



LEARNER HANDBOOK 2021-2022

Community Learning Courses

Aiming to improve the quality of life skills and employability of residents in the borough, making Wandsworth a vibrant and prosperous learning community.

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Welcome

The Adult and Community Learning (ACL) provision is designed to help people to reconnect with learning, build confidence, develop a new skill and prepare to progress to formal courses. It typically includes a range of community-based and outreach learning opportunities, including creative and cultural opportunities, and enables the delivery of non-accredited learning.

Alongside economic outcomes, ACL promotes better social integration and cohesion, health (both physical and mental) and well-being. For example, a portfolio of ACL provision may include programmes to help people acquire positive behaviours and the interpersonal skills appropriate to both work and social situations, alongside training in digital skills, and basic literacy, numeracy and ESOL.

Wandsworth Council Lifelong Learning (WCLL) is delighted that you have chosen to enroll on one of our courses. WCLL delivers learning directly and in sub-contracted partnership with learning providers across the borough of Wandsworth. Your course may be fully or partly funded by the Education & Skills Funding Agency (ESFA). Our role is to ensure that you receive the training, and support that you need to successfully complete your course.

We work constantly to ensure that we provide a high-quality learning experience in safe and supportive learning environments. We hope that you enjoy your course and gain new life enhancing skills that will enable you to progress in to either further learning or employment.

You will receive an induction to your course and will be given information on the venue you attend, including details of all the relevant policies that we have put in place to ensure that you receive a safe and pleasant learning experience.

This handbook aims to provide some important information about learning with us such as your rights and responsibilities as a learner, and details of how to contact us and other support agencies.

Further information on courses and all current WCLL policies can be found on the WCLL website: wandsworthlifelonglearning.org.uk

We would like to take this opportunity to wish you every success with your course.

Wandsworth Council Lifelong 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.
- To have fun while learning a new skill.
- To provide further learning opportunities to increase desirable employability skills.

Your Journey to Success

**Good career guidance is critical for social mobility.
It helps open learners' eyes to careers
they may not have considered.**

Inspiring People to Succeed

Our purpose is to provide excellent Careers Education, Information, Advice and Guidance (CEIAG) and related services which make a positive difference to people's lives.

We deliver training successfully by listening carefully to our learners and using our experience and expertise to provide individual Advice and Guidance that achieves the required outcomes.



Our Values

Understanding our customers - we listen, to understand and meet customers' needs.

Delivering results - we consistently achieve and exceed our targets.

Positivity - we are proud of the work at Wandsworth Council Lifelong Learning.

Expertise - our staff have the skills and knowledge to deliver high quality teaching.

One team - we work together to deliver results for you.

Adaptability - we are flexible and adaptable, looking for solutions and better ways to do things

Education is the passport to the future, for tomorrow belongs to those who prepare today.

Teaching and Learning

Our Professional careers team will discuss the appropriate course for you and offer a comprehensive induction.



During your studies, you will receive, and have access to, information on relevant career paths



To improve the self-confidence and -esteem of all participants.



To enjoy learning new skills.



To provide further learning opportunities to increase desirable employability skills.



Our aim is to help all our learners develop new skills and gain valuable knowledge. This will help you achieve their learning objectives, and/or qualification, to progress in your chosen career path.

You will gain new skills and develop your knowledge in several ways as part of your course. These may include:

- Completion of tasks.
- Following instruction from your tutors after or during a demonstration.
- Completing e-learning tasks on a computer.
- 1-2-1 tutor sessions with your tutor on specific areas for development.
- Completion of past exam papers to practice before taking an examination.

Fair Assessment

We are committed to achieving equality of opportunity at each stage of the assessment process. We aim to ensure that the assessment requirements and methods used within the apprenticeship and our qualifications, are sufficiently flexible to enable the widest range of learners to demonstrate competence fairly and reliably.

We do, however, need to ensure that any special assessment arrangements we allow are fair, reliable and do not give learners an unfair advantage, either real or perceived.

Learners may have particular assessment requirements for several reasons, including:

- Being unable to complete standard practical and written tasks through temporary or permanent disability.
- Being unavailable through illness or injury to attend scheduled practical assessments.
- Being unable to effectively demonstrate practical assessments through illness or injury.

Reasonable Adjustments

Reasonable adjustments to accommodate particular requirements must be approved prior to the assessment taking place. Requests should be submitted in strictest confidence to the Tutor. The WCLL Reasonable Adjustment and Special Requirements Policy can be found on our website.

Appeals Procedure

If you are unhappy with an assessment decision, you have the right to appeal. The appeals procedure has three stages. To make an appeal you must start with the first stage and only progress through the other stages if you are not satisfied with the outcome of each one, in turn.

The three stages are as follows:

Appeals Procedure

If you are unhappy with an assessment decision, you have the right to appeal. The appeals procedure has three stages. To make an appeal you must start with the first stage and only progress through the other stages if you are not satisfied with the outcome of each one, in turn.

The three stages are as follows:



- Stage 1** Discuss your concern with your Tutor who will provide you with an explanation of their assessment decision. This should take place within 14 days of the assessment decision
- Stage 2** The Internal Quality Assessor (IQA) is told within 48 hours of the appeal. The IQA reviews the situation and looks at all the evidence. The IQA will communicate the outcome of the review to both the candidate and the Tutor within 14 days of receipt of the appeal. If the candidate or Tutor are still dissatisfied the appeal moves to stage 3.
- Stage 3** The Deputy Head of Lifelong Learning (DHLL) must be informed of an appeal within 48 hours of stage 2 outcome. The appeal is considered by the DHLL or another senior manager. The DHLL will confirm their decision to learner, Tutor and IQA within 14 days of receiving the appeal. If the issue is still unresolved the appeal moves into the awarding organisation's appeals procedure.

