



Adult  
Learning  
& Skills  
Service

# Community Learner Information 2020-21

## LEARNING AGREEMENT

By enrolling on a course or programme at Rutland Adult Learning & Skills Service we jointly undertake to observe the following Learning 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
- Agree an Individual Learning Plan, including targets, with all learners
- Give regular feedback on progress

**Learners will agree to:**

- Observe the Centre's Codes of Conduct and Health & Safety Guidelines
- Comply with precautions specific to safeguarding against covid-19
- Wear Learner ID badges at all times on RALSS premises
- Attend all classes punctually
- Notify the centre if unable to attend a session – 01572 758122  
Or email: [adultlearning@rutland.gov.uk](mailto:adultlearning@rutland.gov.uk)
- 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.

Failure to comply with this agreement may result in losing your place on a course, with no refund.

## COVID-19 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

## REFUNDS

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, available from our web site at [www.ralss.org.uk](http://www.ralss.org.uk). If you fail to attend, you will still 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

## SAFEGUARDING

We have a duty and a commitment to ensure that any of the adults and young people 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.

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

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.

## 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.

## DATA PROTECTION

In order to comply with the Data Protection Act and the General Data Protection Regulation (GDPR), which came into effect in May 2018, we have to provide you with information about the personal data you give to us.

This information is set out below:

Rutland County Council is the data controller for the personal information you may provide. You can contact us by phone on 01572 722577, via email to [dataprotection@rutland.gov.uk](mailto:dataprotection@rutland.gov.uk) or by writing to us at Data Protection, Catmose House, Oakham, Rutland. LE15 6HP

Your information will be used so that we can comply with requirements from awarding bodies, funding bodies such as ESFA and SFA as well as government departments.

Your personal data may be shared with other teams within the council in order to provide a service to you, to ensure our records are kept up to date or otherwise where we are required to do so under other legislation. We may share the data with third parties if we are required by law to do so, this may include the Police or Government Agencies. We will not sell your data or use it for marketing purposes without your consent.

We will keep your data for seven years. This is in accordance with current legislation.

You have the following rights under the GDPR.

- *The right to be informed.*
- *The right of access.*
- *The right to rectification*
- *The right to erasure*
- *The right to restrict processing*
- *The right to data portability*
- *The right to object*
- *Rights related to automated decision making, including profiling'*

Please note not all of these rights apply to all processing. Further details on each right can be found on our website (<https://www.rutland.gov.uk>)

If you are not happy with the way the council is handling your personal information you have the right to lodge a complaint with the Information Commissioner's Office at [www.ico.gov.uk](http://www.ico.gov.uk) or telephone 0303 123 1113.