



Adult Community Learning

Course Delivery

Tutor Handbook 2021-2022

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1. Covid 19-Advice

If you or a member of your household have any of the COVID-19 symptoms, you must **not** attend Adult Community Learning venues or our partner venues. Please let your line manager know you are not able to attend the session and follow the guidance on self-isolation. [Click here NHS Covid-19 conditions and self-isolation](#) and testing. [Click here to order lateral flow tests](#)

2. Adult Community Learning Courses

We offer a variety of courses for different levels of ability online and at our various centres and in the borough. Our courses are focused on improving the employment skills and life chances of residents to help familiarise yourself with the range of courses on offer each term to share your learners [Click here for more information about our courses](#)

3. Enrolling learners to courses

Learners are now encouraged to apply online to join a course, where applications are reviewed by LHOs and approved by tutors and/or team leaders. If it is an enquiry and if it is decided that they should apply to join the course, the enquiry must be approved (by the tutor/team leaders) and an automated email is sent to the learner to make a full application to the course.

Where an enrolment form is used, new learners must complete a green form and continuing learners a supplementary blue form, signed by both learner and tutor. Tutors must ensure that these are fully and correctly completed, including:

- Residency status
- Employment status
- Any benefits claimed
- Prior attainment

Proof must be provided by the learner and its description noted on the enrolment form in the following situations.

- Learner is in paid employment and earning less than the London Living Wage (currently £21,571) - wage slips for the last three months or contract of employment. This applies to any course leading to a qualification but does not apply to FS English and maths and Essential Digital Skills (up to L1).
- Learner is not a UK/EEA national or has no right of abode in the UK and has been in the UK/EEA for less than three years - Proof of residency status, for example home office letter.

If proof cannot be produced in a face-to-face situation, the learner can provide evidence using Zoom or Teams on a 1:1 basis. The learner should not email it to you – for data security reasons. If this is not possible, then we may have to rely on learner self-declaration until the situation allows.

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

If in any doubt, please consult with MIS.

4. Course Induction

All Tutors must 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 online courses, Information Advice Guidance and Progression opportunities.

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

Tutors have access to policies and relevant information which is located on your individual Moodle course page [click here to access ACL Gateway](#)

5. Registers

On-line registers will be available for your use before or at the start of the course. Learners must be marked as attending at the point of arrival. Online register must 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 their course register, they must inform their 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: <ul style="list-style-type: none">• 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/online 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: <ul style="list-style-type: none"> • 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, the tutor must fully complete the register 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.

6. 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.

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 or learners do not attend and if the number of learners in the class is low.

Regular attendance and punctuality are 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.

7. 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

8. 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

9. Working 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 must be completed before you start the course covering 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

If agreed to be used beforehand, all enrolment forms should be passed on to a Learning Hub Officer (LHO), either at 222 Upper Street or Arsenal Learning Centre. The LHO will enrol the learners online and the tutor will then need to subsequently update the register using a 'N' or 'Ns' if the learner's first session of attendance is later than the original course's start date.

10. 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. If a learner has been identified as requiring support 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

11. Course Delivery

Council Staff ID

Must 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.

Online Delivery

For online delivery ACL uses two video conferencing platforms, MS Teams and Islington Corporate Zoom licences. Tutors are required to follow the Islington Digital Skills policy when using Zoom. Before using Zoom, the tutor must attend mandatory Zoom moderator training.

Use of Zoom as a moderator is only permitted on a council-managed laptop using Global Protect. Co-hosts should also use a laptop this does not have to be council laptop. Moderating or co-hosting using a smartphone or tablet is not acceptable.

Tutor/staff must not record lessons or resources using Zoom. Zoom can only be used to record City & Guilds Speaking and Listening exams. This must be registered on the Zoom meeting the reason for recording. All recording must be deleted after 30 days as per DPIA.

Working from Abroad

During the exceptional circumstances that we find ourselves in, Islington Council has adopted a number of flexible approaches to working which includes considering applications to work remotely from abroad.

Please speak to your line manager to discuss your request, you will need to discuss with them your reasons for wanting to work from abroad, the length of time you need this arrangement to be in place and agree the work that you will undertake whilst abroad. You and your manager will need to consider the country you will be working from; the data and work you will do; the system(s) that you will access; the equipment that's required and; the reason(s) for your request.

If your manager supports your request, you will need to submit a request via ICT HelpMe and complete the risk assessment. Your Information Asset Owner (IAO) (Head of Service or Service Director) will approve or reject your request based on the information risks associated with your request.

Requests to work abroad will only be approved for a maximum of 6 weeks, where an employee wishes to exceed this, it must have written approval from the IAO. Any variation to normal working arrangements will need to be confirmed in writing with a copy of the letter sent to HR to be included on the employee's file.

Course Files

Course files must be kept up to date on the VLE [click here to access ACL Gateway](#) Course content list can be found at the end of this document. Your Team Leader may also specific 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](#)

12. Tutor Resources and Learning Materials

Tutors are required to upload resource and learning materials onto Adult Community Learning VLE [click here to access Moodle](#)

13. 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 before sharing the information.

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 USB memory stick must not include any personal details of learners. For more information please refer to the online privacy notice. <http://adultlearning.islington.gov.uk/>

14. 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.

15. 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 on Izzi, the council's intranet <http://izzi/me/staff-essentials/information-governance/data-security/Pages/default.aspx>

16. 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.

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: example 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

17. 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.

18. 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.

19. 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

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

Teaching and learning support 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.

20. Virtual Learning Environment - Moodle

All 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

21. 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 Lead Tutors

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

Email: gillian.newton@islington.gov.uk

Juliet Bellagambi – Digital Skills Team
Leader Tel: 07816 116639
Email: juliet.bellagambi@islington.gov.uk

John Healey – Lead Tutor
Tel: 020 7527 3088

Gillian Newtown Vocational and
Employability skills Team Leader Tel:
07817 087957
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 – Assistant Director 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 need 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 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 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](#)