



# Learner Information Leaflet

## 2022-23

**Contact us to find out more:**

Tel: 01744 676671, 01744 677328, or 07702 959814

Email: [adultlearning@sthelens.gov.uk](mailto:adultlearning@sthelens.gov.uk)

Visit: [www.sthelens.gov.uk/adultlearning](http://www.sthelens.gov.uk/adultlearning)

Facebook: [StHelensACL](https://www.facebook.com/StHelensACL)

Twitter: [@STHLearning](https://twitter.com/STHLearning)



**LIVERPOOL  
CITY REGION**  
COMBINED AUTHORITY



**Adult &  
Community  
Learning**



**ST HELENS**  
COUNCIL

# My Learning

**Start Date:** .....

**Day & Time:** .....

**Venue:** .....

**Tutor Name:** .....

**Tutor Contact Details:** .....

**Start Date:** .....

**Day & Time:** .....

**Venue:** .....

**Tutor Name:** .....

**Tutor Contact Details:** .....

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**Welcome to St Helens Adult and Community Learning Service. We offer free or affordable courses and workshops at a range of venues in the St Helens area for adults aged 19+ years.**

### **Learning with us can help you:**

- Learn new skills
- Get a qualification
- Prepare you for further learning
- Get a new or better job
- Support your children's learning
- Develop your confidence
- Improve your wellbeing

### **What you can expect from us:**

- Great teaching from our experienced and qualified tutors
- Regular feedback and support
- Fairness and respect for all
- A safe and friendly place to learn
- Support and information to help you reach your goals
- Free maths and English courses

**We may also be able to offer childcare/travel support for some courses, depending on your circumstances. To discuss further please contact:**

**Lisa Williams, Finance and Business Development Officer on: 01744 677675 or email: [lisawilliams@sthelens.gov.uk](mailto:lisawilliams@sthelens.gov.uk)**

### What we expect from our learners:

- To arrive on time and ready to learn
- To attend regularly and contact us if you cannot attend
- To complete course work to the best of your ability
- To treat everyone with respect
- To follow Ground Rules as agreed with your tutor
- To tell us if you need any help so that we can support you in the most appropriate way.

### Equality and Diversity

Here at St Helens Adult and Community Learning Service, we want all our learners to feel safe and be treated fairly. We welcome everyone and will not tolerate discrimination, harassment or victimisation in any form. We will challenge any discriminatory language or behaviours based on different cultures, religions, beliefs, disabilities, sexuality, race, age or gender.

### British Values

British Values include democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.

We will promote British Values to all our learners as part of their learning experience. Tutors will use every opportunity to make sure that learners respect and reinforce British Values whilst creating space for open debate.

### Learner Conduct Policy

The Learner Conduct policy can be found on the St Helens Adult and Community Learning website and applies to all learners. Breach of the Learner Conduct policy may lead to disciplinary action being taken against a learner. Repeated breaches, or a very serious breach, may lead to suspension or exclusion from St Helens Adult and Community Learning services.

### Attendance

All learners should aim for 100% attendance to get the most from their course. High standards of punctuality and attendance lead to a better and more successful learning experience. If you cannot attend as session for a specific reason, it is essential to contact your tutor or call the ACL contact number: **07702 959814** or email:

**adultlearning@sthelens.gov.uk**

If attendance falls below expected levels, your tutor will talk to you about reasons for this. Repeated or frequent absences may lead to your withdrawal from the course.



**“ Here at St Helens Adult and Community Learning Service, we want all our learners to feel safe and be treated fairly”.**

# Learner Voice



You will be asked to give us feedback on your learning experience when you complete a course to help us to improve. We always welcome feedback to use in case studies or promotions and will always ask your permission before we use information about you or a photograph of you. You can also share your suggestions and ideas through our comments, compliments and complaints process.

## **Comments, Compliments and Complaints**

### **Let us know how we are doing!**

You can also share your suggestions and ideas through our comments, compliments and complaints process. Please contact Diane Ireland (ACL Head of Service) on: **01744 677327**, or email your comments/concerns to: **DianeIreland@sthelens.gov.uk**

**Comments:** If you think we could do things differently or better, or how we might improve our services

**Compliments:** If you think we have got things right or feel satisfied with the service we have provided

**Complaints:** If you disagree with what is happening, want to challenge decisions we have made, or if you are not satisfied with the service received.

We try to solve problems and deal with complaints quickly and fairly. We will acknowledge all written or emailed complaints within 72 hours of receiving them.

# Staying Safe on your Learner Journey



## Health and Safety

Your tutor will tell you about Health and Safety arrangements for your venue. This will include information about the location of fire exits, first aid kits, disabled access and toilets. It is important to keep all floors clear of bags and other belongings as these can be trip hazards.

