Adult & Community Learning

COURSE DELIVERY
Tutor Handbook
2020-2021

Responsible person	Quality Manager
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Content   Page

1.   Adult Community Learning Courses

We offer a variety of courses for different levels of ability at various centres and online; these courses are focused on improving the employment skills and life chances of residents. Courses are advertised online [Click here for more information about our courses](#)
And on notice boards. Familiarise yourself with the range of courses on offer each term in order to share information with learners on your course.

2.   Enrolling learners to courses

Tutors must be proactive in ensuring that enrolment forms are completed fully and correctly. You must check that learners are eligible for our courses

- Employment status, including benefits, length of unemployment/ no. of weeks worked
- Prior attainment
- If a learner declares to be on a low wage, evidence seen has to be recorded

Non-compliance will affect the Service's ability to claim full funding for certain learning aims.

Ensure all learners complete an enrolment form: any new learners to the service must complete a green form and continuing learners must complete a blue supplementary form. Prior to handing in forms tutors must check that all sections are completed and the form is signed by both learner and tutor.

During online delivery and enrolment only- the following procedure replaces the above:
If the evidence has to be shown by the learner online, please do not ask them to email them to you, instead you should ask them to show the evidence on a 1:1 basis on MS Teams or Zoom. If this is not possible, we will then have to rely on their self-declaration and ask them for them to produce evidence when the situation allows.

3.   Course Induction

All Tutors are required to give an induction at the start of each course. For online courses the induction must cover; online delivery rules, access to Moodle Adult Community Learning Virtual Learning Environment, Dignity for All (Council Policy); Health and Safety, Safeguarding, including e-safety, Complaints Procedure, Punctuality and Attendance to on line courses, Information Advice Guidance and Progression opportunities.

For courses delivered at venues the induction must also cover Venue facilities, venue Health and Safety and classroom Punctuality & Attendance. The internal learning centres have a generic Induction PowerPoint which should be used in conjunction with any other course presentations you may use.

Although all of our delivery is currently online, all tutors still have access to all of the above policies and relevant information which is located on your individual Moodle course page
[click here to access ACL Gateway](#)

4.   Registers

On-line registers will be available for your use before or at the start of the course. Learners should be marked as attending at the point of arrival. Online register should be completed and update within 15 minutes of the class starting

If the tutor does not have access immediate access to a computer, tablet or smart phone, the register must be completed within **24hrs after each** session's end time. If a tutor is unable to complete a register they must inform line manager the register has not been completed.

The register keys used are as follows:

Key	Comments
P(present)	
V(virtual)	Used for distance learning for example.
X	Not attended
A(authorised)	Notified absence, but still counted as non-attendance.
L(late)	The number of minutes late should be recorded in the 'Comments' tab within the MIS system and be in intervals of 5 minutes.
S(sick)	Notified absence, but still counted as non-attendance
N(not required)	Should be used in situations such as if: • a learner's first session of attendance is later than the original course's start date. • a session is cancelled • the learner's planned final session of attendance is before the course's last session.

The register keys used for **online delivery** are as follows:

Key	Comments
V(virtual)	Used for distance learning
X	Not attended
A(authorised)	Notified absence, but still counted as non-attendance.
L(late)	The number of minutes late should be recorded in the 'Comments' tab within the MIS system and be in intervals of 5 minutes.
S(sick)	Notified absence, but still counted as non-attendance
N(not required)	Should be used in situations such as if: • a learner's first session of attendance is later than the original course's start date. • a session is cancelled • the learner's planned final session of attendance is before the course's last session.

When the course has ended, you should ensure that register is fully completed within 24hrs after the end of the course and that the 'end of course form' is completed and forwarded onto Learner Hub Officers to process.

5.   Punctuality and Attendance on Courses (Learners)

Inform learners that they must make every effort to participate in/ attend their course regularly and on time. They must inform you if they are going to be late or are not able to attend.

Tutors need to be aware that if learner numbers are low, the course may have to be cancelled or postponed. It is the responsibility of the tutor to inform the Team Leader if a learner/learners do not attend and if the number of learners in the class is low.

Regular attendance and punctuality is important for learners to successfully achieve and complete their course. Three successive absences will mean the learner is withdrawn from a course

Repeated non-attendance or lateness may lead to a learner not being admitted to future courses.

