

Employment Skills and Culture Service Adult Community Learning

Learner Handbook 2020/21



Welcome to your ACL course!

We want you to get the most out of your course.
To help you we have put together this handbook to ensure
that you have all the information you need.

If you have any question please ask your tutor



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1. Your Course Details

You have enrolled in a course that we hope will suit your needs. You will be able to access your course material online through our Virtual Learning Environment (VLE) Islington ACL Gateway [click here to go to ACL Gateway](#)

At the end of your course your tutor will talk to you about options available and if you want more information refer you to our Information, Advice and Guidance (IAG) Advisors who you can talk to about your options and next steps.

Complete this section with the information given by your tutor.
If you are doing more than one course, please complete one for each.

Course Title (1)	
Accreditation/Level	
Name of Tutor	
Venue	
Tel No.	
Class Day(s)	
Start/End Times	

Notes

Course Title (2)	
Accreditation/Level	
Name of Tutor	
Venue	
Tel No.	
Class Day(s)	
Start/End times	

Notes

Course Title (3)	
Accreditation/Level	
Name of Tutor	
Venue	
Tel No.	
Class Day(s)	
Start/End times	

Notes

2. Islington Learning Skills & Employment

We offer a range of courses, which are available across the borough and online. These courses are for Islington Residents aged 19 or over. There are also other eligibility requirements depending on the course.

Our aim is to build upon the career aspirations of Islington residents by helping our learners move into long term paid employment.

3. Islington Adult Community Learning

You can find out about the courses we have on offer in our ACL course brochure, copies of which can be found on the Islington Council Website, in learning centres, libraries and other Islington council buildings. Some courses may be advertised on our notice boards. Ask your tutor or the person in charge for more information.

You can also find out about our courses online: [Click here for more information about our courses](#)

4. Safeguarding

We want all learners to feel safe in our learning venues. If you are worried or concerned about your safety, please speak to a member of staff.

Our Safeguarding posters are available on ACL learning website- Moodle are displayed in all of our learning venues - a copy of this poster can be found on pages 14 and 15.

5. Learning Rules.

Venue Learning Rules

- All mobile phones must be set to silent mode, and calls must be taken outside the classroom
- No eating or drinking is permitted in the venue except in designated areas.
- Smoking is not permitted anywhere in the building.
- Violent or offensive language and behaviour to other learners and staff will not be tolerated.
- Wilful damage to centre property will not be tolerated
- Learners under the influence of alcohol or drugs will be refused entry
- The internet may only be used in line with Islington ACL Acceptable Use Policy, which can found on page 11
- The learning venue cannot take responsibility for loss or damage to personal possessions
- All learners must comply with Islington's Dignity for All policy
- Learners must attend all lessons of the course and arrive on time for the start of each lesson. Learners must inform us as soon as possible if they will be delayed and attend lesson late
- If you speak a different language you must try to speak English in class; this is an opportunity for you to improve your English speaking skills

Any learner who does not comply with these rules may be refused access to ACL learning venues and courses in the future. Please refer to Learning & Behaviour Agreement on page 10

- If a member of staff has concerns that a learner has not complied with these rules, they must first speak with the learner and a written record must be kept and signed by both the learner and member of staff.
- If there are further incidents, then there will be a meeting between the learner (and learner's representative if required), the member of staff and the venue manager. Again, a written record must be kept and signed by all present.
- If any further incident occurs, the learner will meet with the learning venue manager or a member of the ACL management team.

By enrolling for a course, you agree to abide by the rules of the venue as stated above as well as the Acceptable Use and Dignity for All policies. Islington ACL response to Covid-19, many of our courses are now being delivered online through a blended learning approach.

