



## Introduction

Thank you for enrolling on a course with Leicester Adult Skills and Learning Service. This handbook will provide you with a range of information and advice to help you get the most out of your course. We do hope you enjoy studying with us.

This booklet can be made available in other formats; please ask for assistance. If you haven't already received one, please ask for a course information sheet, or look on our website [www.leicesterlearns.ac.uk](http://www.leicesterlearns.ac.uk)

## Welcome to the Leicester Adult Skills and Learning Service

### What can you expect from us?

- Clear and impartial information and advice to help you choose from the range of courses available to you.
- To be treated with courtesy and respect and without unfair discrimination.
- A clean, welcoming place to learn.
- Accessible and safe accommodation.
- A high quality learning experience which is well planned, stimulating and challenging.
- To be taught by tutors who are knowledgeable, experienced and qualified.
- To be able to identify and work towards your learning goals.
- To be actively involved in planning and reviewing your learning and development.
- Appropriate feedback on your progress.
- Support in overcoming any barriers which might affect your learning and

development.

- Access to suitable resources for learning.
- To know how to lodge a complaint if necessary.
- To have an opportunity to express your views.

*Adult Learners Entitlement Policy 2010*

### What do we expect from you?

- To contribute to learner feedback and consultation processes to help us improve our service.
- To attend regularly and to inform us of any unavoidable absence. There is a clear link between attendance and success (accredited courses have specific requirements, usually 80% minimum attendance). We may contact you if you are absent to see if we can help you overcome any barriers to returning to your course.
- To raise matters promptly with your tutor if you have any problems with the course or with the course work, in order that we can provide the necessary help.
- To observe the Health and Safety requirements of the course and of the centre.
- To treat staff, fellow learners and other users of the centre with courtesy and respect. Not to behave in a way which is likely to cause offence, discriminate against or cause harm to others or bring the Leicester Adult Skills and Learning Service into disrepute.
- Not to be disruptive to the learning session or other users of the setting e.g. using mobile phones in class or being under the influence of alcohol or non-prescription drugs.
- Not to access internet material which is

offensive, inappropriate or illegal.

- To inform us immediately of changes to your name, address or contact details.

Learners who do not comply with these ground rules will be asked to leave in accordance with the LASALS Exclusion Policy (2009).

## Funding and Fees

Leicester Adult Skills & Learning Service receives the majority of its funding from the Skills Funding Agency (SFA).

The grant we receive from the SFA enables us to subsidise the fees we need to charge to most learners. Without this subsidy, fees would have to be significantly higher.

Many learners may be eligible for free classes or help with fees; we will discuss this with you when you come to enrol.

In addition, if you are in financial difficulty you could qualify for assistance from our Learner Support Fund. This funding can also be used for assistance with childcare, exam fees and certain materials. Ask at your centre for information or see our website [www.leicesterlearns.ac.uk](http://www.leicesterlearns.ac.uk).

## Supporting Learners

### Information and Advice

Before, during and after courses, we will provide all adult learners with free and impartial information and advice about learning opportunities.

**Our information and advice service aims to be:**

- Professional, friendly and confidential.
- Comprehensive, accurate and up-to-date.
- Appropriate for your individual needs and circumstances.

Where we are unable to provide a service to meet your needs, we will refer you to organisations and/or individuals who may be able to help.

### Choosing the right course for you:

- Please ask for a prospectus and/or course information sheet or visit our website [www.leicesterlearns.ac.uk](http://www.leicesterlearns.ac.uk)
- Talk to our friendly staff about choices and opportunities.
- Visit one of our Multi-Access Centres for advice about courses for work.

Throughout our programmes we will promote equality and tackle discrimination.

### We will support learners, wherever possible, by providing:

- A fair fees policy targeting help to those in need.
- Easily accessible local provision.
- On-programme support.

### Additional Learning Support

We may be able to provide support during your course and/or examination. If you have an additional support requirement, due to a learning difficulty, disability, long term health condition, or any other reason, please inform your tutor or setting admin staff as soon as possible or contact the Additional Support Co-ordinator direct on Tel: 0116 229 2261 / email [learningsupport@leicesterlearns.ac.uk](mailto:learningsupport@leicesterlearns.ac.uk) . or by text message on 07976348205.

### Leicester Learns

The Service has an Online Learning Environment called "Leicester Learns" which provides access to course materials outside of normal class times. The system can be accessed from any computer with an Internet connection by visiting the Leicester Adult Skills & Learning Service website at: [www.leicesterlearns.ac.uk](http://www.leicesterlearns.ac.uk)

All our learners can sign up on Leicester Learns so log on and see what's available. Your course may have a section on the system or for more information ask your tutor.