Complaints/Compliments Procedure

Learner Complaint:

If a learner wishes to complain or praise the service they are receiving, they must contact:

The Quality Assurance Manager (QAM), Paul Brimecome

paul.brimecome1@richmondandwandsworth.gov.uk

The QAM must acknowledge this complaint or praise within 3 working days. If a complaint is made, the QAM or Community Learning Manager (CLM) will speak with the learner to discuss raising a formal complaint.

If the learner wishes to raise a formal complaint, they must complete a complaints record, which must be emailed to:

The Deputy Head of Lifelong Learning (DHLL), Joss New

joss.new@richmondandwandsworth.gov.uk

The DHLL must acknowledge receipt of this record within 3 working days. The DHLL will investigate the complaint in full, providing a full response to the learner within 15 working days. If the learner is dissatisfied with the response provided, they have the right to appeal to the Head of Lifelong Learning.

Health and Safety

All learners must have due regard for Health & Safety regulations both for themselves and for others who may be affected by their actions.

You should also ensure that you are aware of your employer's Health and Safety Policy Statement and the arrangements that are in place for the organisation and management of Health and Safety.

All accidents must be recorded in your employer's Accident Book and then reported to either the Deputy Head of Lifelong Learning or Quality Assurance Manager who will investigate accidents or near misses and report any injuries, diseases or dangerous occurrences (covered by the Reporting of Injuries, Disease and Dangerous Occurrences Regulations 1992 (RIDDOR)).

Equality and Diversity

We aim to ensure that learners on our programmes do not receive less favorable treatment on the grounds of sex, marital status, disability, race, colour, nationality, ethnic origin, religion or belief, age, sexual orientation or dependents, or are placed at a disadvantage by imposed conditions or requirements which cannot be shown to be justified.

As part of your training, we will introduce you to a range of topics covering your employment responsibilities and rights, including those relating to unfair discrimination, bullying and harassment. If you believe you have been treated unfairly during any stage of the programme, we urge you to discuss your concerns with your employer or Tutor.

What is Safeguarding?

Safeguarding describes the duties and responsibilities which those providing education and training must undertake, to protect individuals from harm. The objectives of Wandsworth Council Lifelong Learning Safeguarding arrangements are to:

- Provide a safe environment in which to learn and work.
- Take appropriate action to ensure that Apprentices/ learners are kept safe at home and in training.
- Identify and support any young or vulnerable Apprentices/ suffering, or likely to suffer, any significant harm or abuse

Abuse can take several forms, including:

- Physical, emotional or sexual abuse
- Financial or material abuse
- Discrimination
- Neglect

Wandsworth Council Lifelong Learning is committed to providing a safe learning environment for all our learners. If you have safeguarding concern or wish to make us aware of anything, then please call or e-mail immediately, any of our trained, designated Safeguarding staff on the following page. Alternatively, you can e-mail our central Safeguarding contact below:

lifelonglearningsafeguarding@richmondandwandsworth.gov.uk

If at any stage you feel unhappy with how a Designated Safeguarding Lead (DSL), the Safeguarding team or the Safeguarding DSL/Officer for one of our subcontractors are supporting you, please contact our Head of Service, Santino Fragola by email at:

santino.fragola@richmondandwandsworth.gov.uk

Meet our Safeguarding Team



Joss New

(Designated Safeguarding Lead)

Mobile number: 07867 151502

joss.new@richmondandwandsworth.gov.uk



Paul Brimecome

(Deputy Designated Safeguarding Lead)

Mobile number: 07989 223060 [paul.brimecome@](mailto:paul.brimecome@richmondandwandsworth.gov.uk)

richmondandwandsworth.gov.uk



Santino Fragola

(Designated Safeguarding Officer)

Mobile number : 07767 256832 [santino.fragola@](mailto:santino.fragola@richmondandwandsworth.gov.uk)

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Phil Michel

(Designated Safeguarding Officer)

Mobile number: 07824 133379 [phil.michael@](mailto:phil.michael@richmondandwandsworth.gov.uk)

richmondandwandsworth.gov.uk

Safeguarding Information

Our role is to increase your knowledge of potential risks faced in society and at work, and actions that can be taken to protect you and prevent exposure to risk. Key areas where we will look to increase your awareness include:

- **Radicalisation:** the action or process of causing someone to adopt radical positions on political or social issues.
- **Extremism:** the holding of extreme political or religious views or fanaticism.
- **Prevent Strategy:** this forms part of the Government's anti-terrorism strategy.

Grooming: is when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit and abuse them. Children and young people who are groomed can be sexually abused, exploited or trafficked. Anybody can be a groomer, no matter their age, gender or race. The process of getting to know and befriending a child with the intention of sexually abusing them.

Online Grooming: is when someone uses the internet to trick, force or pressure a person into doing something sexual, such as sending an intimate video or picture of themselves. If this is happening or has happened to you or someone you know, we can help.

County Lines: "County Lines" is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of "deal line". They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Criminal exploitation of children is a geographically widespread form of harm that is a typical feature of county lines criminal activity. Drug networks or gangs groom and exploit children and young people to carry drugs and money from urban areas to suburban and rural areas, market and seaside towns.

Gangs and Knife Crime: The term 'gang' may mean something different for different people. A gang is legally defined as a group of people who spend time together and engage in crime, often in the form of illegal businesses. For vulnerable young people, there can be intense pressure to join and, once in, it can be difficult to leave. Research shows that gang members are more likely to carry knives and, with knife crime on the rise across London, it is important to tackle gangs and knife crime together.

Peer-on-Peer Abuse: It is important to recognise that abuse isn't always perpetrated by adults; children can abuse other children too. This is referred to as peer-on-peer abuse and can include:

- Bullying (including online/cyberbullying)
- Sexual violence and sexual harassment (including online)
- Physical abuse (such as hitting, kicking, shaking, biting etc.)
- 'Sexting' (also known as 'youth produced/involved sexual imagery' or sharing 'nude or semi-nude' imagery)
- Initiations, hazing type violence and social rituals

Harassment: Harassment is unwanted behaviour which you find offensive, or which makes you feel intimidated or humiliated. It can happen on its own or alongside other forms of discrimination. Unwanted behaviour could be:

- Spoken or written words or abuse
- Offensive emails, tweets or comments on social networking sites
- Images and graffiti
- Physical gestures
- Facial expressions
- Jokes

You don't need to have previously objected to something for it to be unwanted.

