

## Photography and Filming

We like to use photographs and films to show other learners and visitors the different things we do in the centres. If you have agreed on your enrolment form to have your photo taken or be part of a film, we may ask you to take part in one but will only go ahead with your permission. Staff will explain to you where and how the images will be used.

## Personal Information and data protection

The information from your enrolment form is needed to keep an accurate record of learners in our centres. We will not disclose your name and address to any other person or organisation. We just need to show our funders value for money. Unless you state otherwise we may contact you by post to ask you about your experience.

## Suggestions

We welcome all suggestions and comments from all our learners and encourage your comments on the evaluation form given to you at the end of the last session. But if you would like to give us suggestions directly or have more to say please contact us below:

[www.learninlondon.org](http://www.learninlondon.org)

**Family Learning Co-ordinators**, contact either:

**Belinda Bates:** Telephone: 020 8871 8490  
email: [bbates@wandsworth.gov.uk](mailto:bbates@wandsworth.gov.uk)

**Judith Arkwright:** Telephone: 020 8871 8524  
email: [jarkwright@wandsworth.gov.uk](mailto:jarkwright@wandsworth.gov.uk)

**Family Learning/Big Lottery Funding Co-ordinator**

**Sally Plumb:** Telephone: 020 8871 8489  
email: [splumb@wandsworth.gov.uk](mailto:splumb@wandsworth.gov.uk)

## Complaints

We want you to enjoy your learning but things can go wrong. If they do, please tell us so we can put them right and learn from them.

If you have a problem, concerns or are unhappy please speak to your tutor who may be able to sort things out straight away. If your tutor is not able to help, please talk to your Family Learning Co-ordinator. If you are still unhappy with how your problem was handled you can make a formal complaint to:

**Wandsworth Council**  
call: 020 8871 7300  
Freephone: 0800 389 8257/0800 587 7787  
email: [childrenscomplaints@wandsworth.gov.uk](mailto:childrenscomplaints@wandsworth.gov.uk)  
visit: [www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)

Staff will ensure all complaints are dealt with fairly, sympathetically and in confidence. We will reply to you in writing within ten working days, although for more complicated cases it may take up to 20 working days.

Lifelong Learning

# Family Learning Learner Handbook

**Learner's Name:** \_\_\_\_\_

**Tutor's Name:** \_\_\_\_\_

**Workshop/Course Title:** \_\_\_\_\_

**Start Date:** \_\_\_\_\_

**Centre:** \_\_\_\_\_

**Centre Contact Details:** \_\_\_\_\_

## Welcome

Welcome to one of our Learning Centres. You may be taking part in a one off Family Learning workshop at a leisure centre or a longer course at your child's school. Whatever form of 'First Steps' education you have chosen we hope you will enjoy learning with us and find the centres easy to use, safe and friendly.

## Family Learning Aims

- To provide a warm, relaxed and safe learning environment.
- To work with you to find out what you want to achieve from your learning.
- To improve the confidence and self-esteem of everyone who takes part.
- To have FUN while learning a new skill.
- To provide further learning opportunities.

## What we ask of you

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- We encourage you to attend all of your classes and arrive on time. In this way you will achieve the most from the course.
- If you cannot come to a class please let us know by telephone or in person.
- Some classes have crèches. If you are offered a crèche place it is important that your child attends regularly. If your child is unable to attend for more than two sessions and you have not told us, the crèche place may be offered to another family.
- Please note that you will not gain entry to a fee-paying venue if you are over half an hour late.
- Please follow Health and Safety advice and procedures that are displayed in the Learning Centres. Your tutor will be aware of the first aider and safeguarding officer in the building.
- Please be responsible for your own safety and that of others. Take care of your bag and belongings, as the centre cannot be held responsible for loss or theft. All accidents must be reported to the centre's reception.
- Please make responsible use of the internet during your course: viewing internet sites with sexual or violent content is not permitted at any of our centres.
- Please help us by showing consideration towards other learners, staff and visitors.

## What you can expect from us

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- We aim to make our service open, safe and welcoming for all.
- If you have a disability or learning difficulty please speak to a member of staff who will try to meet your needs.
- If you have difficulty using computer screens or keyboards, we can provide equipment to make things easier.
- All tutors and support staff are CRB (Criminal Records Bureau) checked every three years to ensure that you are learning in a safe environment.
- Please note that tutors are under a legal obligation to report concerns they have about children/vulnerable adults to their line manager.

## Next Steps

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We hope you enjoyed this course and if you would like to continue learning here are some options:

### **Aspire@Southfields Community**

**College:** The learning programme at Aspire can give you excellent progression routes onto a wide range of higher, professional and vocational courses. They are constantly updating their courses and offer new and exciting topics every term:  
**telephone:** 020 8870 6474  
**email:** info@aspirecentre.com  
**visit:** www.aspirecentre.com

### **Family Information Service:**

Information and assistance on finding childcare, support services for families and activities for children and young people aged from birth to 20 years.  
**telephone:** 020 8871 7899  
**email:** fis@wandsworth.gov.uk  
**visit:** www.wandsworth.gov.uk/fis

**Libraries:** All 11 Wandsworth libraries provide computer courses for absolute beginners. Classes and support to improve your English, Maths and job skills are available at Roehampton library which is a City & Guilds test centre for qualifications in literacy, numeracy and ESOL for adult beginners up to Level 2 (equivalent to GCSE).  
**email:** libraries@wandsworth.gov.uk.

### **Putney School of Art and Design:**

Please contact us for information on courses available.  
**email:** 020 8788 9145  
**visit:** putneyschoolartanddesign@wandsworth.gov.uk

**South Thames College:** Please contact us for information about any course that you may be interested in  
**telephone:** 020 8918 7777 or 020 8918 7336  
for English or Maths courses.  
**visit:** www.south-thames.ac.uk

## Further Advice and Guidance and Websites:

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### **Apprenticeships and Work-based Learning**

**visit:** www.wblalliance.org.uk

### **Citizen Advice Bureau**

**telephone:** 020 8333 6960  
**visit:** www.wandsworthcabx.org.uk

**Prospects:** Prospects is the leading provider of information, advice and guidance (IAG) services.  
**telephone:** 0800 100900 or 020 7326 8700  
**visit:** www.prospects.co.uk

### **Further Family Learning courses or skills for life courses:**

**visit:** www.wandsworthlifelonglearning.org.uk

### **Further Family Learning/Big Lottery funded courses:**

**visit:** www.lifeinlondon.org.uk

### **For further learning opportunities in London:**

**www.learninlondon.org**