



# **Wandsworth Council Lifelong Learning**

## **Learner Handbook**

Learner's name:

Class/Course title:

Start date:

Centre:

Tutor's Name:

### **Lifelong Learning Mission Statement**

*All Wandsworth's residents will have access to a wide range of high quality learning. Provision will be flexible and held at times and in places designed to meet the needs of learners, employers and the local community. Lifelong Learning will provide attractive learning opportunities, which make the most of ICT. The Lifelong Learning Team aims to improve the quality of life and the employment prospects of residents in the Borough, making Wandsworth a vibrant, prosperous, learning community.*

## Welcome!

Welcome to your Lifelong Learning course in Wandsworth. We hope you will enjoy learning with us and find our centres friendly, safe and easy to use. This short guide provides information about Wandsworth Lifelong Learning and outlines our responsibilities to you and what we expect of our learners.

Our priority is to help you achieve your goals so if you have any further questions please talk to your tutor or call the Lifelong Learning team who will be happy to help.

## We will:

- Work with you to find out what you want to achieve from your learning
- Give you appropriate information and advice throughout your course
- Provide learning and support that meets your needs and aspirations
- Provide a high standard of teaching
- Provide a welcoming, comfortable and safe learning environment.
- Ensure that learners and staff treat one another fairly with politeness and respect
- Make learning enjoyable and challenging
- Provide advice and guidance on further learning
- Give you the opportunity to tell us what you think of our courses and about other courses you would like to do
- Listen and take prompt action if you have any concerns or complaints

## We ask you to:

- Let us know beforehand if you cannot come to a class
- Follow health and safety advice and procedures
- Treat students and staff with politeness and respect
- Take an active part in class activities and give feedback on your learning when required
- Be responsible for your own safety and that of others
- Take care of your belongings, as centres cannot be held responsible for loss or theft
- Report any accidents promptly to your tutor or the centre manager
- Be aware of our equality, bullying, safeguarding and complaints policies (they are on our website [www.wandsworthlifelonglearning.org.uk](http://www.wandsworthlifelonglearning.org.uk))

## Equality and diversity

All our learning centres and providers offer an environment which reflects and values diversity. Every learner, volunteer and member of staff should be:

- Treated with dignity and respect
- Be free from bullying or harassment in any form
- Be given an equal opportunity to learn and achieve
- Given appropriate support to meet their needs

## Learner support

If you need extra support with learning we can arrange help with reading, writing, maths and language skills for those who speak English as a Second Language and we have a small pool of specialist equipment (eg audio loops, screen readers) that your learning provider may be able to borrow on your behalf.

You may also be eligible for help with expenses such as childcare and travel from the Learner Support Fund – contact the Lifelong Learning team for more information.

## Health and safety

Learners and staff have the right to learn in places that are safe and healthy. They are also responsible for following the health and safety procedures in our centres. Everyone should:

- Know the fire drill and practice it when asked
- Use any equipment responsibly according to the tutor's instructions
- Follow local rules about eating or drinking in classrooms and when operating equipment (including computers)
- Report any risks to their tutor or centre manager
- Complete any health risk assessments requested by tutors of physical activities
- Follow tutors' instructions relating to health and safety (eg pre-exercise warm-ups)

## Safeguarding

If you feel you are being bullied, mentally, physically or sexually harassed please speak to your tutor. If you don't feel able to speak to your tutor or another member of staff, do get in touch with Wandsworth's Safeguarding team on:

020 8871 6622 (concerns about children)  
020 8871 5855 (concerns about adults)  
020 8871 6000 (out of hours emergencies)

You will also see posters in your learning centre with further information and advice.

## Your views

It is very important to us that we run courses that meet the needs of our learners and from time to time we ask learners on the Adult Learner Panel for their views on how lifelong learning should be developed. If you would like to be part of this panel and really influence the shape of adult learning in Wandsworth, please contact the Lifelong Learning Manager on 020 8871 8618, email: [tbrunt@wandsworth.gov.uk](mailto:tbrunt@wandsworth.gov.uk).