Online Learning Rules

- Try to be somewhere quiet, away from noise where you can fully concentrate on your learning
- Even if you are at home, you should wear appropriate clothes as you would in the classroom
- Log in to the session 5-10 minutes before the start time to give yourself time to test your microphone and speakers, (and resolve any technical issues)
- Be on time to every online session.
- Respect everyone and do as the teacher asks.
- Mute your microphone whenever you are not speaking to reduce background noise.
- Be patient because sometimes the internet is slow or does not work.
- Do your homework.
- Never record or screenshot any part of the lesson.
- Keep your camera turned on (unless agreed otherwise with your tutor)
- A tea/coffee is fine, but please avoid eating during the sessions
- Be present, engaged and ready to contribute
- Do not multitask (documents and presentations that are required for the session are the only things you should have up on your screen). Although it is tempting to check emails or work on other things when you are not speaking, please remain focused.
- If you need to excuse yourself, please use the chat function to let the tutor know that you need to leave and when you will return.

6. Punctuality and Attendance on Courses

It is very important that you participate in/ attend every class and to be on time. You must tell your tutor or the venue manager if you are going to be late or if you cannot come.

Attendance and punctuality is important for you to successfully complete your course. If you are often late or absent, you may be asked to leave the course and you might not be able to attend our courses in the future.

7. Drop-In & Employment Support Sessions

Drop-in sessions are there to help you with writing your CV, filling in application forms and showing you how to search and apply for jobs online.

You can also get help with your coursework and use the computers to practise or to catch up on what you may have missed. However, due to Covid-19 computers for Drop-in sessions are currently not available. Currently the Drop-in session are available on line and you need to book this session with tutor.

As centres begin to open Drop-in, session will become available. Allocated time slots will need to be booked through the centre.

8. Information, Advice & Guidance (IAG) & Progression

We can arrange a one-to-one meeting with an IAG advisor to help you to plan your future. Please ask your tutor to book a meeting with an advisor for you.

We also work with Islington i-WORK service who can provide 1:1 coaching to support you in gaining employment.

Within your course you will also receive lots of support from your tutor to help you achieve your learning goals and you will be informed about relevant courses that you may wish to do to help you progress onto higher education and or into work.

PLEASE ASK US ABOUT JOB OPPORTUNITIES.

9. Islington ACL Gateway

Learners will be able to access their course information through our Virtual Learning Environment (VLE) [Click here to access ACL Gateway](#)

At the start of the course learners will be allocated a username and password to the ACL Gateway.

To access the full contents of the site and your ACL course you must first log in. When you log in for the first time, you will be asked to change the default password to something you can remember for future use. If you forget your password please use the forgot password link [ACL Gateway password click here](#)

10. Individual Learning Plan

As well as having regular reviews with your tutor, you will have an Individual Learning Plan. This will help us and you identify what you want to learn and keep track of your goals, progress and achievements throughout your course.

Your Individual Learning Plan will be available on line, which you can access via the ACL Gateway [Click here for the ACL Gateway](#)

11. Textbooks- for learning in venues

You are welcome to use the textbooks that are available at the venue. However, textbooks must not be removed from the venue, except on certain courses, with agreement from your tutor.

12. Printing- for learning in venues

Always ask a member of staff if you need to print a large amount or if you need to print in colour. We would ask you to think about the environment before printing and only print if you really need to.

Resources are available online Virtual Learning Environment the ACL Gateway [click here for the ACL Gateway](#)

13. Confidentiality

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

We may use certain information anonymously (without including any of your personal details) for statistical reports to ensure that we are reaching people of all backgrounds and age groups. Please discuss this with the venue manager if you have any concerns.

14. Comments and Suggestions

We want to ensure that we continually improve the services we provide. At the end of your course, you will be asked to complete a feedback or course evaluation form, which will give you the opportunity to comment about any aspect of your learning, the venue and the service that we offer.

Ofsted Learner Survey: you can give your views on our service at [Click here for Ofsted Learner survey](#) You will need an email address to complete this survey

15. Complaints Procedure

We hope that you will not have cause to complain, but if you do, you should raise it with your tutor. They may be able to clarify or solve the problem quickly and will welcome your feedback. If you are unhappy with the result of an initial complaint and you would wish to take it further, please refer to ACL's Complaints Policy.

