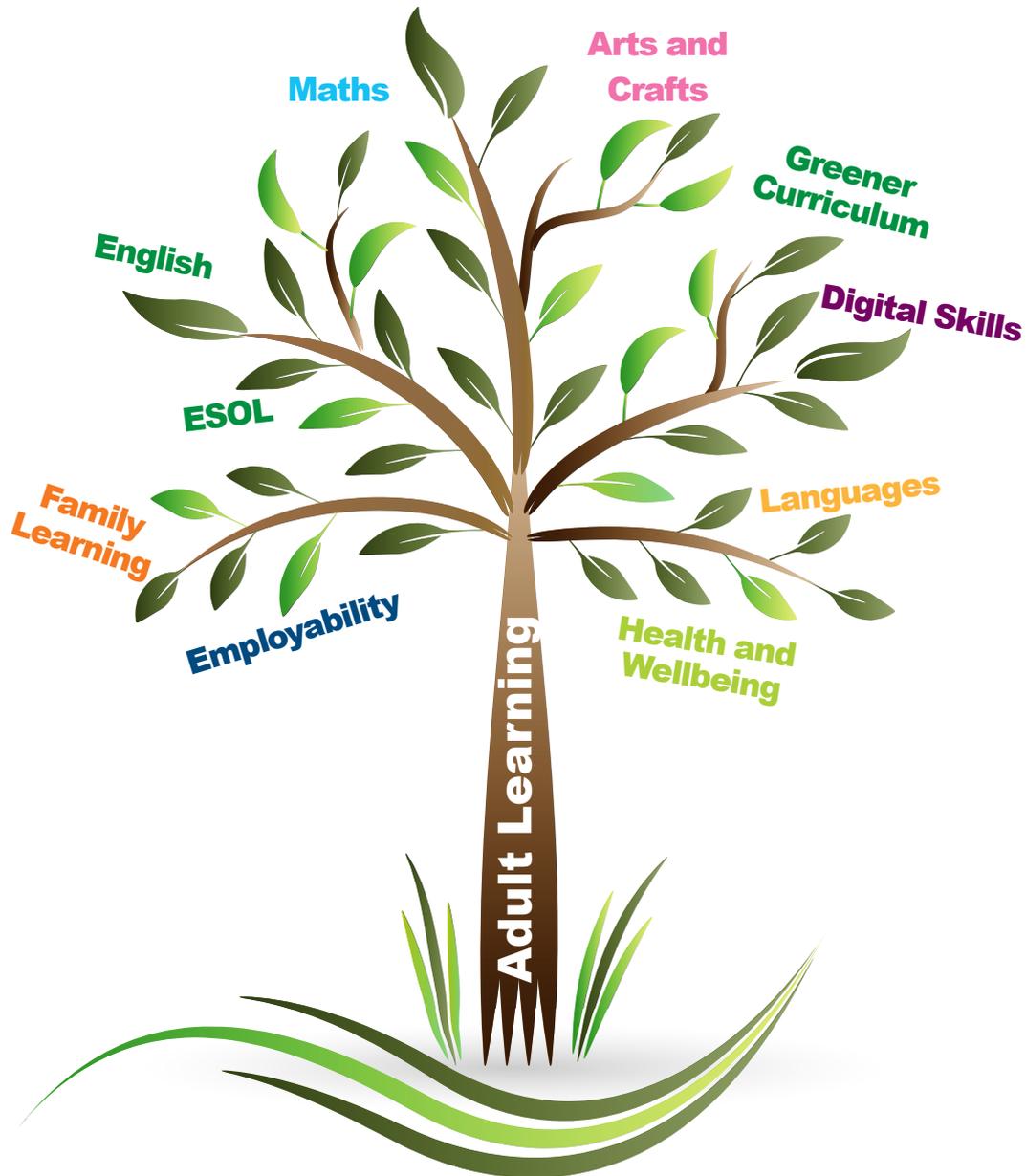


# Adult Learning



## Learner Handbook 2022/23

A Service that provides outstanding adult education opportunities by inspiring adults across Cumbria to improve their well-being and potential through learning and developing skills

#Relearn

#Reinvent

#RediscoverLearning

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# Welcome

Adult Learning wish you every success in achieving your learning aims. We hope that you find your learning experience rewarding and fulfilling. Adult Learning welcomes learners from all backgrounds and abilities and our staff will give you the opportunities to develop your learning and skills. Please take a moment to read through this handbook as it outlines what you can expect from us as an education and learning service.