We also ask everyone to give us feedback on their courses by completing the forms that your tutor will give you at the end of your course, Or, come and visit our Learning Bus when it's in your area to give us your ideas and comments.

## **Data Protection**

Our courses are funded by the government and other agencies which mean that as well as enrolment forms we will sometimes ask you to complete questionnaires or other forms. Please help us by doing this as it provides the information required to keep the courses running.

Any personal details we collect about you will be kept in accordance with the Data Protection Act 1998. It will be passed to the government bodies responsible for our funding for administration, statistical or research purposes but it will never be passed to any outside organisations for marketing or sales purposes.

## **Information, advice & guidance**

If you would like more advice on the next stages in your learning or your career, you can contact the Careers Advice Service for Adults. Their contact details are at the back of this handbook with other sources of useful information.

## **Finally....**

We hope you enjoy your time with us and will want to come back again to do another course in the future.

In the meantime, if you have any comments, compliments or complaints please contact the Lifelong Learning Quality officer on: 020 8871 8618, email: [pbeales@wandsworth.gov.uk](mailto:pbeales@wandsworth.gov.uk).

## Some useful contacts

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**[www.wandsworthlifelonglearning.org.uk](http://www.wandsworthlifelonglearning.org.uk)**

Find courses at times and locations in Wandsworth to suit you.

**Aspire@Southfields Community College:** these adult and community learning and other short courses can give you excellent progression routes onto a wide range of higher professional and vocational courses. Courses are constantly updated and offer new and exciting topics every term. Tel: 020 8870 6474 [www.aspirecentre.com](http://www.aspirecentre.com) or email: [info@southfields.wandsworth.sch.uk](mailto:info@southfields.wandsworth.sch.uk)

**Libraries:** all 11 Wandsworth libraries provide computer courses for absolute beginners: [libraries@wandsworth.gov.uk](mailto:libraries@wandsworth.gov.uk). There are also classes and support to improve your english, maths and job skills at Roehampton Library and Learning Centre, a City & Guilds test centre for qualifications in literacy, numeracy and ESOL for adult beginners up to Level 2 (equivalent to GCSE).

**Putney School of Art and Design:** a wide range of exciting art and design courses. Tel: 020 8788 9145 or email: [putneyschoolartanddesign@wandsworth.gov.uk](mailto:putneyschoolartanddesign@wandsworth.gov.uk)

**South Thames College:** a range of popular courses. Tel: 020 8918 7777 for further information. If you are interested in english or maths courses, call 020 8918 7336. More details can be found on: [www.south-thames.ac.uk](http://www.south-thames.ac.uk)

**Apprenticeships and Work-based Learning:** [www.wblalliance.org.uk](http://www.wblalliance.org.uk)

**Information, Advice and Guidance:** Prospects is the leading provider of information, advice and guidance (IAG) services for adults in Wandsworth. Tel: 020 7326 8700, [www.prospects.co.uk](http://www.prospects.co.uk)

**[www.direct.gov.uk/en/EducationAndLearning/](http://www.direct.gov.uk/en/EducationAndLearning/):** the government gateway to information and advice on education and skills

**Wandsworth Adult Careers Advice Service:** contact Marcia Edwards, tel: 020 7326 8700/8725

**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. [fis@wandsworth.gov.uk](mailto:fis@wandsworth.gov.uk) 020 8871 7899 [www.wandsworth.gov.uk/fis](http://www.wandsworth.gov.uk/fis)

**Family Learning courses and Skills For Life courses:**  
[www.wandsworthlifelonglearning.org.uk](http://www.wandsworthlifelonglearning.org.uk)

**Family Learning/Big Lottery funded courses:** [www.lifeinlondon.org.uk](http://www.lifeinlondon.org.uk)

**[www.learninlondon.org/](http://www.learninlondon.org/)** is a new online service to about learning in London for adult learners.

**Citizen Advice Bureau:** 020 8333 6960 [www.wandsworthcabx.org.uk](http://www.wandsworthcabx.org.uk)

# 2010 diary

January							February							March						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
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31																				
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24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31	
31																				

## Your notes

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