As the system develops, more courses will have resources and activities online. Learners who may require additional support with their learning can also find some useful resources on Leicester Learns.

### Quality Matters

Leicester Adult Skills & Learning Service is committed to continuously improving the quality of the learning and teaching we provide. One of the ways we assure and improve the quality of our programmes is



## Leicester Adult Skills and Learning Service

### Learning City

Celebrate Leicester as a 'Learning City' and work more closely with our local Universities and Colleges



### Encouraging Longer and Healthier Living

Encourage adults to be more active and fit through a range of sports, health and wellbeing activities linked to learning. Support adults who have experienced mental health problems to get back into learning and skills.



### Local Democracy "Leicester Speaks"

Foster the use of learning in encouraging local democracy by opening up accessible spaces for debate and active citizenship. To network with civil society partners to make sure that the voices of people across the city are listened to and responded to.



by visiting classes to observe the activities taking place. The class you attend may be visited by a member of the management team or another tutor. We will watch some of the lesson, talk to the tutor and may speak to learners about your experiences, what you are learning and how you are progressing. We are not there to make judgements about any individual learner but we are interested in the session as a whole. We will try to disrupt the lesson as little as possible but we are keen to capture a real feel of the learning taking place. We are dedicated to recognising and celebrating the progress and achievement of all our learners. We encourage all learners to set goals and reflect upon their achievements.

Whether your programme of learning leads to a qualification or not, at the start of the course your tutor will talk to you about what you want to achieve on the course and will complete some simple paperwork with you to record this. During the course your tutor will discuss and record your progress with you and at the end of the course your

achievements will be recorded. You will also have the opportunity to talk to your tutor about what you would like to do next. We have tried to keep the paperwork we use simple and effective and we are always looking for new and innovative ways to recognise and record learning.