16. Acceptable Use: Internet & Email

Whilst ACL 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. Please see page 11

17. Dignity for All (Equal Opportunities)

All staff and users of ACL learning venues must comply with Islington's Dignity for All Policy. Please see our Learning Centres' Policy Folders.

This means that no person will be discriminated against on the grounds of his or her 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. Protected Characteristics Sheet on page 12

18. Health & Safety- for learning in venues

Please pay attention to staff notices and inductions regarding Fire Safety. These also include:

- First Aid
- Emergency procedures
- Refreshments

19. Contacts

You may find the following contacts useful.

Arsenal Learning Centre

Arsenal Hub, Emirates Stadium, 56 Benwell Road, N7 7BA Tel: 020 7704 4500

Finsbury Library

245 St John Street, EC1V 4NJ, Tel- 020 7527 5083

First Steps Learning Centre

Central Library (Holloway Road entrance), 2 Fieldway Crescent, N5 1PF, Tel: 020 7527 7002

20. Policy Posters and Briefing Sheets

A: Learning & Behaviour Agreement

is the commitments and responsibilities expected of you, the learner, by Islington Learning Skills and Employment Service.

What can you expect?

- To learn in safe & comfortable surroundings.
- To have your skills valued & recognised.
- To receive the support you need.
- To be taught by an experienced & qualified tutor.
- A stimulating & enjoyable learning experience.
- To receive helpful feedback from the tutor.
- Impartial advice & information.
- To be offered a course at the appropriate level for you.

What do we expect in return from you?

- To attend your course on time.
- To inform your tutor if you cannot attend your class.
- To complete your learning diary and work on time.
- To treat the tutors and other learners with respect and understanding.
- To listen to your tutor and follow instruction.
- To participate in discussions and listen to other people's opinions.
- If you speak a different language you must try to speak English in class; this is an opportunity for you to improve your English speaking skills
- To discuss problems that you are having with your learning, with your tutor or service staff.
- A commitment to the Health & Safety of yourself and other learners.
- A commitment to Islington's Dignity for All Policy.

If you do not observe all of the above, we may withdraw your offer of a place on your course and/or may be unable to offer you a place on a course in the future.

ICT Acceptable Use Policy

Learning Centre Rules

- No eating or drinking is permitted near the computers, only in the designated area.
- Close programs and turn off the computer when you have finished.
- Delete your files when you have too many on the network.
- Do not store sensitive data (such as your contact details) on the shared drive.
- Inform the centre staff if there is a problem with a computer.
- Wilful damage to Centre property will not be tolerated.
- We are not responsible for loss or damage to personal possessions.

The Internet may only be used in line with our acceptable use policy (see below).

Acceptable Use of Internet

All citizens are entitled to Internet access for their information, education and recreation. Whilst the learning centre provides access to the Internet, 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. Individual users are responsible for their use of the Internet at the Learning Centre.

Please be aware of the following:

- 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

Please be aware that e-mails are easy to intercept.

- 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

C: Dignity for All and the Protected Characteristics

Do you know about Protected Characteristics?

Everyone has a legal right to be protected from discrimination in the workplace and in wider society. Please also refer to the Safeguarding sections in the ACL Learner & Tutor Handbooks

Protected Characteristics Groups:

- age
- being or becoming a transsexual person
- being married or in a civil partnership
- being pregnant or having a child
- disability
- race including colour, nationality, ethnic or national origin
- religion, belief or lack of religion/belief
- sex
- sexual orientation

ACL has a duty to:

- have due regard to the need to eliminate discrimination
- advance equality of opportunity
- foster good relations between different people when carrying out their activities

Action Against Discrimination

Legally, you can do something voluntarily to help people with a protected characteristic if they.