Sexual Harassment: Sexual harassment is unwanted behaviour of a sexual nature which:

- Violates your dignity
- Makes you feel intimidated, degraded or humiliated
- Creates a hostile or offensive environment

You don't need to have previously objected to someone's behaviour for it to be considered unwanted.

What is the effect or intention behind the behaviour?

Sexual harassment is a form of unlawful discrimination under the Equality Act 2010. The law says its sexual harassment if the behaviour is either meant to, or has the effect of:

- Violating your dignity, or
- Creating an intimidating, hostile, degrading, humiliating or offensive environment

Sexual harassment can include:

- Sexual comments or jokes
- Physical behaviour, including unwelcome sexual advances, touching and various forms of sexual assault
- Displaying pictures, photos or drawings of a sexual nature
- Sending emails with a sexual content

If you're being harassed, inform Joss New (Designated Safeguarding Lead) or a member of the Safeguarding team immediately.

Domestic Violence: Domestic abuse in London has risen and should be a concern for all. The forms of domestic abuse have widened. The growth of emotional, financial and coercive abuse is a growing issue, as well as repeat victimisation. Advances in technology have resulted in new and emerging methods of abuse. There has also been an increase in the emergence of abuse in same-sex relationships and more family related abuse, where offenders are family members of victims rather than current or ex-partners.

Mental Health: 1 in 6 adults experience mental ill health at any given time. Many factors, such as age, gender and lifestyle, may contribute to a person's likelihood of developing mental ill health, and some people may experience more than one mental disorder during the course of their lives or even at the same time. WCLL are here to support all our learners to live well, feel valued and fulfilled. We believe everyone has the right to live happily and healthily - we stand together to make sure every Londoner experiencing mental health problems gets support and respect.

Bullying: This is a type of behaviour, repeated over time, that intentionally hurts another individual or group. If left unaddressed, bullying can have a serious impact on a person's mental health, self-esteem and ability to thrive in life. The use of force, threat, or coercion to abuse, intimidate, or aggressively dominate others are types of bullying.

Prevent Strategy: this forms part of the Government's anti-terrorism strategy.

It is vital if you have any concerns or would like some professional advice at any time, that you raise this with your tutor or any of the Safeguarding Team, immediately.

Prevent

Prevent is part of the Government counter-terrorism strategy. It covers all forms of extremism and is concerned with safeguarding people and communities from the threat of terrorism. It aims to stop people becoming terrorists or supporting terrorism and is designed to tackle the problem of all forms of terrorism at their roots. Prevent concerns:

- **Noticing** - vulnerability and exposure to radicalisation, changes in behaviour, ideology, and other signs of extremist exploitation.
- **Sharing** - your concerns out with your Tutor who will support and help decide what, if any, action to take.

British Values

British values are not just theoretical; they are rooted in the institutions and history that underpin the nation. In line with government direction, WCLL acknowledges the expectation that the key British Values will be routinely emphasised as part of community and working life.

The fundamental British values are:

- **Democracy**
- **Individual Liberty**
- **Rule of Law**
- **Mutual Respect**
- **Tolerance of those with different faiths and beliefs**

We aim to promote principles which will enable learners to develop their self-knowledge, self-esteem and self-confidence. Learners are encouraged to accept responsibility for their behaviour, show initiative and to understand how they can contribute positively to the lives of those living and working in the locality and beyond.

Lockdown / Evacuation

Wandsworth Council Lifelong Learning implements this policy as a reactive procedure in the unlikely occurrence the centre needs to be made inaccessible from the outside or evacuated completely, ensuring the safety of all learners and staff.

Lockdown procedures may be activated in response to any number of situations, but some of the more typical might be:

- A reported incident/ civil disturbance in the local community, with the potential to pose a risk to staff and learners in the Centre.
- An intruder on site, with the potential to pose a risk to staff and learners.
- A warning being received regarding a risk locally, of air pollution (smoke plume, gas cloud etc.).

In the event of a lockdown evacuation, normal evacuation procedures apply. Your Tutor will implement and instruct you where to go, unless otherwise instructed by the Police or a Lead Lockdown Marshal.

Privacy Policy

The council will do all we can to respect your privacy and to protect the personal information we acquire when you use our services.

How do we protect your information?

We aim to ensure our records about you (on paper and electronically) are held in a secure way, and we will only make them available to those who have a right to see them. Examples of our security include:

- Continuing to work towards the standards set by ISO27001 for information security.
- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password). This is done with a secret code or what is called a 'cipher'. The hidden information is said to then be 'encrypted'.
- Pseudonymizing, meaning that we will use a different name so we can hide parts of your personal information from view. This means that someone outside of the council could work on your information for us without ever knowing it was yours.
- Controlling access to systems and networks to stop people who are not allowed to view your personal information from gaining access to it.
- Training our staff to make them aware of how to handle information and how and when to report when something goes wrong.
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates.

Generally, the council will not process your personal data outside of the EU. In the exceptions where we do, we will ensure equivalent data protection controls are in place. Much of our funding is provided by the Education and Skills Funding Agency.

For more information on how data is processed for these programmes, please follow the link below.

www.gov.uk/government/publications/esfa-privacy-notice/education-and-skills-funding-agency-privacy-notice-may-2018

Staying Safe Online

Using computers, iPad and mobile phones has become an everyday part of work and life. It is important that you follow the rules and guidance below to ensure your safety, including the avoidance of cyber bullying, harassment or fraud.

Internet Usage Rules

Users must not attempt to access or upload to the internet, information that is obscene, sexually explicit, racist, and defamatory, incites or depicts violence, or describes techniques for criminal or terrorist acts.

