

# Rutland Adult Learning & Skills Service



## Learner Handbook 2020-21

### Information and Agreements for Learners

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Web: [www.ralss.org.uk](http://www.ralss.org.uk)



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**<https://twitter.com/ralssapprentice>**

**<https://twitter.com/rutlandlearning>**

## Covid Precautions

Enrol and pay by phone rather than in person if possible

Do not attend on site if you have been in contact with anyone suspected of having the virus, or if you have any symptoms such as a cough, or loss of taste or smell

On arrival we will check your temperature before letting you join the class

We will have a one-way system in the corridors – please keep left.

Breaks will be taken in your classroom – please bring your own supplies and containers

## LEARNING AGREEMENT

By enrolling on a course or programme at Rutland Adult Learning & Skills Service we jointly undertake to observe the following study agreement.

### **The centre will undertake to:**

- Provide a clean, safe and secure environment for study
- Treat learners with courtesy and respect at all times, regardless of colour, race, age, faith, disability, gender or sexual orientation
- Provide impartial guidance, information and advice to inform course choices
- Provide learning support for all timetabled classes and variety in teaching and learning methods
- Agree a timetable, scheme of work and progress reviews within three weeks of commencement of study and discuss with you any subsequent revisions to these
- Mark and return work within an agreed period, providing it has been handed in at the correct time
- Enable access to IT facilities, independent study facilities and where appropriate, support for learning difficulties
- Give regular feedback on progress

### **Learners will undertake to:**

- Observe the Centre's Codes of Conduct and Health & Safety Guidelines
- Pursue a personal action plan and work hard to achieve their primary learning goals
- Attend all classes punctually
- Take responsibility for their own learning
- Hand in all homework by agreed deadlines
- Inform their personal tutor of any difficulties, absences and reasons for late work
- Observe all conditions of use of centre facilities
- Work in a way which does not disrupt the work of others and act and dress in a way that will not offend others.
- All mobile phones to be switched off or on silent prior to classes.
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**In addition, please be aware that we only refund course fees up to one week before the course starts or under special circumstances as outlined in our Refunds Policy. If you fail to attend, or cancel any pre-booked exams, you will be liable for the costs.**

**We also reserve the right to terminate this learning agreement if you fail to attend your course or communicate with us for 3 consecutive weeks.**

## LEARNER CODE OF CONDUCT

We have an expectation that people joining our courses have a desire to learn in an environment which is friendly, helpful and free from prejudice. We ask that all learners abide by this principle, and in particular take note of the terms of the Learner Agreement

Learners can expect to have the opportunity to learn without the threat of offence, damage or injury as a result of the actions of others and accordingly, are asked to ensure that their own actions do not lead to situations where these issues may occur.

You may also set specific rules as a group of learners when you join a course. Please respect the wishes of your fellow learners to ensure that all can participate fully.

### Resolving Conduct Issues

Should a tutor feel that a learner is not complying with the requirements of the Learner Agreement, or any of the statements highlighted above, then:

- S/he will seek to resolve the issue through discussion
- If this is not effective, the issue will be raised to their line manager, who will further attempt to find a resolution
- If there is still no improvement, a formal warning may be issued
- Finally, if the issue has not been resolved after these steps, the Senior Management of the Service will become involved to seek a resolution and, if that is not successful, to ask the learner in question to leave, with no refund of fees.

**In certain circumstances, where there is a serious breach of the agreement, a learner will be removed from a course immediately, with no refund:**

- In the event of physical violence against learners, staff, volunteers or on the Service's premises.
- Where there is evidence of written or verbal abuse.
- Where IT equipment has been misused, including viewing inappropriate material.
- If the learner's actions severely disrupt learning
- Where there is evidence of plagiarism or breaking of assessment / exam rules
- If a learner is found to be under the influence of drugs or alcohol
- Where payments under an agreed schedule are not made, after reasonable attempts have been made by the Service to secure payment.

## ICT CODE OF CONDUCT

**To ensure that RALSS' learners are fully aware of their responsibilities when using ICT, you are asked to agree to this Code of Conduct and to sign the declaration on your enrolment form.**

E-safety guidance (available from your tutor and in each IT classroom) should be followed.