This handbook signposts you to important information about our service and tells you what you need to know to complete your course successfully.

## Adult Learning 2022/2023 - term dates

**Autumn Term 2022**

**Starts**  
Wednesday 7 September

**Ends**  
Tuesday 20 December

**Half Term Holiday**  
Monday 24 to Friday 28 October

**Bank Holidays**

**Christmas Day** 25 December

**Boxing Day** 26 December

**New Year's Day** 1 January

**Good Friday** 7 April

**Easter Sunday** 9 April

**Easter Monday** 10 April

**Early May Bank Holiday** 1 May

**Spring Bank Holiday** 29 May

**Spring Term 2023**

**Starts**  
Wednesday 4 January

**Ends**  
Friday 31 March

**Half Term Holiday**  
Monday 20 to Friday 24 February

**Summer Term 2023**

**Starts**  
Monday 17 April

**Ends**  
Wednesday 19 July

**Half Term Holiday**  
Monday 29 May to Friday 2 June





# Progress with us

## Community Learning

Tasters and Short Courses

Beginners

Improvers

Intermediate

Upper Intermediate

## Skills

Pre-entry qualifications

Beginners  
Entry 1 and 2  
Qualifications

Improvers Entry 3  
and Level 1  
Qualifications

Intermediate  
Level 2  
Qualifications

Employment/Self-Employment

Further or Higher Education

Confidence

Work Volunteer

Life Skills

Improved Health and Wellbeing

Further Study

Enterprise and Self-Employment

Further Study with Cumbria Adult Learning

# Enrolment



Courses provided by us are funded primarily through a contract with the Education and Skills Funding Agency and we are obliged to collect certain details about you in order to claim the funding. It is essential that all requested parts of the enrolment form are completed, whether it be prior to or at the first session of your course.

Adult Learning and the Education and Skills Funding Agency (ESFA) adhere to the General Data Protection Regulation (GDPR) and Data Protection Act 2018. Neither party will pass your personal details to any organisation for marketing or sales purposes. The ESFA privacy notice is included at back of this handbook.

You may be contacted by us at intervals after the end of your course to find out how the course has helped your personal development or how you have used your improved/enhanced employment skills.

# Your learning journey

**What you can expect from Adult Learning and your tutor:**

- Your tutor will work with you to plan your learning programme and will carry out an initial assessment to establish your starting point.
- Your tutor will develop a learning plan with you and recognise and record your current level of knowledge and your ongoing progress.
- Your tutor will support your development by delivering high quality teaching to enable learning.
- Your tutor will encourage you to complete your learning programme and achieve your learning aims or qualification.
- Your tutor will offer appropriate information and advice before, during and at the end of your learning programme.

**Learning Support**

Learning Support is provided to meet the needs of learners who have an identified learning difficulty and/or disability. If eligible you will have access to a support package designed to help you achieve your learning goals. This includes providing funding for reasonable adjustments as set out in the Equality Act 2010.

Learning Support is available to eligible individuals enrolling on qualification courses and certain targeted non-qualification community learning courses. If you feel you are eligible for this support or require further information then please discuss this with the relevant



# What we would expect from you

## Learner Commitments

- To attend classes on a regular basis and be willing to join in. If you cannot attend, notify the tutor /centre in advance.
- To treat everyone with respect, fairness and politeness.
- To be punctual for the start of the session, and if you need to leave before the end, let your tutor know. If you need to leave the course before it is complete, tell the tutor, as we need to know why learners leave.
- To meet any deadlines for work set and discuss with your tutor if you have problems with this.
- To adhere to any ground rules that are agreed within the classroom.
- To take an active part in learner forums and respond to adult education and Ofsted learner surveys. This will help us to improve the standards of our service.
- To follow all safety rules and help to make your place of learning a safer place by reporting any incidents or concerns.
- To respect the property Adult Learning provides to support teaching and learning.
- To not disrupt teaching and learning of other learners and staff.
- To let us know at anytime if you are unhappy about any aspect of our service, email your local centre or use the learner feedback form available in our centres, or in Word format on our website at [adultlearning.cumbria.gov.uk](http://adultlearning.cumbria.gov.uk)