6.   Drop-In and Employment Support Sessions

Learners can participate/drop into these open and friendly sessions for support with writing their CV, filling in application forms and getting help with how to search and apply for jobs effectively. They can also get support with their studies. Learners can also find out more about the courses we offer and get information about which course would best suit their needs. For more information contact Gillian Newton Gillian.Newton@islington.gov.uk

7.   Information, Advice and Guidance, and Progression

As part of their course, we help learners to explore opportunities for further training and education, or how to move into paid or voluntary work. This is done in conjunction with i-work advisors and Adult Community Learning, Information Advice Guidance Advisors. As a tutor you are responsible for informing learners throughout the course of the services that we provide and the help and assistance that learners can get. Contact person: Alison Moore Alison.moore@islington.gov.uk

8.   Working in in Outreach Venues

When working in outreach venues it is important to have all relevant information to hand such as the main contact person. A tutor induction should be completed before you start the course Health and Safety arrangements and relevant contacts within the outreach venue. A copy of this document should be kept in your course folder.

Absence
Note that in the event of sickness you must inform your line manager within at least 2 hours of your normal start time to provide:
The reason for absence
The expected duration of your absence and when you currently expect to return to normal duties, details of how you can be contacted and to briefly advise your manager of any appointments that are due or work which needs to be done in your absence

Registers

Unless an alternative arrangement has been agreed, all enrolment forms should be passed on to a Learning Hub Officer either at 222 Upper Street or Arsenal Community Education Centre, or emailed. LHOs will enrol learners, and the learner will be added to the on-line course register. Tutor needs to complete the register and will need to use an "N" or "N"s if the learner's first session of attendance is later than the original course's start date.

Learner Numbers on Courses

Refer to item 5. Ensure you contact the Team Leader if you have any concerns about numbers on your courses.

9.   Initial Assessments

English, Maths and ESOL initial assessments are completed by learners with a tutor who specialises in these areas. This is done before entry to any Adult Community Learning course within these curriculums. However, all tutors should still complete a diagnostic assessment with learners which informs the group profile and identifies any individual learner support needs. Some learner may have been identified support requirements before starting the course and this will be communicated to you by a relevant member of staff.

For further information regarding Initial Assessment please see policy guidance Enrolment and Assessment

10. Course Delivery

Council Staff ID

You will need to obtain an Islington ID badge and wear this whilst delivering Adult Community Learning courses. Speak to your line manager at your induction for details of how to do this.

Course Files

Course files must contain a series of documents, please see course content check list which can be found at the end of this document. Your Team Leader may also specify requirements.

Recognising and Recording Progress and Achievement

Non-accredited courses need to follow the RARPA process. Tutors need to ensure that their course file contains documents as listed in the RARPA moderation checklist. The RARPA policy can be found on click here to access ACL Gateway. All non-accredited courses are subject to the termly RARPA moderations to monitor quality and consistency.

Accredited Courses

All courses must follow all aspects of the awarding bodies accreditation criteria, relevant documentation can be found on click here to access ACL Gateway. If portfolios are used as a means of assessment they must be handed in at the ACL Head Office by the agreed date.

Individual Learning Plans

You must work with your learners to agree an Individual Learning Plan. This will help you identify what it is they want to learn and keep track of their goals, progress and

achievements throughout the course. Individual Learning Plan pro-forma is available on the Moodle [click here to access Moodle](#) and from your Team Leader

Mid/End term Course Reviews
You must carry out course reviews with your learners. These can be mid and/or end of term depending on the length of the course. You must also speak to each of your learners about their options for progression before they finish their current course. Course review pro-forma is available from your Team Leader or [click here to access Moodle](#)

End of Course Feedback/Evaluations
Learners will be called by Learning Hub Officers to complete their feedback evaluation over the phone.   Tutors are also required to complete a course evaluation form at the end of each course, summarising learner feedback. A completed tutor evaluation must be sent to the Team Leader. All forms can be found on [click here to access Moodle](#)

11. Tutor Resources and Learning Materials

Tutors [click here to access Moodle](#) to access any materials/resources and are expected to upload any materials relating to delivery that is undertaken.

12. Confidentiality

Any information that learners provide us with will be treated as strictly confidential. However, we reserve the right to share or disclose information if we feel that they, another learner or member of staff is at risk. We will discuss this with them first.

We may use certain information anonymously (without including any of their personal details) for statistical reports to ensure that we are reaching people of all backgrounds and age groups. Advise learners that they can discuss this with the MIS Manager if they have any concerns.
Tutors need to be aware that stored data can be viewed by others. However, files can be password protected. It might be beneficial if you stored your files on a memory stick but these may not include any personal details of learners. For more information please refer to the online privacy notice. http://adultlearning.islington.gov.uk/

13. Comments and Suggestions

We want to ensure that we continually improve the services we provide. To help us to do this, we welcome any comments or suggestions that you or learners would like to make about any aspect of the learning venue and the service that we offer.

