other member of staff who has provided outstanding teaching and learning or excellent customer service. Staff may nominate another staff member for their personal achievement or performance.

To view our policies, exam and assessment information, careers advice and how to stay safe procedures please visit our website: skillsandlearningace.com

T. 01202 262300 or 01305 819059
Celebrate Your Own Learning

At Skills & Learning we are passionate about lifelong learning and we would love to hear about your own stories and successes that have come about as a result of learning with us.

Perhaps you have succeeded in getting an English or maths qualification or learnt enough about using a computer to feel confident? Maybe you and your entire class have achieved something you never thought possible, from learning Spanish to gaining a counselling qualification.

You may have completed an exciting online course in Online Safety or PREVENT, such as one of those below, and now want to share your achievement.

Whatever it is, we would love to hear about it and celebrate your success by including you in our ‘Celebrate Your Own Learning’ section on our website, on wall displays and sometimes in the local press.

So why not take a selfie with you and your certificate or tell us your story and send it to enquiries@salbcp.com. Who knows, you may be on this page next year.

I came out feeling more confident. I talk to people more; coming here completely changed my life!

Learning Plus

Your learning doesn’t have to stop when your class ends. We have found a selection of fascinating, informative and simple online courses that you can do for FREE or at a low cost.

Why not visit some of the sites below and give it a go – you’ve got nothing to lose. And don’t forget to print your certificate and celebrate your achievement.

1 learnmyway.com
2 futurelearn.com
3 open.edu/openlearn/free-courses
4 preventforfeandtraining.org.uk
5 foundationonline.org.uk

I think it’s amazing that the tutors were so happy to help me excel.
Health and Wellbeing

Mental health and stress-related problems face a growing number of people.

There is lots of evidence suggesting that there are steps you can take to improve your mental health and wellbeing. Give them a try; you may feel happier, more positive and able to get the most from life.

Get active
You don’t have to spend hours at the gym but fitting some exercise into your day improves your health and reduces the risk of disease. Take a walk, go cycling or play some football.

Be mindful
Being more aware of the present moment, including your thoughts and feelings, can positively change the way you feel about life. Some people call this awareness ‘mindfulness’.

Connect
Connecting with the people around you: your family, friends, colleagues and neighbours can have a positive impact on your mental wellbeing.

Reduce stress
Create a routine for your study and practice of new skills. Be realistic about what you can get done and ask for help if you feel overwhelmed.

Eat well
Eating a healthy diet that includes a balance of all five food groups and drinking plenty of water can help to boost concentration.

Get enough sleep
Lack of sleep can reduce our ability to concentrate and excel in class. Try to go to bed at the same time every night.

Keep learning
Learning new skills can give you a sense of achievement and increase your self-esteem and confidence.

Wash your hands
Frequent hand washing can prevent the spread of bacteria and viruses which cause many illnesses; don’t go to your session if you are ill.

LivingWell Hubs

Did you know that taking part in adult learning improves confidence, positive thinking and reduces symptoms of depression and anxiety? If you suffer from mild depression, anxiety, sleeplessness and low mood find out about our LivingWell Hubs. Following a LivingWell Welcome Appointment you can attend weekly activities at no cost to you*. Activities include wellbeing walks, creative writing, discussions and art projects.

To find out more visit the LivingWell page on our website skillandlearningace.com

*Eligibility criteria applies.
Learning Support

If you have a disability, learning difficulty or medical need we can offer a range of services, including:

- Support in the classroom
- Support for exams and assessment
- Support with English, maths and digital skills
- Specialist equipment

Please contact your local area office for further information.

🌟 Have you remembered to tell us if you need support?

The Safeguarding Team

Skills & Learning takes its safeguarding responsibilities very seriously and strives to ensure that all people using our buildings and services are kept safe from all forms of harm. We are committed to providing the best and safest environment possible to ensure learners can succeed and staff can feel secure.

If you are worried about someone please talk to one of the safeguarding team or e-mail safeguarding@salbcp.com

Prevent and British Values

We promote integration and British values within all our courses and take our responsibilities to preventing radicalisation and extremism very seriously.

British values are not about ‘being British’; they are fundamental values that contribute to life in Britain.

Bright Sky is a free to download and use app providing support and information for anyone who may be in an abusive relationship, or those who are concerned about someone they know. You can download Bright Sky for free on iOS and Android devices from the App Store and Google Play Store. www.hestia.org/brightsky
Be Safe

You have the right to be and feel safe where you learn. Your tutor will give you a health and safety induction at the start of your course.