## Cumbria Library Service

Something for everyone



### Did you know...

You can access a range of **FREE** resources from your local library – books, digital publications, groups and activities, events, free Wifi, free PC access and much more. Come into one of our 40 plus library buildings or enjoy our free digital resources, the choice is yours!



Check out our **FREE** digital resources



Find a library near you

### Keep up to date on our socials



Cumbria Libraries and Archives



@CumbLibraries

## Your attendance

You will gain most from your course if you attend regularly; also for many qualification courses there is a minimum attendance requirement in order to achieve. Course Information Sheets set out what you can expect to achieve on your course – this assumes that you are present throughout the course.

If you cannot attend a class, please let us know by phoning the centre where your class is running. If you do not attend your class for three consecutive sessions and we are not notified, you could be automatically withdrawn from the course, so please stay in touch!

When enrolled on a qualification course with an end of course exam, ensure you can attend the scheduled date, as failure to attend could mean that you do not complete the qualification. Ensure you arrive on time and be prepared with the necessary equipment to complete the exam.

## Individual Progress Record (IPR)

### What is an IPR?

An IPR is:

- a personalised, flexible route map to guide you on your learning journey
- a working document, owned and used by you, supported by your tutor
- a record of your learning goals and progression routes, initial and diagnostic assessment information, learning targets, progress and achievements
- a communication aid between you and others who support the learning process in various contexts
- your measure of achievement and the progress you make.



**Remember:** This is your document, work with your tutor to get the most out of it to.

**RARPA (Recognising and Recording Progress and Achievement)**

Our service is funded by the government through the Education Skills Funding Agency (ESFA) and is regularly inspected by the Office for Standards in Education (Ofsted). A requirement of both bodies is that we operate the RARPA system to improve the learning process and to monitor the quality of provision.

The system enables learners to reflect on their progress and achievement at key stages in the course.

- Stage 1** Decide what you want to be the outcome of the course for you.
- Stage 2** Find out what you can already do or not do and if you have any special requirements.
- Stage 3** Set some specific, measurable, achievable, realistic and time bound (SMART) targets to enable you to achieve your outcome.
- Stage 4** Record the assessment of your learning (by yourself, your tutor and your peers) on how you are progressing throughout your course and determine if you need to change or add new SMART targets.
- Stage 5** Review your overall learning, progress and achievement and think about what you may wish to do next.
- Stage 6** Learner progress is actively monitored.



# Safeguarding

Cumbria County Council Adult Learning is committed to ensuring a safe environment for all its service users.

‘Safeguarding’ relates to the protection of children, young people and vulnerable adults. Safeguarding legislation requires policy, procedure and preventative measures to be in place to protect young people and vulnerable adults from risk of harm.

Safeguarding of both children and vulnerable adults is of paramount importance and Cumbria County Council Adult learning seeks to ensure that a safe learning environment is available to all learners. Adult Learning as part of Cumbria County Council will follow the Council’s Multi Agency Safeguarding Vulnerable Adults Policy and Procedures.

Posters are displayed at all centres. If you want to discuss a concern, you may also want to talk to the designated safeguarding person for the service. The named person for the service is **Kraig Reeves-Brown** at [kraig.reeves-brown@cumbria.gov.uk](mailto:kraig.reeves-brown@cumbria.gov.uk)

You can also contact the deputy safeguarding person **Emma Boyd** at [emma.boyd@cumbria.gov.uk](mailto:emma.boyd@cumbria.gov.uk)



## Preventing Violent Extremism

PREVENT is the Government’s strategy to discourage and prevent people from becoming involved in violent extremism or supporting terrorism, in all its forms. The PREVENT duty requires educational providers like us to model British values in their practice and to use opportunities to explore British values and to challenge extremism.