14. Adult Community Learning Policy On The Distribution Of Software To Learners

Under no circumstances should software that requires a license be distributed to learners whether it is personally owned or council owned - this is in breach of copyright laws. Failure to comply with the laws may render the council, or its employees, liable to prosecution. Staff who fail to comply with the regulations may be subject to disciplinary proceedings under the Council's Staff Code of Conduct.

Further details of the Council's policies relating to the use of ICT equipment, can be found in the **Full Security Policy** on Izzi, the council's intranet.

15. ICT Acceptable use policy

Whilst Adult Community Learning provides access to the Internet at its learning venues, it does not have control over the Internet or its content. As with other information sources, including television, videos and books, some material may be unsuitable and could be considered offensive.

It is not acceptable to access or transmit illegal, offensive or defamatory material; any of these actions will result in the individual's access being withdrawn.

We strongly advise that personal or private information should not be broadcast over the network.

We accept no liability for financial transactions carried out over the Internet.

Using Email
Do not send confidential, sensitive or personal data via e-mail
Do not send anything illegal: i.e. anything that is defamatory, copyrighted or pornographic
Do not send abusive messages
Do not attempt to monitor, intercept read or tamper with anyone else's e-mail

16. Dignity for All (Equal Opportunities)

All staff and users of Adult Community Learning venues must comply with Islington's Dignity for All Policy.

This means that no person will be discriminated against on the grounds of their race, gender, sexuality, disability, culture, religion, age, colour, language, HIV status, political or other opinion, national or social origin, association with a national minority, property, birth or other status.

Any discriminatory action, language, opinions or assumptions, including harassment and victimisation will be challenged.

17. Health and Safety

Health and Safety is the responsibility of all council employees, awareness for themselves and their colleagues. Please make yourself aware of the relevant procedures and ensure that these are covered with your learners during induction and at each session if necessary. Please pay attention to any staff notices in the learning venues.

18. Safeguarding and the Prevent Duty

We want all learners and staff to feel safe in their learning environment, and if you have any concerns speak to your line manager and refer to Adult Community Learning Safeguarding and Prevent Policy.
Contact: aclsafeguarding@islington.gov.uk

In order to support our learners to feel connected to the community, Adult Community Learning expects tutors to embed Shared Values.

Teaching and learning allows pupils to develop and demonstrate skills and attitudes that will allow them to participate fully and contribute positively to life in modern Britain. There exist multiple opportunities to discuss controversial issues and teachers are confident in creating a safe space for debate. Learners have a holistic understanding of how values can change over time.

19. Virtual Learning Environment - Moodle

All of the documents mentioned in this booklet (and more) can be found on Moodle Virtual Learning Environment click here to access Moodle

- Learner Handbook
- Tutor Handbook
- Learning Centre Induction PowerPoint's
- Course Content Checklist
- Recognising and Recording Progress and Achievement RARPA Checklist and Policy
- Templates for Scheme of work, Lesson Plans and Group Profiles
- Drop-In and Employment Support Sessions
- Punctuality and Attendance Policy
- Learning and Behaviour Policy
- Key Partnerships
- Safeguarding Poster
- Shared Values Poster (Prevent)
- Dignity for All
- Acceptable Use Policy
- Complaints Procedure
- Distribution of Software to Learners Policy
- Diary Dates
- Adult Community Learning Contact List

20. Useful Contacts

Central Office telephone number (222 Upper St) – 020 7527 5782

Bola Adeneye - Learning Hub Officer
bola.adeneye@islington.gov.uk   Tel: 020 7704 4500

Antoinelle Branch - Learning Hub Officer
Email: antoinelle.branch@islington.gov.uk   Tel: 020 7704 4500

Estifanos Abebe - Learning Hub Officer
Email: estifanos.abebe@islington.gov.uk   Tel: 020 7527 5083

Tracey Armes - First Steps Learning Centre Manager:
Email: traceyarmes@isonline.org / tracey.armes@islington.gov.uk

Arsenal Red Zone Learning Centre   Tel: 020 7704 4500
Emirates Stadium, 56 Benwell Road N7 7BA

First Steps Learning Centre   Tel: 020 7527 7002
Central Library, 2 Fieldway Crescent, London N5 1PF

Team Leaders and Teaching Staff
Anna Stec - Family Learning and ESOL Team Leader
Email: anna.stec@islington.gov.uk   Tel: 020 7527 2661

Anna Ward – English and Maths Team Leader
Email: anna.ward@islington.gov.uk   Tel: 020 7527 3088

John Healey – Lead Tutor
Email: john.healey@islington.gov.uk   Tel: 020 7527 2668