Users must not intentionally access or transmit computer viruses or attempt to 'hack' into data that may damage WCLL files or data. WCLL files should not be downloaded to personal computers without explicit authorisation. Users must not infringe data protection or copyright legislation – this includes unauthorised copying of images from the internet without permission and downloading music files and commercial screensavers. When copyright material is used as part of education and research the author and source must be acknowledged. Users must not knowingly undertake any action that will bring Wandsworth Council Lifelong Learning into disrepute.

Social Networking and Personal Publishing

Whilst the internet can be a great way to communicate and socialise, we urge you to take care when talking to new people online. Social media and online dating sites can be popular tools for paedophiles and rapists to target individuals by watching what they're doing and building false relationships.

Our Top Tips for staying safe online

- Learners are advised to never give out personal details of any kind which may identify them or their location.
- Remember that once something is sent online it can never be removed.
- Trust your instincts. If you think something feels wrong, let us know and contact us.
- Do not do anything you don't want to do - speak to someone you trust if you're feeling pressured to meet or talk to someone.
- Keep your privacy settings as high as possible.
- Choose strong passwords, never give out passwords.

- Be careful what you download.
- Be careful what you post. Do not post any personal information, address etc.
- Think carefully before posting pictures or videos of yourself. Once you have posted a picture of yourself online, most people can see it and may be able to download it. It is not just yours anymore.
- Do not befriend people that you do not know.
- Do not meet up with people you have met online. Speak to a parent, carer, friend, your Tutor or one of the Safeguarding team, if someone is suggesting that you do.
- If you see something online that makes you feel uncomfortable, unsafe or worried, leave the website, turn off your computer and tell someone you trust or our safeguarding team.
- Remember that not everyone online is who they say they are.
- Keep your antivirus program up to date.
- Respect other people's views, even if you don't agree with them, it doesn't mean you need to be rude.
- Learners are advised on security and encouraged to set passwords, deny access to unknown individuals and on how to block unwanted communications. Virtual communications areas should only be open to known friends.
- Tutors/Training Coordinators and Assessors are not permitted to accept requests to join individual learner/Apprentice's social networks (e.g. Facebook 'Friend requests').

Signs of Online Grooming

Groomers often lie about who they really are, making it hard to know whether someone is genuine online. Signs to look out for include:

- Bombarding you with messages
- Asking you to keep your conversations secret
- Trying to find out more about your personal life
- Sending sexual messages
- Trying to blackmail you

Email Usage Rules

Downloading and passing on copyright information or material which may be violent, obscene, abusive, racist or defamatory is not permitted. Be aware that such material which may be contained in jokes sent by email can be considered harassment. Any person receiving such an email should report this to their Tutor.

Information sent by email may become subject to the General Data Protection Act, and this must be complied with, where appropriate.

Complaints of internet misuse will be dealt with by the Deputy Head of Lifelong Learning.

Online Etiquette and Guidelines

- If you enroll on an online course, then 100% attendance at all sessions is expected and monitored.
- Make sure that you attend the virtual session in plenty of time to get logged in, so that the lesson can start on time. The class is to help you and your learning.
- Please wear appropriate clothing for attending a lesson.
- Follow all etiquette rules that are given by your tutor at the start of the lesson/course.
- Choose a suitable workspace. Make sure you are in a quiet place in your home, so that you can fully concentrate on the session and it is appropriate for the online classroom.
- You must have your camera on, but please be aware of what others will see in your background.
- Shhhh! Make sure your microphone is on mute when you are not talking.
- Do not take screen shots or photos of others online.
- Make sure you have equipment with you to take notes from the session.
- You will be encouraged to participate and engage in the session. Your Tutor will instruct you on how to raise a question.
- If you want to raise any concerns or raise a safeguarding issue, please contact one of our Safeguarding Team. Contact numbers and e-mail addresses are on page 14.
- Your learning and progress are extremely important to us. If you are not sure or require a recap on any of the topics, please make your Tutor aware of this during your online learning experience.
- Respect everyone's views online.

Data Security

Key rules to follow:

- Do not give out your password to anybody. Update and change passwords regularly.
- Always lock your computer when leaving your desk – Ctrl, Alt + Delete pressed together will lock your computer and keep the information secure.
- If you have printed documents that are no longer required and contain sensitive or confidential information, dispose of them correctly by either using your organisation's confidential waste bin or a shredder.
- Respect the need for confidentiality of information – don't discuss sensitive information with others in or outside of work.
- Store your work or files that contain confidential information in a secure place e.g. a locked cabinet or a password protected folder on your computer.
- Do not let anyone else use your pass (if you have one) and gain entry to your office. You may be acting considerately by leaving the door open for someone coming into the office, but this could pose a potential risk by letting in a stranger.
- Keep your desk clear and do not leave out paperwork when not required or leave sensitive information unattended. Clear your desk and put everything away at the end of each day.

Wellbeing

Wandsworth Council works with local health partners and other groups to provide information about health and health services in the borough. These include NHS services, charities providing health support, and information and advice on healthy living. Here you can find support for health problems, and everything from exercise classes to mental health helplines to getting emergency help. You can also find out more about local health services, and the support they provide.

www.wandsworth.gov.uk

A healthy lifestyle can help you both inside and outside of work, small changes can have a big impact on how you feel, for example you could:

- Get off at an earlier bus stop and walk the remaining distance to work, if safe and you can do so.
- Take the stairs instead of the lift at work.
- Take regular breaks away from your screen, maybe have a short walk around the office to stretch your legs and give your eyes a break.
- Have a balanced diet. Prepare lunch for work, if able, which will save money and help to reduce the amount of fast food you may have.
- Try to avoid “energy drinks” and sugary foods or caffeine – it will only give you a quick fix in the long run
- Use support resources such as NHS Smoking Helpline to assist with giving up smoking.
- Ensure that you get enough sleep as being tired will affect your performance and general behaviour. Going to bed at a reasonable time each night can help create a positive sleep pattern.

