

LEARNING AGREEMENT

TERMS AND CONDITIONS

By enrolling on a course with Rutland Adult Learning and Skills Service, we jointly undertake to observe the following 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 information, advice and guidance to inform course choices
- Agree an Individual Learning Plan and targets with all learners
- Give learners regular feedback on their progress
- Provide an opportunity to discuss or report safeguarding issues
- Promote Democratic Values: individual liberty, democracy, the law and mutual respect and tolerance

Learners will undertake to:

- Observe the Centre's Codes of Conduct and Health & Safety Guidelines
- Comply with restrictions when using technology on the premises
- Wear Learner ID at all times whilst on the premises
- Attend their classes punctually
- Notify the Centre if they are unable to attend a class by calling **01572 758122** or emailing **adultlearning@rutland.gov.uk**.
- Work in a way that does not disrupt others, and act and dress in a way that does not offend others
- Turn off or silence their mobile phones during classes

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

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, which is available online at www.ralss.org.uk.

If you fail to attend, you will still be liable for the costs.

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

ICT, MUSIC AND VIDEO

All network, Wi-Fi and Internet use must be appropriate to education, 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 is to be installed without RALSS' permission
- Copyright and intellectual property rights must be respected
- Learners accessing online learning must not share resources, login details or access codes with anyone else

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

- via headphones
- on your own devices that aren't plugged into mains electricity
- not loud enough for others to hear
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The following rules apply to **using your own 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, providing they hold a TV license at their home address
- **or** only watch on-demand or catch-up TV services
- **or** only use devices to watch CCTV, DVDs or videos

We reserve the right to remove you from your course with no refund if it is proven that you have breached the ICT Code of Conduct.

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, sexual harassment or mistreatment. They have the opportunity to discuss any concerns that they may have, including personal concerns about themselves or others outside RALSS, without being judged and with the assurance that those concerns will be taken seriously and passed on, if appropriate, to the Safeguarding Team at RCC.

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, whilst attending a course, then please ensure that you let us know.

Abuse could happen in Rutland. It does happen in Rutland!

Those who may be vulnerable can include:

- Young carers
- Young people being recruited to sell drugs (known as **County Lines**)
- People with physical or learning disabilities
- People drawn into criminal activity or gangs
- People suffering from drug and alcohol abuse
- People suffering from domestic abuse – physical, emotional, sexual or financial
- People being radicalised – drawn into extremist groups

In November 2020, Counter Terrorism Policing launched the ACT Early website to encourage family and friends to share concerns about a loved one being radicalised: actearly.uk

You can speak directly to a Prevent Officer, ask questions and seek advice via Twitter @EastMidsPrevent and Facebook www.facebook.com/EastMidlandsPrevent.

Would you recognise the signs in someone you know?

- Changing their behaviour or appearance
- Having more money or items than you would expect, or much less
- Using a second, probably older, phone
- Becoming isolated from friends, peers or family members
- Viewing websites which contain extremist ideologies or symbols
- Extreme behaviour related to ideology and/or religion

You can speak to your tutor, ask to speak to one of our Safeguarding Officers at Reception or call Rutland County Council's Safeguarding Team on **01572 758341**.

Outside of office hours, in an emergency you can call **0116 305 0005** or **999** if in immediate danger.

We all look out for each other.

DATA PROTECTION

To comply with the Data Protection Act and the General Data Protection Regulation (GDPR), which came into effect in May 2018, we must 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 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 erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights related to automatic 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 or telephone 0303 123 1113.