- Network access must be made via the authorised User Name and Password.
- All network, Wi-Fi and Internet use must be appropriate to education and be respectful and courteous.
- The ICT systems may not be used for private purposes; e-mail, anonymous messages and forwarding of chain letters are not permitted.
- No hardware to be installed without permission from RALSS.
- Copyright and intellectual property rights must be respected.
- The use of personal images and photographs containing people is not recommended for privacy reasons. Using images of children is prohibited and using images of adults without their permission is prohibited. We will ask for your explicit permission before using personal images.
- RALSS may exercise its right to monitor the use of the IT systems and Internet access, to intercept e-mail and to delete inappropriate materials where it believes unauthorised use of the computer systems may be taking place, or the system may be being used for criminal purposes or for storing unauthorised or unlawful text, imagery or sound.
- RALSS reserves the right to remove a learner from a course with no refund of fees if it is proven that he/she has breached the Code of Conduct for ICT.

Please be aware that **music** may only be played

- via headphones,
- on your own devices,
- not plugged in to mains electricity,
- and should not be loud enough for any others to hear.

These are the rules that apply to **using your devices** as we don't have a TV licence:

Staff, customers or visitors may only watch or record live TV at this address

- using their own device,
- that's not plugged into the mains,
- AND there is a TV Licence at their home address.
- OR only watch on demand or catch up TV services.
- OR Devices may only be used to watch CCTV, DVDs or videos.

## SAFEGUARDING

We have a duty and a commitment to ensure that any of the adults and children who attend our courses, or who otherwise come into contact with us, do so free from the fear of abuse or mistreatment, and that they have the opportunity to discuss any concerns that they may have without being judged and with the assurance that those concerns will be addressed.

If you feel that you have in any way been treated unfairly or unkindly, have been bullied or in any other way have been put in a position where you have not felt safe, then please ensure that you let us know.

You can speak to your tutor or assessor, a member of the wider RALSS team or alternatively, you can call the Customer Service Team on 01572 722577 and ask to speak to the Duty Team.

You can expect that during your induction, you will be:

- Reminded of your responsibilities towards each other as learners, including the expected standards of behaviour towards each other
- Advised of the RALSS policy for Safeguarding, and how you can raise an issue or express any concerns
- Reminded to wear your identity badge at all times whilst on RALSS premises

And that thereafter,

- You will be taught by staff that have been properly recruited, vetted and trained to support you
- Any concerns you have will be listened to sympathetically and in confidence, though, depending on what you disclose, any issues may have to be reported further within the Service
- If you need it, guidance can be provided to address any issues that may arise

As a Service, we undertake to listen with respect to any concerns that you may have.

We hope most of all that everyone involved with our Service will seek to promote a happy and inclusive environment.

## ADVICE & GUIDANCE

It is important that you have the opportunity to consider the course options available to you, and have the right information to help ensure that you make the decision that best meets your needs.

We will provide you with information to help you through the process of choosing your course and beyond, including:

- Details of the courses available to you now
- Information on the sort of courses you might progress to
- Access to information about other providers with whom you could study
- Details of how we may be able to support you financially and in learning
- The suitability of any qualifications you may take
- Access to information relating to employability and volunteering

## THE NATIONAL CAREERS SERVICE

For a more in-depth assessment of your learning and career aspirations, we can refer you to representatives of the National Careers Service, who will be able to discuss with you what you want to do and help to build a plan to get you there. This is a free service and all conversations are confidential, so you can rest assured that anything you share with the National Careers Service will remain private.

It allows you to:

- Make an appointment with a trained careers adviser
- Choose the right course(s) from a list of providers across the country
- Find out about the funding that's available to support you
- Build a C.V.
- Create an action plan, based on your skills and abilities
- Assess your current skills and interests
- Look at job profiles, to see if they are right for you

If you would like to know more, speak to a member of staff who will be able to give you the information you need, or contact:

[direct.gov.uk/NationalCareersService](https://www.direct.gov.uk/NationalCareersService)

## FIND US.....

Unit 16a, Gate 2  
Oakham Enterprise  
Park,  
Ashwell Road,  
Oakham,  
Rutland,  
LE15 7TU  
Tel: 01572 758283



Buses run from Oakham, John Street Bus Station, at intervals throughout the day. The bus stop is just outside the entrance to the complex. For example:

John St	8:45	→	OEP	8:54
OEP	12:51	→	John St	12:59
John St	12:45	→	OEP	12:59
OEP	15:51	→	John St	15:59

Further information is available from:  
[www.rutland.gov.uk/](http://www.rutland.gov.uk/)  
[www.traveline.info](http://www.traveline.info)  
[www.centrebust.info/Pages/Rutland.aspx](http://www.centrebust.info/Pages/Rutland.aspx)

Or call: Traveline on 0871 200 22 33

**Also available in large print**