Mental Health

Mental health is a state of wellbeing where individuals can achieve their potential, cope with the normal stresses of life, work productively and contribute positively to their community.

However, anyone can suffer symptoms of mental ill health and this may relate to temporary stress symptoms or more serious clinical mental health conditions such as depression or anxiety. Temporary stress symptoms may be experienced at work during busy, hectic periods or during a change in life such as getting married, buying a house, death of a friend or relative. Symptoms should reduce when you feel in control of the situation.

Stress can develop into clinical mental health conditions such as depression and anxiety if the stress becomes more severe and is prolonged. Stress can also trigger episodes of bipolar disorder, schizophrenia or other severe mental health conditions in vulnerable individuals.

If you are concerned about your mental health, you should make an appointment with your doctor. Please, also speak with your manager or HR department, and your Tutor can support you as well as refer you to various agencies who can provide support.

Role of the Tutor

Every learner will have a dedicated Tutor assigned to them to teach, support and assess them whilst they are on the programme. All our tutors have occupational competence in the chosen vocational subject they are assessing. Their responsibilities include:

- Inducting learners onto the programme, agreeing and designing an Individual Learning Plan for each learner that will include details of development objectives against the chosen units of assessment.
- Conduct progress reviews with each learner ensure timely completion of the qualification and achievement of development activities.
- Regularly check on learner's welfare to ensure they are working in a safe environment.
- Providing Information, Advice and Guidance to support the learner throughout their time on the programme and upon completion. The tutor will regularly discuss next steps upon completion to aid the learner in meeting their original ambitions and objectives.

Learner Code of Conduct

Learners are expected to:

- Be tolerant and respectful towards all. Respect differences in ideas, opinions, religion and culture.
- Act and always behave appropriately. Harassment, bullying, discrimination, swearing, racist, homophobic or sexist terms are not acceptable and will not be tolerated.
- Attend 100% of your sessions and be punctual and prepared for training. Inform WCLL of any reason for absence. Provide reasonable notice for time off for doctor, dentist, hospital or other personal appointments.
- Follow all Health and Safety instructions, policies and procedures, behaving responsibly always, and using safe practices so as not to endanger yourself or other people.
- Report anything that is dangerous or potentially dangerous to an appropriate person. Follow the employer's and training provider's Accident Reporting Procedure.
- Observe all WCLL policies and procedures while learning.
- Complete work and collect evidence for assessment within agreed timescales.
- Do not use mobile phones/personal games consoles during learning.
- No caps to be worn inside all learning environments.
- No food or drink (other than water) to be taken into learning environments.
- All learning environments and resources to be treated with respect.
- Be committed to a healthy lifestyle, which is not dependent on the misuse of drugs or alcohol.
- No smoking except in designated areas (this includes vaping).
- Do not remove WCLL, training provider or learner property, materials or resources from training sites without permission.

By signing your Individual Learning Plan (ILP), you are signing to say that you have been fully informed of what is expected of you and that you will always follow the WCLL Code of conduct during your learning.

Please keep this handbook and use the information contained in it to keep you and others safe.

Learners Disciplinary Procedure

The Disciplinary Procedure will be followed where behaviour or commitment fails to meet the requirements of the Code of Conduct. Learners will be informed of concerns in writing, invited to a disciplinary meeting, informed of their right to be accompanied and informed of the right to appeal any disciplinary decisions.

Progression/ Destination

Once you have completed your training course, you are in a good position to progress on to a higher-level course and continue with your personal development. We will keep in contact with you during and after completing your chosen course at regular stages, so that we can follow your progression route and continue to offer career guidance as required. There are an extensive range of training opportunities available to you, if you would like any advice and guidance on your next steps, then please contact -

Dustine Davis

Mobile number: 07919 392254 / Office number: 020 8871 7649

dustine.davis@richmondandwandsworth.gov.uk

Support Services

While we want you to have a successful and enjoyable time on your programme, we recognise that there are times when some individuals may need some advice and support for issues of a more personal nature.

We have included a list below of some useful contact numbers for national and local organisations that can offer confidential advice, counselling and information.

Alcoholics Anonymous

0845 769755

Cruse Bereavement Care National Helpline

0870 167677

Exit UK

0800 999 1945

Gamblers Anonymous

0870 050880

Gingerbread (support for lone parents)

0800 018438

Learning Disability Helpline

0808 808111

London Lesbian and Gay Switchboard

0300 330 0630

National Council for One Parent Families

0800 018506

National Debt Line

0808 808400

NHS Smoking Helpline

0800 169019

NSPCCFGM Helpline

0800 028355

Relate

0845 130400

Release Emergency Service (Drugs related issues)

020 7324 2989

Samaritans

0845 790900

Shelter (Homelessness)

0808 800444

UK Safer internet Centre

0344 800 2382

Victim Support

0845 303090

Women's Aid Helpline (Domestic Violence)

0845 702348

Mental Health

Talk Wandsworth

The service is provided by South West London and St George's Mental Health NHS Trust. We offer access to a range of talking therapies for people with common mental health problems and everyday challenges. We provide treatments that are recommended by the National Institute for Health and Clinical Excellence (NICE).

Address: First Floor Office Premises, 56 Tooting High Street, London, SW17 0RN
Telephone: 0203 513 6264

Email: talkwandsworth@swlstg.nhs.uk

Web: talkwandsworth.nhs.uk/index.php

Mind in Brent, Wandsworth and Westminster

We do all we can to help people living with a mental health problem get on with their lives, no matter how mental health affects them.

Our aim is to help people in our local communities to have better mental health and wellbeing and to live the best lives possible. We do this by providing a range of services to meet local needs, including: Talking Therapies, Community Befriending, Recovery Day Services, Support into Education, Training, Volunteering and Work, Peer Development and Support, Supported Housing, Service User Involvement, Young People's Services, Creative Arts, Community Training and more.