## British Values

Adult Learning promotes ‘British values’ through all aspects of teaching and learning.

This complies with the “Prevent Duty”, which is one of the elements of the governments counter terrorism strategy.

Prevent is about safeguarding you as a learner to keep you both safe and within the law and the aim is to enrich your experience, regardless of the course you are enrolled on.

We will help to enrich your knowledge through experiencing a variety of different cultures. The following values that we will promote are:

- Democracy
- Individual liberty
- The rule of law
- Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith



These values aim to prepare all our learners for life in ‘modern Britain’. Everybody involved in your learning experience- including tutors and other service providers will adhere to the same values in order to share a positive learning experience for everyone.

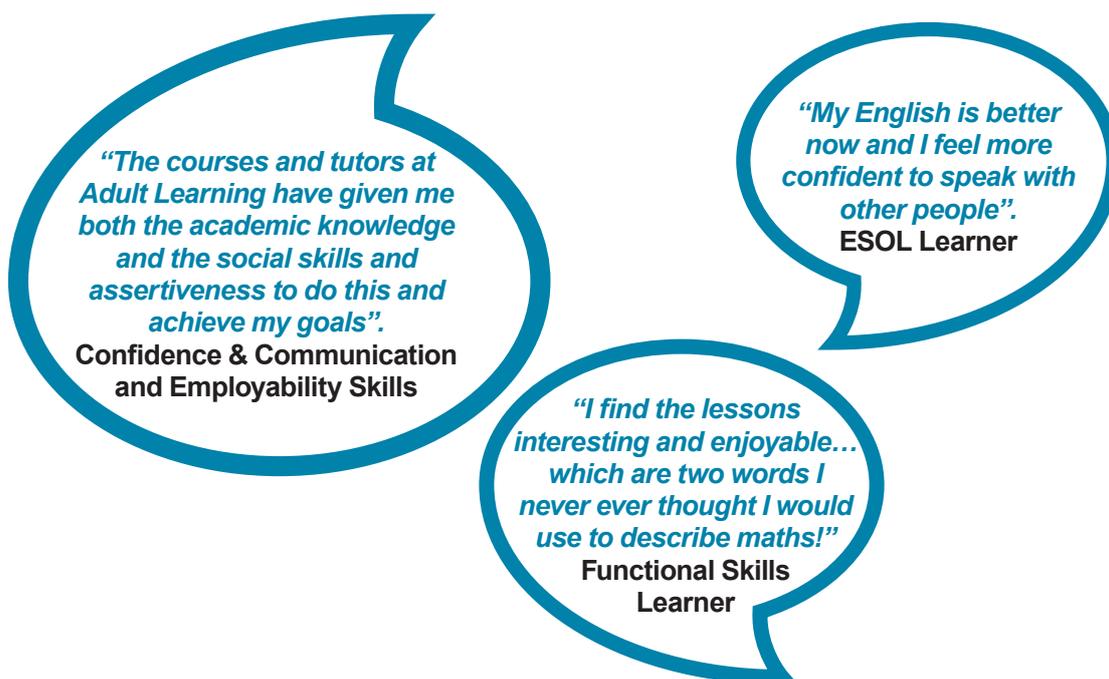


**As a result of our Information, advice and guidance, you can expect:**

- To know more about your strengths and areas for development.
- To know more about the options available to you.
- To be able to make better decisions.
- To feel more confident about your learning.
- To be able to plan your next steps.
- To develop your employability skills.

**Take Part in Surveys**

- **FE Choices:** this is a mandatory survey that you must complete. See posters in your centres for details.
- **Ofsted Learner View:** this is an online optional survey by Ofsted, who inspect schools and colleges to ensure quality of provision; another chance for you to have your say [learnerview.ofsted.gov.uk](http://learnerview.ofsted.gov.uk)
- **Course Evaluation and Outcomes Survey:** your tutor/ assessor will ask you to complete it towards the end of your course. It gives you a chance to tell us what you enjoyed about your course, what impact it had on you and your future plans, and what we need to improve.
- Additional feedback opportunities about specific services we provide e.g. IAG, Enrolment, etc.



