

Blackburn with Darwen

ADULT LEARNING



Welcome to Learning



Education & Skills
Funding Agency

Welcome

Welcome to Blackburn with Darwen Borough Council's Adult Learning Service. This booklet outlines:

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

If anything is not clear or you have any questions, please talk to your tutor or the skills development officer who helped to set up your course.

Our aim:

Our purpose is to improve the work prospects and wellbeing of people and their communities by:

- Improving their skills and increasing their economic prospects
- Improving their health and well-being
- Creating resilient, cohesive and stronger communities
- Creating cleaner and safer neighbourhoods



Adult Learning aims to offer learning which:

- Improves your health and wellbeing
- Is built around what you want to learn
- Helps you to do more than you thought you could
- Supports you in taking the next step to further learning, volunteering or employment.

We offer a wide range of adult learning courses from short sessions to longer courses delivered from a variety of community venues across Blackburn with Darwen.

To make the most out of your learning, we ask you to:

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

Information, Advice and Guidance

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



We provide information, advice and guidance to help you make decisions on learning, training and work.

Aged 18+ we can help with decisions on learning, training and work.

- Have you been furloughed or made redundant?
- Changing jobs or affected by Covid?
- Unsure of your next career move?
- Returning to work from time out?
- Finished college/university?
- Learn more about your skills and match them to suitable jobs

Advice is free, confidential and impartial. We can help with:

- Courses and training
- Identifying transferrable skills
- Effective job search
- Job applications
- CV development

We remain open for business and continue to offer telephone appointments.

If you prefer a face to face appointment please ask when booking.

**Call us on (01254) 588891 / (01254) 507720
or contact us at NCS@blackburn.gov.uk
0800 100 900 www.direct.gov.uk/nationalcareersservice**

Learning Agreement

Please complete the learning agreement overleaf, detach and hand it to the tutor.

Learning Agreement

Adult Learning

Please read and complete this learning agreement

- I have read the 'Welcome to Learning' booklet and understand what the service can offer me.
- I have read the advice on how to get the most out of my learning.
- I have had the chance to talk to someone about any extra help I need to get the best from my learning.
- I am happy with this information and agree to work within these guidelines.

(Please print clearly)

Name.....

Signature.....

Course

Date

Please complete and return to your tutor

Tutor signature.....





Learner Feedback Form

I would like to make a:

- ☐ comment / suggestion
☐ compliment
☐ complaint

My comment/suggestion/compliment/complaint is:

Continue on a separate sheet if necessary...

What would you like us to do?

Please give us some information about yourself

Name:

Address:

.....Postcode:

Telephone no:

Email:

Date:

Monitoring our equal opportunities - we want to make sure that our services are fair and accessible to everyone. The following information helps us check this is the case. You do not have to fill out this part of the form and it will not affect your complaint in any way. Are you:

Male ☐ Female ☐

Disabled ☐ Not disabled ☐

19 - 24 ☐ 25 - 34 ☐ 35 - 44 ☐ 45 - 54 ☐ 55 - 64 ☐ 65 + ☐

White ☐ Mixed ethnicity ☐ Asian or Asian British ☐

Black or Black British ☐ Chinese or other ethnic group ☐

If you have made a comment/suggestion/compliment/complaint, please place this form in a sealed envelope and send to:

**Adult Learning Quality team
Audley NLC
Pringle St
Blackburn
BB1 1SF**

or hand the form in at one of our learning centres

or email your feedback: adultlearning@blackburn.gov.uk

What can we do to help?

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

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



Learner Views and feedback

We value the opinion of all our learners and we will ask you to give us feedback when you are learning with us by:

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

Our Commitment to You

Health and Safety

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

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

Equality & Diversity

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

Safeguarding

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

01254 585949

safeguarding.adultsteam@blackburn.gov.uk

Out of normal office hours, contact the Emergency Duty Team on:

01254 587547, or contact the Police **999**.

Your responsibilities are:

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

Prevent

Under the Counter Terrorism and Security Act 2015, all education providers must have due regard for the need to prevent individuals from being drawn into terrorism. We aim to protect all of our learners and staff and work closely with the Prevent Team based within Blackburn with Darwen Borough Council.

If you have any questions or would like to report behaviour which you believe the Prevent Team should be aware of, please call **01254 585588**.

Email: preventteam@blackburn.gov.uk

British Values

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

Respect and Tolerance	The Rule of Law
<ul style="list-style-type: none">• All ages• All backgrounds and cultures• All religions and beliefs• All genders and sexualities	<ul style="list-style-type: none">• Laws protect everyone• No one is above the law• Innocent until proved guilty
Democracy	Individual Liberty
<ul style="list-style-type: none">• Your opinion counts	<ul style="list-style-type: none">• Freedom of speech

Keeping Safe





Blackburn with Darwen

ADULT LEARNING

Online Learning with Us

Location:

Think about where you're sat, can people see personal information in your background.

Health and Safety:

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

Dress Code:

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

Language:

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

Behaviour:

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

Attendance and Punctuality:

Please attend your class on time each week.

Sageguarding:

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

GDPR:

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

Support:

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

Keeping Safe Online

Do you use the internet in classes and/or at home?

If so, make sure you know the SMART rules for keeping safe online:

- **S – SAFE and SECURE:** To keep safe online, don't give out your personal information - full name, email address, phone number and home address.
- **M - MEETING:** Meeting someone you have met online can be dangerous; people may not be who they say they are.
- **A - ACCEPTING:** Accepting emails and messages from people you do not know can be risky, especially if they have attachments - they can contain viruses or inappropriate material.
- **R - RELIABLE:** Information you find on the internet may not always be reliable.
- **T - TELL:** Tell us if you come across inappropriate websites in our classes. The Council filters inappropriate websites, but if they are displayed, tell your tutor. You can also contact the Child Exploitation and Online Protection Centre at www.ceop.gov.uk

**Think while you're browsing and
think before you click...**

Privacy Policy

Blackburn with Darwen Borough Council is committed to ensuring your privacy is protected. The Council will process your information under Article 6(c) of the General Data Protection Regulation (GDPR) 2016, which advises that data processing is lawful if necessary for compliance with a legal obligation. The Legal obligation the Council relies on for this processing falls under the Apprenticeships, Skills, Children and Learning Act 2009.

The Department for Education (DfE) collects personal data from local authorities via various statutory data collections. We are required to share information about our learners with the Department for Education (DfE) directly for the purpose of those data collections. All data is transferred securely and held by DfE which meet the current government security policy framework and will be destroyed by Blackburn with Darwen when it is no longer required for these purposes

For full details on how we collect, share and store your data please see our Privacy Policy using the link below. If you would like a copy of this document please ask your tutor or call **01254 507720**.

Privacy notice adults prevention - Adult Learning.pdf
(blackburn.gov.uk) link:

<https://blackburn.gov.uk/sites/default/files/media/pdfs/Privacy%2520notice%2520adults%2520prevention%2520-%2520Adult%2520Learning.pdf>

AUDLEY & QUEEN'S PARK NEIGHBOURHOOD LEARNING CENTRE

Pringle Street, Blackburn, BB1 1SF

Tel (01254) 507720

BANK TOP NEIGHBOURHOOD LEARNING CENTRE

Arthur Way, Blackburn, BB2 1QP

Tel (01254) 581175

Email: adultlearning@blackburn.gov.uk



@ **BwDAdultLearn**