Address: Head Office, Hopkinson House, 6 Osbert Street, London SW1P 2QU

Tel: 020 7259 8100

email: admin@bwwmind.org.uk

Web: bwwmind.org.uk/

Papyrus UK

A national charity dedicated to the prevention of young suicide. They support young people under 35 who are experiencing thoughts of suicide, as well as people concerned about someone else.

Tel: Helpline: 0800 068 4141

Text: 07860039967

Web: papyrus-uk.org

Email: pat@papyrus-uk.org

Campaign Against Living Miserably (CALM)

A helpline for people in the UK who are down or have hit a wall for any reason, who need to talk or find information and support.

Tel: Helpline: 0800 58 58 58

Web: thecalmzone.net

Webchat: thecalmzone.net/help/webchat/

SANE

Services to provide practical help, emotional support and specialist information to individuals affected by mental health problems, their family, friends and carers.

Tel: 07984 967 708 and leave a message, giving your first name and a contact number, and someone will call you back as soon as possible.

Web: Support Forum: sane.org.uk

Textcare: sane.org.uk/what_we_do/support/textcare/

Samaritans

Offering emotional support 24 hours a day.

Address - The Upper Mill, Kingston Road, Ewell, Surrey KT17 2AF

Tel: 116 123 (24/7 365 days a year)

Web: hsamaritans.org/

Email: jo@samaritans.org

Rethink Mental Illness

Rethink Mental illness directly support almost 60,000 people every year across England to get through crises, to live independently and to realise they are not alone. And we change attitudes and policy for millions.

Address: 89 Albert Embankment, London, SE1 7TP

Telephone: 0121 522 7007 National Advice Service: 0300 5000 927

Email advice@rethink.org

Web: rethink.org

Anxiety UK

A national registered charity formed in 1970, by someone living with agoraphobia, for those affected by anxiety, stress and anxiety-based depression.

Address: Zion Community Centre, 339 Stretford Road, Hulme, Manchester, M15 4ZY

Tel: 03444 775 774

Web: anxietyuk.org.uk

Email: support@anxietyuk.org.uk

No Panic

A national support helpline for people experiencing anxiety, panic, OCD and related disorders including withdrawal from tranquillizers. No Panic also provides support for the carers of people who suffer from anxiety disorders.

Tel: 0300 7729844

(10.00 am - 10.00 pm every day of the year.

During the night hours the crisis message is played. The crisis message is a recorded breathing exercise that can help you through a panic attack and help you learn diaphragmatic breathing.)

Web: nopanics.org.uk

Email: admin@nopanics.org.uk

Safeguarding & Prevent

CrimeStoppers

An independent charity that gives people the power to speak up and stop crime – 100% anonymously.

Tel: contact 24/7 phone line on 0800 555 111 our anonymous online form

Web: [crimestoppers-uk.org/](https://www.crimestoppers-uk.org/)

Metropolitan Police

Keeping London safe for everyone.

Tel: Emergency Call 999 Call 101 for non-emergency enquires

If you have a hearing or speech impairment, use textphone service 18000

Anti-terrorist hotline 0800 789 321

Web: [met.police.uk/](https://www.met.police.uk/)

Wandsworth Council

Adult safeguarding, abuse and neglect.

Find out about the different types of abuse, signs and symptoms, and some of the circumstances in which it may occur. Report a concern about adult abuse. If there is danger, first ensure the safety of the adult. Call emergency services on 999 if immediate help is needed.

Address: Adult Social Care and Public Health, Town Hall, Wandsworth High Street, SW18 2PU

Tel: 020 8871 7707

(Monday to Friday, 9am to 5pm)

Web: [wandsworth.gov.uk/safeguarding-and-adult-abuse/](https://www.wandsworth.gov.uk/safeguarding-and-adult-abuse/)

Email: acessteam@wandsworth.gov.uk

Wandsworth Safeguarding Children Partnership (WSCP)

We are responsible for protecting children and young people in Wandsworth from harm, abuse, neglect and exploitation, and promoting their welfare.

Tel: 020 8871 7401

Web: [wscp.org.uk/](https://www.wscp.org.uk/)

Email: wscp@wandsworth.gov.uk

Carney's Community

Carney's Community, a registered charity, gets disadvantaged and excluded young people off the street and away from a life of crime and despair by giving them skills, discipline and self-respect.

Address: 30 Petworth Street, Battersea, London SW11 4QW

Tel: 020 7228 0506

Email: info@carneyscommunity.org

Catch 22

A social business, a not-for-profit business with a social mission. For over 200 years we have designed and delivered services that build resilience and aspiration in people and communities. Gangs and Violence Reduction: Responsive and needs-led services focusing on cause rather than behaviour.

Tel: 020 7336 4800

Web: [catch-22.org.uk/our-services/](https://www.catch-22.org.uk/our-services/)

NACRO

We are a national social justice charity with more than 50 years' experience of changing lives, building stronger communities and reducing crime. We house, we educate, we support, we advise, and we speak out for and with disadvantaged young people and adults. We are passionate about changing lives.

Tel: 0300 123 1889

Web: nacro.org.uk/

London Youth

We are London Youth, a charity on a mission to improve the lives of young people in London, challenging them to become the best they can. Young people need opportunities outside school to have fun with their friends, to learn new skills, to make a positive change in their communities and to shape the city they live in.

Address: 47-49 Pitfield Street, London, N1 6DA

Tel: 020 7549 8800

Email: hello@londonyouth.org

The Salam Project

is a group of youth workers who care passionately about young people and helping them to live their best lives. We believe the most effective way to do that is by challenging extremist views, promoting positive values and giving youth the skills to get back into work.

Web: thesalamproject.org.uk/

Email: admin@thesalamproject.org.uk

4Front Project

The 4Front Project is a member-led youth organisation empowering young people and communities to fight for justice, peace and freedom. We support members with experiences of violence and the criminal justice system to create change; in their own lives, communities and society.