## Equality and diversity

### Equality Statement

Adult Learning is committed to ensuring that all learners, staff and visitors are treated equally and, where possible, have full access to our sites and services. Please help us to achieve this by bringing to our attention any potential discrimination. If you are a disabled learner or have any specific needs, we will ensure that reasonable adjustments are made to the learning environment to ensure that you will not be placed at a disadvantage. By disclosing your specific needs to us at the earliest opportunity, you will enable us to put in the required support. If you do not wish to disclose your needs or request that this information remains confidential, we cannot guarantee that appropriate adjustments will be made.



## Continuous Quality Improvement

By carefully monitoring our service quality, we can ensure that we are giving you the best possible value for money. We develop an annual all service quality improvement plan which is reviewed regularly to monitor our performance.

We write an annual self-assessment report, which includes gaining feedback from learners and other service users. You may be invited to join a focus group to give your views on your experience. The annual self-assessment report informs our quality improvement report.

Inspection of our Service is by Ofsted. The Education Skills Funding Agency, which provides our funding, uses the outcomes of the inspection and our own self-assessment to judge the quality of what we do. The quality improvement process includes making classroom observations, carrying out learning walks and gathering information from you in the form of questionnaires. (Thank you for completing our survey questionnaires; these help us to measure your satisfaction with the service we are offering).

We are also involved in national surveys which aim to assess learner satisfaction with the service we provide.



**FE Choices**

One of the national surveys is called FE Choices go to:

**[fechoices.skillsfundingagency.bis.gov.uk](https://fechoices.skillsfundingagency.bis.gov.uk)**

**Ofsted Learner View**

Ofsted Inspectors also operate a learner survey, called “Learner View”. You are invited to give your views about your learning experiences with Cumbria County Council Adult Learning. You need to enter an email address and a password to complete the questionnaire. On registration, users have to verify their application via their e-mail account, as a security measure. There are posters in the classrooms and your tutors will also assist you in logging on to the site.



## Compliments, comments and complaints

Adult Learning accepts that sometimes things go wrong and it is important that you contact us if you are unhappy with a service. Please also let us know what you would like us to do to put things right. We would also like to hear your feedback on the services we provide or if you have a suggestion on how we can make improvements.

Please contact your local Adult Learning centre who will pass on your comments / complaints and or compliments to the services involved.

**Contacting Us****Adult Learning in Allerdale**

t: 01900 706023  
e: [allerdaleadultlearning@cumbria.gov.uk](mailto:allerdaleadultlearning@cumbria.gov.uk)

**Adult Learning in Copeland**

t: 01946 506416  
e: [copelandadultlearning@cumbria.gov.uk](mailto:copelandadultlearning@cumbria.gov.uk)

**Adult Learning in Carlisle**

t: 01228 227304 or 01228 227305  
e: [carlisleadultlearning@cumbria.gov.uk](mailto:carlisleadultlearning@cumbria.gov.uk)

**Adult Learning in Eden**

t: 07468 709606  
e: [edenadultlearning@cumbria.gov.uk](mailto:edenadultlearning@cumbria.gov.uk)

**Adult Learning in Barrow**

t: 01229 407630 / 07867 182841  
e: [barrowadultlearning@cumbria.gov.uk](mailto:barrowadultlearning@cumbria.gov.uk)

**Adult Learning in South Lakeland**

t: 01539 713257  
e: [southlakelandadultlearning@cumbria.gov.uk](mailto:southlakelandadultlearning@cumbria.gov.uk)





## **Translation Services**

If you require this document in another format (e.g. CD, audio cassette, Braille or large type) or in another language, please telephone **0300 3032992**.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 0300 3032992 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，  
请致电 0300 3032992

**Jeigu norétumète gauti šią informaciją savo kalba,  
skambinkite telefonu 0300 3032992**

**W celu uzyskania informacji w Państwa języku proszę  
zatelefonować pod numer 0300 3032992**

**Se quiser aceder a esta informação na sua língua,  
telefone para o 0300 3032992**

**Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen  
0300 3032992 numaralı telefonu arayınız**

**August  
2022**