Colin Gardiner – Lead Tutor
Email: colin.gardiner@islington.gov.uk   Tel: 020 7527 5792

Sharon Hall – Lead Tutor
Email: Sharon.hall@islington.gov.uk   Tel: 020 7527 8486

Managers
Akeel Ahmed – Head of Service Quality & Curriculum Manager
Email: akeel.ahmed@islington.gov.uk   Tel: 020 7527 3468

Ann Braithwaite - VES and ICT Curriculum Manager
Email: ann.braithwaite@islington.gov.uk   Tel: 020 7527 4156

David Coleman- Quality Manager/Safeguarding Officer
Email: david.coleman@islington.gov.uk   Tel: 020 7527 3343
Email for safeguarding: aclsafeguarding@acl.gov.uk

Simon Fuller- English, ESOL FL and Maths Curriculum Manager
Email: simon.fuller@islington.gov.uk   Tel: 020 7527 3405

Ying Chan- MIS Manager
Email: ying.chan@islington.gov.uk   Tel: 020 7527 2654
A full ACL contact list can be found on the ACL Gateway click here to access ACL Gateway

ACL Checklist for Tutor Course Folders (Aide Memoire)

The checklist below details documentation/information, which must be kept in your course folder. For online delivery, we have sections in every online Moodle course click here to access ACL Gateway where the information you would normally save in your course folder must be now be stored. If you have any questions regarding your Online Course Folder please contact either Sharon Hall or John Healey who will be able to assist you. All templates can be found in: click here to access ACL Gateway

Initial / Diagnostic Assessment of Learners		To be carried out before or at the beginning of the course by the tutor. Keep results in course folder. Outcomes must inform learner profile, SOW, LPs and individual ILP SMART learner goals.
Group Profile		Key learner information such as gender, language and learner support needs together with strategies on how needs will be met. This document should be updated when learner circumstances change.
Evidence of Induction		Tutors to use the PowerPoint presentation induction. This can be found on ACL Gateway. Print, present to learners and keep in course file. Keep a list of learners that have completed induction, including late starters.
Register		On-line registers will be available for your use before or at the start of the course. Learners should be marked as attending at the point of arrival. Online register should be completed and update within 15 minutes of the class starting If the tutor does not have immediate access to a computer, tablet or smart phone, the register must be completed within **24hrs after each** session's end time.
Scheme of Work (SOW)		Need to contain SMART Aims & Objectives. Examples and templates can be found on ACL Gateway or ask the Team Leader or the Curriculum Manager for the template. Include links to employability, English, maths, personal and social skill development (wider skills)
Lesson Plans		Need to contain SMART Aims, Objectives and outcomes for learners, including differentiated tasks. Outcomes may include wider skills. Examples and templates can be found on ACL Gateway or ask the Team Leader for the template.
Individual Learning Plans/ RARPA/assessment		Should be used in all courses to record and review SMART course and learner individual learning goals. Examples and templates can be found on ACL Gateway or ask the Team Leader or the Curriculum Manager for the template.
Resources		Keep in course folder and/or electronically. Ensure positive examples of diversity are used. You are required to upload all your resources on ACL Gateway in your 'Hand in' folder so you can share them with other tutors- please speak to your Team Leader who will advise you.
Progress tracking sheet or individual learner		To record the progress and learning of learners during the course and used as evidence of achievement for RARPA.
Learner's Work (kept separately in learners folders)		Learner folders/portfolios kept as evidence of RARPA or for the awarding body when the aim is external certification. To be presented at termly RARPA moderation meetings or as requested for Internal/External Verifier.
Course Reviews: Mid-Course and End of Course.		As a minimum evidence of mid and end of course reviews should be available for all courses with comments from both learner and tutor. This may be part of learners ILP. Goals should be reviewed as required during the course and final achievement recorded at the end of the course.
Adult Community Learning Course Evaluation for Learners		The Hub Officer will call the learners at the end of the course.
Adult Community Learning Course Evaluation for Tutors		Tutors to analyse learners' feedback and complete their courses evaluation as soon after the end of the course as possible. Send a copy to the Curriculum Coordinators and also to the Hub Officer/Learning Development Manager.
Signposting and Advice		Towards the end of the course learners should receive information and guidance about their next step. Up to date information relevant to learners: ACL leaflets, CIC/Candi prospectus, IAG sessions, Support Services folder (kept in Learning Centres) and other organisations etc. Intended progress and destination must be recorded on register.

Our Data Entry Guidelines and Enrolment Procedure (Accredited Courses) and Enrolment form check requirements are available in Moodle [click here to access Moodle](#)