4 - 5 The Concourse, Grahame Park Estate, NW9 5XB

Tel: 0203 489 5654

Email: info@4frontproject.org

Web: 4FRONT | Youth Empowerment Organisation | United Kingdom (4frontproject.org)

Health & Wellbeing

Wandsworth Wellbeing Hub

The Wandsworth Wellbeing Hub is a free and impartial NHS service which aims to help patients and the public to find organisations and services to support their health and wellbeing needs.

Contact us on 020 3880 0366 or waccg.wandsworthhub@nhs.net (Mon-Fri, 9am-5pm)

swlondonccg.nhs.uk/your-health/wandsworth-wellbeing-hub/

THRIVE

Online provides information and assistance to parents, children, young people and professionals on support services and activities for the 0-19 years age group (25 if the young person has a special need).

Wandsworth, Town Hall Extension, Fourth Floor,
Wandsworth Town Hall, Wandsworth High
Street, London SW18 2PU

Tel: 020 8871 7899 (9am to 5pm,
Monday to Friday)

Email: thrivewandsworth@richmondandwandsworth.gov.uk

Web: thrive.wandsworth.gov.uk/kb5/wandsworth/fsd/home.page

Enable Leisure and Culture

is a not-for-profit organisation, company no. 09487276, and registered with the Charity Commission (no. 1172345). We provide leisure and cultural services for the benefit of local communities, and as an organisation, we are committed to 'doing things differently', putting health, wellbeing and community at the centre of everything we do.

The Park Offices, Staff Yard, Battersea Park,
London SW11 4NJ

Tel: 020 3959 0030

Web: enablelc.org/

Email: activelifestyles@enablelc.org

CarePlace

A directory of local services that meet a wide variety of care and community needs for adults living in Wandsworth. The directory contains a range of services that support people to stay independent.

Tel: 020 8068 6866.

Web: careplace.org.uk/?LA=Wandsworth

Email: careplace@affinityworks.co.ukNHS

Helping you take control of your health and wellbeing.

If you need help now, but it's not an emergency

Tel: call 111

Web: nhs.uk/

111 nhs.uk

Wandsworth Carers' Centre - Support Groups

Wandsworth Carers' Centre runs various groups that can provide you with help, support, a chance to have your views heard, a friendly chat, and the opportunity to meet others in a similar situation and exchange information and ideas.

Address: 46 Balham High Road,
London, SW12 9AQ

Tel: 0208 8675 0811

Web: carerswandsworth.org.uk/

Email: info@example.com

A2ndVoice

A voluntary support network for parents and carers of children, young people and adults living with autism and other related conditions in south west London.

Tel: 07715 800 059

Web: a2ndvoice.com/

Al-Anon Family Groups

Al-Anon Family Groups provide support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.

Address: 57B Great Suffolk Street,
London, SE1 0BB

Tel: 0800 0086811 (10am to 10pm every day)

Web: al-anonuk.org.uk/

Motor Neurone Disease Association

The Motor Neurone Disease Association supports people with Motor Neurone Disease (MND) and their families.

Address: David Niven House, 10-15 Notre Dame Mews, Northampton, NN1 2BG
Tel: 0808 802 6262 (helpline)

Web: mndassociation.org/

Email: mndconnect@mndassociation.org

Narcotics Anonymous

This organisation offers nationwide self-help groups for anyone wanting to stop using drugs.

Address: UK Service Office,
202 City Road, London, EC1V 2PH

Tel: 0300 999 1212 (24-hour helpline)

020 7251 4007

Web: ukna.org/

Retina

We support people affected by inherited progressive sight loss and we invest in medical research to ensure that people can lead a fulfilling life.

Tel: 0300 111 4000 (helpline)

Web: retinauk.org.uk/

Email: helpline@retinauk.org.uk

Care4Me

Is a directory of voluntary and community organisations that provide services, information and activities in Wandsworth. It was created by the charity

Web: care4me.org.uk/

Lifetimes

Address: Lifetimes 100 Wandsworth High St, London SW18 4LA

Tel: 020 8875 2846

Web: life-times.org.uk/

Debt/Money Advice

MoneyHelper

You can use the MoneyHelper website to find a debt adviser near you and gain advice on other debt matters. Webchat is available at the website, Monday to Friday, 8am to 6pm Saturday, 8am to 3pm.

Address: 120 Holborn, London EC1N 2TD

Telephone - 0800 138 7777

WhatsApp: 07701 342744.

Web: moneyhelper.org.uk/

StepChange

Provide free, confidential advice and support to anyone worried about debt. You can contact them over the telephone or online.

Tel: 0800 138 1111

Web: stepchange.org/debt-info.aspx

National Debtline

This organisation provides free, independent and confidential advice about debt. You can contact them over the telephone, by e-mail or letter.

Tel: 0808 808 4000

Web: nationaldebtline.org

Turn2us

National charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services.

Address: 200 Shepherds Bush Road,
London W6 7NL

Tel: 0808 802 2000

Email: info@turn2us.org.uk

Web: turn2us.org.uk

Citizens Advice

A network of 316 independent charities throughout the United Kingdom that give free, confidential information and advice to assist people with money, legal, consumer and other problems. Web chat available on website.

Tel: 0800 144 8848

Web: citizensadvice.org.uk

PayPlan

Offer free debt advice and debt solutions, such as Debt Management Plans, IVAs and Debt Relief Orders.

Tel: 0800 280 2816

Web: payplan.com/

Entitledto

A free benefit calculator. To find out what you might be able to claim enter your details and you'll receive an estimate of your entitlement to benefits, tax credits and Universal Credit. If you work for an organisation, please see our tools for organisations.

Web: entitledto.co.uk/

South West London Law Centres

Expert advisers provide free and independent legal advice on social justice issues including housing, employment, debt, benefits and asylum.