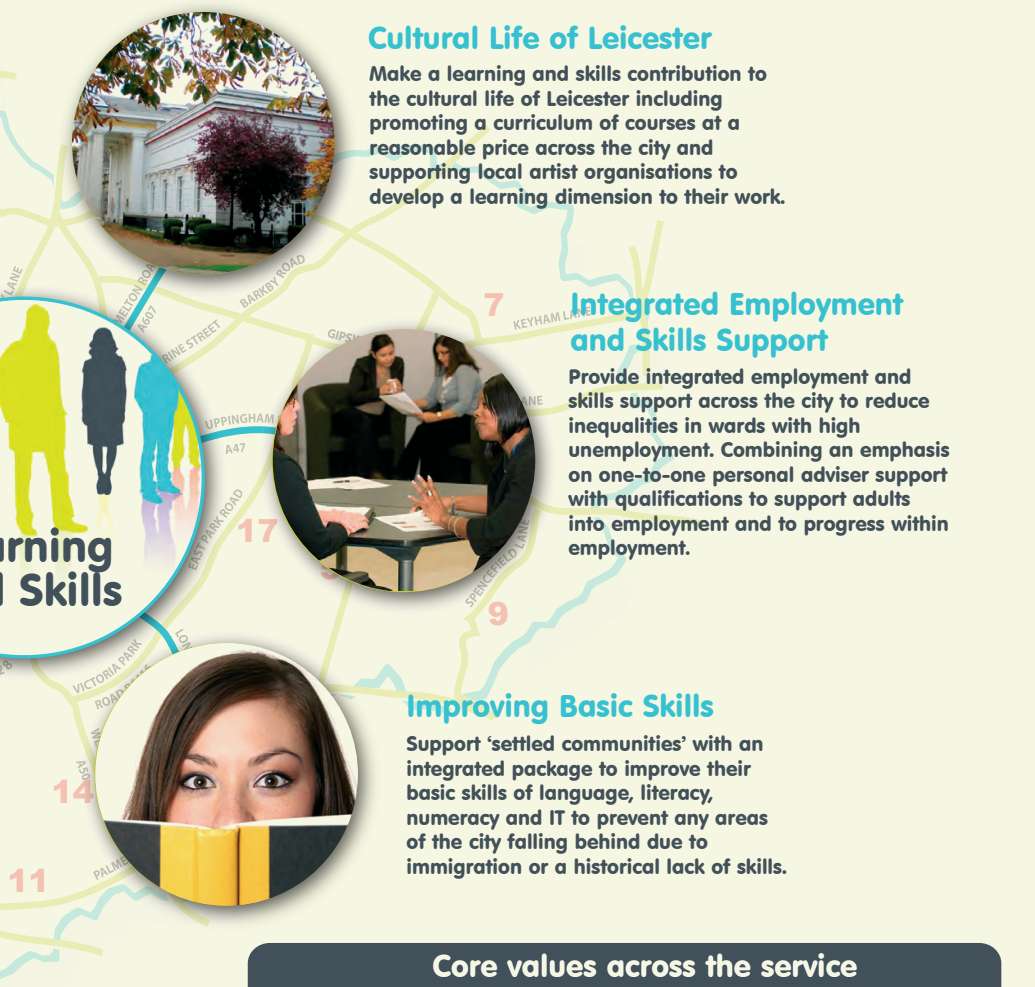
### Health and Safety

We believe that learners enrolled with Leicester Adult Skills & Learning Service are entitled to learning that takes place in a safe, healthy and supportive environment.

Please take a minute to read these Health and Safety guidelines:

- Always make sure you are aware of the evacuation procedures for the room you are using, especially if you are in a different room from usual.
- If you are disabled and need assistance in the event of a fire, please talk to a member of staff to arrange a Personal Evacuation and Escape Plan (PEEP).

## Strategic Map



### Core values across the service

- High quality
- Responding to learners and communities
- Working with partners
- Equalities of opportunity including positive action against discrimination or injustice
- Efficiency in the use of public funding

- Always treat fire bells seriously and evacuate the building in an orderly manner by the nearest exit.
- Do not return to the building until given the instruction by the staff in charge.
- As an adult learner you must follow the health and safety procedures and instructions given by your tutor. If you are unsure, please ask for assistance before you proceed.
- Your course will include information and guidance about Health and Safety relevant to the subject.
- If you observe anything which you feel is a risk to the health and safety of staff, other learners or members of the public, please make sure you bring it to the attention of a member of staff.
- The service is committed to

safeguarding children and vulnerable adults from abuse and exploitation. If you have concerns please talk to a member of staff or contact Kerry Gray, Senior Manager Learner Responsiveness on 07977586868.

### Learner Involvement

Leicester Adult Skills & Learning Service is committed to the meaningful involvement of learners, past, present and future, in the development and quality improvement of the service.

The service has a Learner Responsiveness section that seeks to involve learners and stakeholders in shaping the city's adult learning experiences.

They:

- build upon the service's existing strong

community connections through the research and development of local adult learning needs analysis.

- undertake regular consultation with learners using a variety of interesting and innovative methods
- regularly feed back to learners and staff on the outcomes and actions taken as a result of Learner Involvement.

If you would like to be more involved, please ask your tutor or adult learning staff in the setting for more information. Your views are important to us.

### Comments, Compliments and Complaints

Leicester Adult Skills & Learning Service aims to offer a high quality learning service to all our learners. If you would like to acknowledge good service, please use one of the report forms available from reception.

Occasionally things will go wrong but we will try to do something about it if you tell us about the problem. To help us improve the quality of our service, please follow the complaints procedure outlined below:

**Stage 1** – Speak to one of the Leicester Adult Skills and Learning staff at your setting.

**Stage 2** – For serious concerns, please use the report form available from reception and return it to the Learning Zone manager as indicated on the form. You will get a reply within 10 working days.

**Stage 3** – If you are not satisfied with the response or the action taken, you should ask for your complaint to be passed to the Senior Manager Learner Responsiveness who will investigate and aim to respond within 10 working days.

**Stage 4** – Should you remain dissatisfied with how local officers have dealt with the complaint, you should write to:

The Head of Service,  
Leicester Adult Skills & Learning Service  
A1 New Walk Centre  
Leicester. LE1 6ZG

For accredited courses, awarding bodies require learners to have access to the examination complaints procedure, this is available on request.



### Text Alerts

Do we have your mobile number?

This year we will be texting learners to alert them to any cancelled classes as quickly as possible.

Contact reception to update your record.

## Multi-Access Centres

Supporting people into work



## Out of work?

### Unsure what to do next?

Visit your local MAC and let us help you access training and/or employment opportunities.

We can help you with:

- Information, Advice and Guidance
- Job search
- Preparing for interviews
- Boosting your confidence
- Training and vocational courses
- Improving your English and maths skills
- Starting your own business
- Voluntary work

We can also refer you to additional support with: Welfare benefits, Health matters, Money and Debt advice, Consumer and Legal advice, Housing and Immigration information

Visit [www.multiaccesscentres.com](http://www.multiaccesscentres.com)



## Do you need help with childcare while you learn?

The Leicester Adult Skills and Learning Service are working in partnership with the Children's Information Service to help you to organise and pay for childcare while you learn. There are lots of different childcare options and different sources of financial support for childcare and the Children's Information Service can help you find appropriate and local childcare that matches your course.