Accidents

If you have an accident, report this to your tutor who can contact a qualified first aider if necessary. Keep all gangways clear of bags and other belongings.

Fire and emergencies

Take the fire drills seriously – this practice can save lives in an emergency. Never block fire doors and make sure you know how to raise the alarm, what it sounds like, where the fire exits are and where the assembly points are. If you use a wheelchair or have mobility difficulties, we will develop a Personal Emergency Evacuation Plan (PEEP) with you.

Computers and online safety

There can be serious risks with going online. Your tutor will advise on how to stay safe online and the dangers of inappropriate use of social networking and other websites. Please read our e-safety guide available on our website.

Personal safety

Learn to plan ahead and take practical steps to keep yourself safe. At the end of a class walk to bus stops and stations with other learners especially if your class finishes late. Further information from the Suzy Lamplugh Trust on www.suzylamplugh.org

Equipment

You should only use materials and equipment recommended or approved by your tutor.

Respect

Other people should not threaten, hurt or abuse you in any way and you should respect others’ rights to safety and not threaten, hurt or abuse them in any way.
Listening to Learners

Your voice matters to us.

There are many ways you can give your feedback about your course and learning with us and help improve the learning opportunities we provide.

Become a Learning Ambassador

Learning Ambassadors have the chance to carry out learning walks with tutors and staff and talk to learners about what they think makes outstanding teaching and helps learners achieve. For information about training to be a Learning Ambassador, please contact 01202 262300 or 01305 819059.

Course surveys

By completing our course surveys, you can help us improve our courses, facilities and our learning environment.

Join the Learner Forum

The Learner Forum meets five times each year. It gives learners a real voice for change in policy developments and achieving improvements to our courses and facilities.

If you would like to join, contact 01202 262300 or 01305 819059 for an application form.

Responding to compliments, comments and complaints

We are listening; your views are important to us.

If you have a compliment, complaint or suggestion please contact Skills & Learning ACE, enquiries@salbcp.com or visit the BCP Council website: bcpcouncil.gov.uk
Help and Guidance

Your Next Steps

To help you plan job or career changes, or the next steps in learning, free careers and learning advice is available in several of our centres either from our Next Steps team or from our National Careers Service partners. For further information or to book an appointment, please visit our website, call 01202 262300 or 01305 819059 or visit the National Careers Service online.

If you are unemployed and referred to us by Job Centre Plus, our Next Steps team may work in partnership with your JCP adviser to help find the best courses for you.

For details about any of our courses and workshops, please take a look at our website skillsandlearningace.com

Employability Support – supporting you into work

We are the largest provider of high quality, free Job Clubs in Dorset. These are Drop-in sessions where our friendly staff will help you on your road to work. They will work with you to fill in the gaps in your skills so you can move closer to the job you want.

Alongside the Job Clubs we have our Road to Work courses where you can pick-and-mix the right package of learning for you, including First Aid at Work, Food Safety and Manual Handling as well as sessions to help you with your interview and communication skills.

Why not visit one of our friendly Employment and Learning Hubs across Dorset. Included in these extended Job Clubs will be the opportunity to have a free Skills Assessment, receive professional career development advice and, for those already enrolled on a Skills & Learning course, can use the facilities for self study. Please phone our Customer Service Team for more information or to book a skills check appointment.

We add new courses regularly so please check our website or call our Customer Service Team on 01202 262300 or 01305 819059

Volunteering

Volunteering can be personally rewarding and provide short term, unpaid work experience which can be a pathway to employment.

For further details and information about volunteering in Bournemouth, Christchurch, Poole and Dorset visit skillsandlearningace.com

I feel very privileged to be able to help learners in class and still get a real buzz when the exam results come out.
Guide to Marking Codes

At Skills & Learning we are committed to helping you improve and develop the English skills you need in employment and everyday life. Depending on the course you are taking and your personal goals, one of the ways that we will do this is to mark your work and provide you with feedback in a way that is appropriate and relevant to you.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ ✓</td>
<td>Well done / good point / you have made good progress</td>
</tr>
<tr>
<td>cap</td>
<td>Misuse of capital letter/capital letter missing</td>
</tr>
<tr>
<td>^</td>
<td>Word(s) missing from the sentence</td>
</tr>
<tr>
<td>sp</td>
<td>There is a spelling error</td>
</tr>
<tr>
<td>p</td>
<td>There is a punctuation error or punctuation is missing</td>
</tr>
<tr>
<td>gr</td>
<td>There is a grammatical error e.g. error in tense used, order of words or word ending</td>
</tr>
<tr>
<td>//</td>
<td>Error with paragraphing - you need to start a new paragraph / divide your paragraph</td>
</tr>
<tr>
<td>inc</td>
<td>Incomplete sentence / sentence fragment</td>
</tr>
<tr>
<td>voc</td>
<td>Vocabulary - wrong word used or style of writing not fit for purpose (too informal or formal)</td>
</tr>
<tr>
<td>??</td>
<td>Check and rewrite - meaning is unclear / writing lacks coherency or is awkwardly expressed</td>
</tr>
<tr>
<td>Rep</td>
<td>Repetition – this point has already been made</td>
</tr>
</tbody>
</table>