Address: Wandsworth, 76 Falcon Road,
Wandsworth, SW11 2LR

Tel: 020 8767 2777 (10.30am-12.30pm Mon-Fri) If you phone outside these times, please leave a message and we will get back to you as soon as we can.

Email: enquiries@swllc.org

Web: swllc.org

Legal Advice

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please leave a message and we will get back
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Email: enquiries@swllc.org

Web: swllc.org/

Citizens Advice

A network of 316 independent charities throughout the United Kingdom that give free, confidential information and advice to assist people with money, legal, consumer and other problems. Web chat available on website.

Tel: 0800 144 8848

Web: citizensadvice.org.uk

Civil Legal Advice

Offers free and confidential legal advice in England and Wales for people eligible for legal aid. Legal aid can help pay for legal advice, family mediation or representation in court or at a tribunal.

Tel: 0345 345 4 345

Minicom: 0345 609 6677

Web: gov.uk/civil-legal-advice

No Recourse to Public Funds (NRPF) Network

The website provides lots of necessary information regarding those who cannot access public funds. A national network safeguarding the welfare of destitute families, adults and care leavers who are unable to access benefits due to their immigration status.

Web: nrpfnetwork.org.uk

Email: nrpf@islington.gov.uk

Child Law Advice

The Child Law Advice Service provides legal advice and information on family, child and education law affecting children and families in England.

Tel: 020 7713 0089

0300 330 5485 Child Law Advice Line

E-mail: info@coramclc.org.uk

Web: Child Law Advice website

Domestic Violence

Victim Support Wandsworth

Helps anyone affected by crime, not only those who experience it directly, but also their friends, family and any other people involved. It doesn't matter when the crime took place – you can get support at any time, and for however long you need it.

Address: 17-19 Falcon Rd, Battersea Park, London SW11 2PH

Tel: 020 7801 1777 Free 24/7

Support line – 08081 689 111

In an emergency always call 999.

Email: vs.wandsworth@vslondon.org

Web: victimsupport.org.uk/

Rape and Sexual Abuse Support Centre (Rape Crisis South London)

The National Rape Crisis Helpline is run by Rape Crisis South London (RASASC) and provides support to women and girls aged 13+ who have survived any form of sexual violence, at any time in their lives. We provide specialist face-to-face counselling for women and girls aged 13 and above and play-therapy for girls aged 5+, who have been raped or sexually abused at any time in their lives and who live in any of the South London boroughs.

Tel: National Freephone Helpline
0808 802 9999

Web: rasasc.org.uk/

Email: support@rasasc.org.uk

Women's Aid

We work to ensure women are believed, know abuse is not their fault and that their experiences have been understood

Contact a local domestic abuse service by using our Domestic Abuse

[Directory.\[www.womensaid.org.uk/\]\(http://www.womensaid.org.uk/\)
\[domestic-abuse-directory\]\(http://www.womensaid.org.uk/domestic-abuse-directory\)](http://Directory.www.womensaid.org.uk/domestic-abuse-directory)

Web: [https://www.womensaid.org.uk/
information-support/](https://www.womensaid.org.uk/information-support/)

Email: helpline@womensaid.org.uk

National Domestic Abuse helpline

The National Domestic Abuse Helpline is a freephone 24-hour helpline which provides advice and support to women and can refer them to emergency accommodation.

Tel: 0808 2000 247

Web: nationaldahelpline.org.uk/

Digital resources: at refuge.org.uk, nationaldahelpline.org.uk and refugetechsafety.org.

Citizens Advice

Domestic violence and abuse - getting help

If you're a victim of domestic violence or abuse, there are many different organisations which can help you.

Web: [citizensadvice.org.uk/family/gender-
violence/domestic-violence-and-abuse-
getting-help/](http://citizensadvice.org.uk/family/gender-violence/domestic-violence-and-abuse-getting-help/)

Citizens Advice

Trafficking

What to do if you've been trafficked.

Tel: Adviceline (England): 0800 144 8848

Web: citizensadvice.org.uk/immigration/if-youve-been-trafficked/

Salvation Army

Modern slavery

Helping victims of modern slavery out of danger and building a new life.

Tel: If you suspect someone is a victim of modern slavery and in need of help call our confidential 24/7 referral helpline on 0800 808 3733.

Web: salvationarmy.org.uk/modern-slavery

Older People's Services

Age UK Wandsworth

We aim to provide life-enhancing services and vital support to people in later life. We and our local partners deliver a range of services across the UK.

Address: 549 Old York Road, London, SW18 1TQ

Tel: 0208 877 8940

National tel: 0800 678 1602

Email: info@ageukwandsworth.org.uk

Web: ageuk.org.uk/wandsworth/about-us/contact-us/

SupportLine

Provides a confidential telephone helpline offering emotional support to any individual on any issue. The Helpline is primarily a preventative service and aims to support people before they reach the point of crisis. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of abuse. SupportLine is a member of the Helplines Association. SupportLine also provides support by email and post.

Address: SupportLine, PO Box 2860, Romford, Essex RM7 1JA

Tel: 01708 765200

Email: info@supportline.org.uk

Web: supportline.org.uk/problems/older-people/

The Silver Line

Free confidential helpline providing information, friendship and support to older people, open 24 hours a day, every day of the year.

Address: Tavis House, 1-6 Tavistock Square, London, WC1H 9NA

Tel: Helpline Call us ANYTIME on 0800 470 8090

Email: info@thesilverline.org.uk

Web: thesilverline.org.uk/

50+ Restart

This is an advice, activities and support group for older people that takes place every Monday from 12 midday to 4pm.

Address: The Furzedown Project, 91-93
Moyser Road, London, SW16 6SJ

Tel: 020 8677 4283

Web: furzedownproject.org/

Alzheimer's Society

Alzheimer's Society's dementia Advisors can support you directly by phone or face to face, as well as connect you to a range of local services.

Tel: 0333 150 3456

Web: alzheimers.org.uk/

