

Learner Information Handbook

Welcome to ACL



- ↓ **Contact us to find out more:**
- ☎ 01744 676671, 01744 677328, or 07702 959814
- @ adultlearning@sthelens.gov.uk
- 🌐 www.sthelens.gov.uk/adultlearning
- f StHelensACL



LIVERPOOL
CITY REGION
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION

BE MORE
SKILLED



About us

Welcome to St Helens Adult and Community Learning (ACL). We offer free learning opportunities for adults aged 19 and over*

Supporting you to learn, belong and thrive!



Learning with us can help you:

- Learn new skills
- Build your confidence for life and work
- Improve your wellbeing
- Get qualifications
- Prepare for work or further learning



What we ask from you:

- Come to class on time and ready to learn
- Attend regularly and tell your tutor if you cannot attend
- Try your best and ask for help when you need it
- Treat everyone with respect
- Follow the class ground rules



What you can expect from us:

- Friendly and supportive tutors
- A safe and welcoming place to learn
- Fair treatment for everyone
- Help and guidance to reach your goals
- Regular feedback on your progress

**Eligibility applies, most courses are free*

We're here to help

Let your tutor know if there is anything that could help you learn. We will talk with you about the support available and agree together what will work best for you. Any information you share will be treated sensitively and respectfully.

Speak to your tutor or another member of staff if you would like support.



Your Voice Matters

We would love to hear about your experience.

Tell us:

- what you enjoyed
- what could be better
- any ideas you have

Your feedback helps us improve our courses and support future learners.



Contact Us

Phone: **07702 959814**

Email: **adultlearning@sthelens.gov.uk**

Website: **www.sthelens.gov.uk/adultlearning**



Learning with us



Equality and Diversity

At ACL, everyone is welcome. We welcome people from all backgrounds and cultures.

We do not accept bullying, hurtful language or behaviour that makes others feel unsafe, unwelcome or excluded.



British Values

At ACL, we promote British Values to help everyone feel safe, respected and included:

Democracy – Everyone can share their ideas and opinions

Rule of Law – We follow rules to keep people safe

Individual Liberty – We can make our own choices

Mutual Respect – We are kind and respectful

Tolerance – We respect each other's differences

These values help create a positive learning environment where everyone can learn and achieve their goals.



Attendance

Coming to every class and arriving on time will help you learn, make progress and get the most from your course.

If you cannot attend contact your tutor or ACL as soon as possible.

Phone: **07702 959814**

Email: **adultlearning@sthelens.gov.uk**

If you are finding it difficult to attend regularly, please speak to your tutor as soon as possible so we can support you. Missing too many classes may mean you are unable to continue on the course.

Learning with us



Neurodiversity Support

If you need support with dyslexia, autism, ADHD, dyspraxia or other neurodiverse conditions, these organisations may be helpful:

British Dyslexia Association

Information, advice and support for people with dyslexia.

www.bdadyslexia.org.uk

National Autistic Society

Information and support on autism, education, employment and daily life.

www.autism.org.uk

ADHD Foundation

Resources and wellbeing support for people with ADHD.

www.adhdfoundation.org.uk

Dyspraxia Foundation

Advice and support for people with dyspraxia.

www.dyspraxiafoundation.org.uk



Need support with your learning?

Please speak to your tutor or a member of the ACL team. We will work with you to identify the support that may help you achieve your learning goals.



Learner Conduct

ACL has a Learner Conduct Policy to help create a safe, respectful and positive learning environment for everyone.

We ask all learners to follow the Learner Conduct Policy. Serious or repeated poor behaviour may result in you being asked to leave your course.

Scan this QR code to view the Learner Conduct Policy



Staying safe



Health and Safety

- Fire exits
- Assembly points
- First aid arrangements
- Health and safety rules

Tell your tutor immediately if you have an accident, worry or safety concern.



SMART Online Safety

When using the internet remember **SMART**:

- S Safe** Keep personal information private.
- M Meeting** Take care when meeting someone you only know online. Meet in a public place and let someone know your plans.
- A Accept** Be careful what you click on or download.
- R Reliable** Check information is true before sharing it.
- T Tell** Talk to someone you trust if something worries you online.

Scan this QR code for online safety support



Your tutor can help you stay safe online.

Staying safe



Safeguarding

Safeguarding keeps people safe from harm, abuse and neglect. Abuse is when someone hurts, scares or takes advantage of another person.

Abuse can be physical, emotional, financial and neglect.

If you are worried about yourself or someone else, speak to your tutor or a member of staff as soon as possible.

Everyone has the right to feel safe.



Prevent programme

Prevent is about keeping people safe from harmful or violent ideas. Some people or groups may try to influence others online or in person. We help learners understand risks and stay safe.



Staying Safe from Radicalisation

Radicalisation is when someone is influenced to support harmful or violent ideas. This can happen online or face-to-face.

To stay safe:

- Be careful about what you watch, read and share online
- Check information before you believe it
- Be aware, information you see online may not be true
- Think about who posted the information and why
- Talk to someone you trust if you are worried
- Report any online content that promotes violence, hatred, or extremism

For further help and information see over the page.

Help and support



If you have a safeguarding or Prevent concern:

- Speak to your tutor or a member of staff
- Contact Safeguarding Lead (Including Prevent) **Karen Riley**
Phone: **01744 676673**
Email: **karenriley@sthelens.gov.uk**
- Contact the national police Prevent line **0800 011 3764**

If an emergency and someone is in immediate danger, call 999.



Other Important Contacts

- Police Non-Emergency: **101**
- NHS: **111**
- St Helens Social Care:
Office hours **01744 676 600**
Emergency Duty Team: **03450 500 148**
- Safe 2 Speak Domestic Abuse support:
24 hr line **01925 220541**
- Report a hate crime: **0800 138 1625**
- Samaritans: **116 123**

Learn, belong and thrive with ACL!