All accidents should be reported to your tutor or a member of staff. If you feel unsafe or have any safety concerns, please speak to your tutor or a member of staff.

## Fire and Emergencies

Never block fire doors and make sure you know how to raise the alarm, what it sounds like, where the fire exits are and where the assembly points are. If you use a wheelchair or have mobility difficulties, we will develop a Personal Emergency Evacuation Plan (PEEP) with you.

## Covid Hygiene

It is important to wash hands regularly and thoroughly. Soap and warm water are available in all our venues and hand sanitiser is available in the classrooms. If you wish to continue to wear a face covering on entering and leaving the building and in communal areas, please do so.

Please do not enter the building if you are feeling unwell or displaying COVID symptoms. Let your tutor know and follow guidance on NHS website.

## Computers and Online Safety

Using computers and other devices to go online has made everyday activities such as shopping, banking, and keeping in touch fast and easy. There are, however, several risks and it is important that you know how to stay as safe in the 'virtual' world as you do in the 'real world.' Your tutor can offer advice on how to stay safe online and the use of social networking and other websites. Please read the e-safety advice available on our website or visit: [www.getsafeonline.org](http://www.getsafeonline.org)

# Safeguarding and Prevent

St Helens Adult and Community Learning service is committed to providing the best and safest learning environment possible to ensure learners can succeed. We believe it is everyone's responsibility to:

- Respect each other's right to feel safe
- Treat each other fairly and with respect
- Not to threaten, hurt or abuse others in any way.

## What is Safeguarding?

Safeguarding is the way children, young people and adults at risk (of harm) are kept safe. It looks at ways we can stop harm happening, as well as responding to any harm that has already happened.

Abuse occurs when someone does or says something that hurts, upsets or frightens another person and that person is not able to stop it happening. It might happen on purpose or the person doing it might not realise it is wrong or causing harm; the fact it occurs, however, is still wrong, and abuse should not happen for any reason.

Types of abuse include physical abuse, sexual abuse, financial abuse and neglect. Domestic Violence and Modern Slavery and Hate Crimes are also types of abuse.

## What is Prevent?

Prevent relates to safeguarding and it aims to stop people becoming terrorists or supporting terrorism.

Prevent helps us deal with the threat we face from people who promote extremist views and provides practical help to stop vulnerable people being drawn into terrorism. Radicalisation by extremist groups or individuals can take place face to face, in groups and online. People who can be more easily led to extremist ideas because of their life experiences, mental health or sometimes their upbringing tend to be targeted by these groups.

## How do I Stay Safe From Radicalisation?

Social media is the main way extremists 'groom' people, through Facebook, Twitter and lots of other sites and apps. Social media is also used by extremists to identify those who may be vulnerable from information they share in their profiles, posts/tweets, photos and friend lists.

Be careful about the information you share online and report any online material that promotes terrorism or extremism. These groups also promote 'fake news' to stir unrest and a sense of injustice, so think about who is posting and why.

To report illegal or harmful information, pictures or videos you have found on the internet, visit: [www.gov.uk/report-terrorism](http://www.gov.uk/report-terrorism)

You can report things like:

- articles, images, speeches or videos that promote terrorism or encourage violence
- websites made by terrorist or extremist organisations
- videos of terrorist attacks.

# What to do if you have a Safeguarding or Prevent Concern

If you feel that you are at risk of harm and need help, or if you think that someone else is experiencing abuse or is at risk of harm, it is important that you tell someone as soon as possible. You can speak to your tutor, who may then pass your concern to the Safeguarding team. However, you can also contact the Lead Officer for Safeguarding (including Prevent) directly on: **01744 677327** or email your comments/concerns to: **Dianelreland@sthelens.gov.uk**. If you are concerned about the actions of any staff member, volunteer or Governor you should immediately contact the Lead Officer for Safeguarding (including Prevent): **Dianelreland@sthelens.gov.uk**.

If you are concerned that you, or someone you know, is being radicalised, you can also call the national police Prevent advice line on 0800 011 3764, in confidence, to share your concerns with specially trained Prevent officers. The advice line is open 9:00am - 5:00pm every day. In an Emergency i.e. the Adult at Risk is in immediate danger, please call 999.

## Useful Contact Numbers:

St Helens Adult Social Care	01744 676767
Emergency Duty Team	0345 050 0148
<b>Police</b>	
Emergency 999	
Non-Emergency	101
Prevent Advice Line	0800 011 3764
<b>Other</b>	
Independent Domestic Violence Advocate (IDVA)	01744 743200
Helena Extra 24 - Hour Domestic Violence Helpline	01925 220541
Drug and alcohol support	01744 410752
Stop Hate UK (Hate crime)	0800 138 1625
Trauma support for people with learning difficulties	020 7383 0700
Rape and Sexual Abuse Support Centre	01925 221546