The Childcare Brokers at the Children's Information Service can:

- Provide information showing all the childcare providers close to home or where you are taking the course.
- Negotiate with childminders or nurseries on your behalf to secure the best costs and arrangements.
- Help you to apply for all the financial support you might be entitled to, for example Learner Support Funds, Nursery Education Grant etc.

Call Freephone: **0800 9525678**  
 Home Language Line: **0116 2254897**  
 Internet: [www.familiesa.gov.uk/fox](http://www.familiesa.gov.uk/fox)  
 Email: [early.years@leicester.gov.uk](mailto:early.years@leicester.gov.uk)

## Your Local Centres

= Enrol here

The Leicester Adult Skills and Learning Service holds courses at many centres across Leicester. Classes are run in schools, community centres, neighbourhood centres and library and learning centres. We are sure that wherever your course runs you will find friendly and welcoming staff and tutors and have an enjoyable learning experience.

| Area                     | Centres  | Telephone     | Email  | Multi Access Centre |
|--------------------------|--|---------------|--|---------------------|
| Beaumont Leys            | Tudor Centre   | 0116 221 1799 | <a href="mailto:tudor@leicesterlearns.ac.uk">tudor@leicesterlearns.ac.uk</a>             | + MAC 0116 221 1772 |
|                          | Babington Community Technology College, Home Farm Neighbourhood Centre, Barley Croft Centre, Leicester Leys                        |               |  |                     |
| Belgrave and St Matthews | St Matthews Neighbourhood Centre   | 0116 222 1045 | <a href="mailto:stmatthews@leicesterlearns.ac.uk">stmatthews@leicesterlearns.ac.uk</a>   | + MAC 0116 223 2389 |
|                          | Abbey Primary Community Wing   | 0116 261 2327 | <a href="mailto:abbey@leicesterlearns.ac.uk">abbey@leicesterlearns.ac.uk</a>             |                     |
|                          | Belgrave Neighbourhood Centre  | 0116 222 1097 | <a href="mailto:belgrave@leicesterlearns.ac.uk">belgrave@leicesterlearns.ac.uk</a>       |                     |
| Braunstone               | The Brite Centre   | 0116 233 3164 | <a href="mailto:brite@leicesterlearns.ac.uk">brite@leicesterlearns.ac.uk</a>             | + MAC 0116 225 2484 |
|                          | Braunstone Leisure Centre, Braunstone Grove Centre   |               |  |                     |
| City Centre              | Leicester Adult Education College (LAEC)   | 0116 233 4343 | <a href="mailto:laec@leicesterlearns.ac.uk">laec@leicesterlearns.ac.uk</a>               | + MAC 07791403952   |
|                          | New Walk Museum, REMIT Mental Health Project ( 0116 229 2269)  |               |  |                     |
|                          | Moat Community College   | 0116 261 9556 | <a href="mailto:moat@leicesterlearns.ac.uk">moat@leicesterlearns.ac.uk</a>               |                     |
|                          | Sparkenhoe Community Primary School  |               |  |                     |
| Highfields               | Highfields Centre  | 0116 253 1053 | <a href="mailto:highfields@leicesterlearns.ac.uk">highfields@leicesterlearns.ac.uk</a>   | + MAC 0116 253 1053 |
| New Parks                | New Parks Community Centre   | 0116 222 1072 | <a href="mailto:newparks@leicesterlearns.ac.uk">newparks@leicesterlearns.ac.uk</a>       | + MAC 0116 222 1072 |
|                          | New Parks Library  |               |  |                     |
| Northfields              | Northfields Neighbourhood Centre   | 0116 294 6091 | <a href="mailto:northfields@leicesterlearns.ac.uk">northfields@leicesterlearns.ac.uk</a> | + MAC 0116 294 6090 |
|                          | Judgemeadow Community College, Soar Valley Community College, Hamilton Library and Learning Centre, Thurnby Lodge Community Centre |               |  |                     |
| Saffron Lane             | Linwood Centre   | 0116 283 2335 | <a href="mailto:linwood@leicesterlearns.ac.uk">linwood@leicesterlearns.ac.uk</a>         | + MAC 0116 283 2335 |
|                          | Sir Jonathan North Community College, Samworth Academy, Eyres Monsell Community Centre   |               |  |                     |
| Spinney Hill             | Spinney Hill Community Primary School  | 0116 273 4836 | <a href="mailto:spinneyhill@leicesterlearns.ac.uk">spinneyhill@leicesterlearns.ac.uk</a> |                     |
|                          | Crown Hills Community College ( 0116 273 9260)   |               |  |                     |