Remember:
- All work that you do needs to be produced to a high standard.
- Always check and proofread your work before you hand it in, even if it is word-processed. A spellchecker will not pick up all errors.
- Use a dictionary, BKS resources and recommended websites to develop your skills.
- If you do not understand something, please ask! We are here to help you learn.
About Us

How Skills & Learning is funded

Most courses we offer are either fully funded (no fee payable) or partially funded (reduced fee payable) by the Education and Skills Funding Agency (ESFA). Skills & Learning has a duty to ensure this funding is used responsibly to support learners who are committed to achieving. If you are on one of these courses staff at Skills & Learning will direct you to an ESFA/ipsos-mori satisfaction survey between November and April, where you can give your feedback. We will also need feedback from you on the impact of your learning, for example, whether it led to you getting a job or improved your health and wellbeing. This information will be collected from you in your class, by online or telephone surveys.

Some of our courses are supported with funding from other sources, such as the European Social Fund. We also offer full cost courses, which are not supported with any external funding, and the fees for these must cover our costs.

How we use your data

Our Privacy Notice is available at skillsandlearningace.com/policies

Full details of The Learning Records Service – Privacy Notice, and how the information disclosed to us is used, is available at your local centre. It can also be found at learningrecordsservice.org.uk or by telephoning the Learning Records Service’s Customer helpline on 0845 602 2589.

Unspent Criminal Convictions

Skills & Learning are keen to support learners with convictions to help them gain new knowledge and skills. You must, however, tell us if you have an unspent criminal conviction before enrol on a course. We will discuss your conviction with you to assess any risk to learners, staff or to you. We will then decide if you can join your chosen course, based on the risk and nature of your conviction. Failure to disclose an unspent conviction when you apply may result in you being asked to leave your course.

Facilities

Skills & Learning have centres across Dorset including Blandford, Bournemouth, Dorchester, Ferndown, Oakdale and Weymouth. For information about our centres please visit skillsandlearningace.com/venues

T. 01202 262300 or 01305 819059
Please continue to follow Government guidelines on personal hygiene, hand washing, and social distancing when using any of our centres. You will need to wear a face covering in communal areas of our learning centres. The wearing of face coverings once in classrooms/social bubbles is optional. This guidance is subject to change in line with government guidance. Hand sanitisers are available throughout the buildings for your use. Staff are available to help you at all our centres.

We will be following current Government guidelines on COVID19 - please refer to our website for up to date information.

Online learning for your course will be available through a Microsoft Office 365 (O365) account that you will be allocated when your course starts. You can login into your account using the login button at www.office.com

Please be aware that if you have difficulties with this O365 account during your time learning with us, your tutor or another member of staff may be able to provide support by gaining remote access to your device with your permission. You will be provided with full details when you request this support.

Instructions on how to use Teams in O365 are available from our YouTube page - youtube.com/skillsandlearningbdp

Please use this link skillsandlearningace.com/policies to find out about our guidelines on how to work safely and considerately online whilst at home. This link will give you valuable information on how to keep you safe while you work on your course.

Please contact support@salbcp.com to request further help accessing your O365 account.

Please use this link skillsandlearningace.com/learner-support to see our new learner safety induction video.

We will support the sharing of information with the Government Covid-19 ‘track & trace’ system. Please alert us immediately if you receive a positive Covid-19 test result and have visited one of our centres within the previous 7 days.

Please do not attend any of our classes or centres if you have any Covid-19 symptoms.

Learners are not currently able to ‘drop in’ to job clubs. You will need to access our online job club or book at a place at a face-to-face job club.

If you or someone you know is concerned about domestic abuse, please visit our website for some information and support service contact details skillsandlearningace.com/domestic-abuse-in-dorset. If anyone is in immediate physical danger, you should contact the police.