- are at a disadvantage
- have particular needs
- are under-represented in an activity or type of work

If you would like more information, please speak to your tutor

Islington Adult and Community Learning promotes the following values:

The rule of law

- No one is above the law
- Laws protect everyone
- Innocent until proved guilty
- Human rights and justice for all



Democracy

- Your opinion counts
- Participating in decision making

Respect, tolerance and social inclusion

- All backgrounds and cultures
- All ages
- All genders and sexualities
- All religions and beliefs
- Individual experience and history



Individual liberty

- Freedom of speech
- Learner voice

Safeguarding

- Keeping people safe
- Confronting discrimination



If you don't feel safe please tell us.

ACLsafeguarding@islington.gov.uk
07892 700 217 or 07971 599 383



Safer learning

Your rights and responsibilities

You have the right to feel safe where you learn.

Other people should not hurt or abuse you in any way.
Other people should not threaten to hurt or abuse you.

Your responsibilities are:

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

There are staff who are there to support you and help make your place of learning safe.

This guide uses the words **abuse**, **responsibility** and **threaten**.

- **'Abuse'** is when someone does something to you that makes you feel bad or hurts you.
- **'Responsibility'** means something you need to do.
- **'Threaten'** means when someone makes you feel like they are going to hurt or abuse you.



What should you do if you think you are being hurt or abused?

If you think you have been hurt or abused by another student or learner, member of staff or visitor, you should report this as soon as possible.

Tell someone you trust about what is happening.

Find out from your tutor, student support services or other trusted staff member who is responsible for protecting learners. Sometimes these are called Child or Vulnerable Adults Safeguarding Officers. Put their details here:

ACL **leman**
Manager ACL
020 7527 5680

You can also contact:

- Samaritans – 08457 909090
- Victim Support – 0845 3030900



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 <p>Physical abuse People should not touch you in a way that hurts. People should not hit, kick, pinch, burn or push you, or bind or tie you up.</p>	 <p>Sexual abuse People should not:</p> <ul style="list-style-type: none"> • touch you if you don't want them to; • make you touch them if you don't want to; • say sexual things to you if you don't want them to; • make you touch the sexual parts of their bodies if you don't want them to; • make you take part in a sexual act with them if you don't want them to.
 <p>Psychological or emotional abuse People should not upset you by bullying or teasing you.</p>	 <p>Financial, money or material abuse People should not steal from you. People should not bully you into handing over your money or things you own.</p>
 <p>Neglect If you have personal care support, people who are there to help you should not neglect you or ignore you. People should not take away your rights to basic living needs such as shelter, food and water, clothing and medicine. People should not take away your right to make your own choices.</p>	 <p>Discrimination People should not treat you badly because of your:</p> <ul style="list-style-type: none"> • age; • disability; • gender (whether you are male or female); • ethnicity; • religion; or • who you choose for your girlfriend or boyfriend.

ACL Complaints Procedure

We hope that you enjoy your learning with us. However, if at any time you are unhappy with the service provided, you can follow these procedures:

1. Initially, please discuss any issues you may be experiencing with your **Tutor**. They may be able to clarify or solve the problem quickly and will welcome your feedback.
2. If you are still unhappy, you can make a formal complaint to the Quality Manager: David Coleman – Adult Community Learning, 222 Upper Street, London N1 2UD. *
Tel: 020 7527 3343 / 07525387549 Email: david.coleman@islington.gov.uk
3. The Tutor/Centre Staff will log your complaint and try to resolve your concern or pass it on, with your approval, to the Quality Manager to investigate. You will also receive an acknowledgment of your complaint within 3 working days and a full written reply within 10 working days in accordance with Islington Council Procedures.
4. If you believe your complaint has still not been dealt with properly you can make a formal complaint to: The Central Complaints Unit, Town Hall, Upper St, London, N1 2UD. * Tel: 020 7527 3007. Email: central.complaints@islington.gov.uk
www.Islington.gov.uk/complaints

We also welcome your thoughts and feedback on the POSITIVE experiences you have had learning with us. Please tell us!

*** Please note:**

Due to the Covid-19 Pandemic postal addresses above are not monitored until we can go back to the office, so we highly recommend you contact us by phone and email until further notice.