

Learner Handbook

LEARNING AGREEMENT - TERMS AND CONDITIONS

Rutland Adult Learning and Skills Service (RALSS) will:

- Provide a clean, safe and secure learning environment
- Treat you with courtesy and respect at all times, regardless of colour, race, age, faith, disability, gender or sexual orientation
- Offer impartial information, advice or guidance to support your choices
- Agree an Individual Learning Plan and targets with you
- Provide regular feedback on your progress
- Support you to discuss or report wellbeing concerns
- Promote British Values: individual liberty, democracy, the law and mutual respect and tolerance

You will:

- Abide by RALSS' Codes of Conduct, policies or other restrictions
- Wear your Learner ID at all times whilst at RALSS
- Attend your classes regularly and punctually
- Notify RALSS if you're unable to attend a class by calling 01572 758122 or emailing adultlearning@rutland.gov.uk
- Act and dress so as not to disrupt or offend others
- Turn off or silence your mobile phone during class

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

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

2023 – 2024 TERM DATES

Autumn 2023:

Monday 4 September to Friday 15 December

Half-term:

Monday 16 to Friday 27 October

Spring 2024:

Tuesday 2 January to Thursday 28 March

Half-term:

Monday 19 to Friday 23 February

Summer 2024:

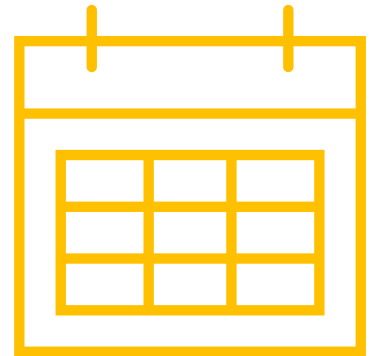
Monday 15 April to Friday 19 July
(Monday 6 May – Bank Holiday)

Half-term:

Monday 27 to Friday 31 May

These dates may change or vary depending on your courses.

Please check with your tutor or a member of staff if you are unsure.



CONTACT US

Call us: 01572 758122

Email us: adultlearning@rutland.gov.uk

Visit our website: www.ralss.org.uk

Follow us on social media: @rutlandlearning

Visit us in person:

Unit 16a, Gate 2, Oakham Enterprise Park

Ashwell Road, Oakham

Rutland

LE15 7TU

ESFA PRIVACY NOTICE

This privacy notice is issued by the Education and Skills Funding Agency (ESFA) on behalf of the Secretary of State for the Department of Education (DfE) to inform learners about the Individualised Learner Record (ILR) and how their personal information is used in the ILR. Your personal information is used by the DfE to exercise our functions under article 6(1)(e) of the UK GDPR and to meet our statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009. Our lawful basis for using your special category personal data is covered under Substantial Public Interest based in law (Article 9(2)(g)) of GDPR legislation. This processing is under Section 54 of the Further and Higher Education Act (1992).

The ILR collects data about learners and learning undertaken. Publicly funded colleges, training organisations, local authorities, and employers (FE providers) must collect and return the data to the ESFA each year under the terms of a funding agreement, contract or grant agreement. It helps ensure that public money distributed through the ESFA is being spent in line with government targets. It is also used for education, training, employment, and well-being purposes, including research.

We retain your ILR learner data for 20 years for operational purposes (e.g. to fund your learning and to publish official statistics). Your personal data is then retained in our research databases until you are aged 80 years so that it can be used for long-term research purposes. For more information about the ILR and the data collected, please see the ILR specification at <https://www.gov.uk/government/collections/individualised-learner-record-ilr>.

ILR data is shared with third parties where it complies with DfE data sharing procedures and where the law allows it. The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting on their behalf) may contact learners to carry out research and evaluation to inform the effectiveness of training.

For more information about how your personal data is used and your individual rights, please see the DfE Personal Information Charter (<https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter>) and the DfE Privacy Notice (<https://www.gov.uk/government/publications/privacy-notice-for-key-stage-5-and-adult-education>)

If you would like to get in touch with us or request a copy of the personal information DfE holds about you, you can contact the DfE in the following ways:

- Using our online contact form https://form.education.gov.uk/service/Contact_the_Department_for_Education
- By telephoning the DfE Helpline on 0370 000 2288
- Or in writing to: Data Protection Officer, Department for Education (B2.28), 7 & 8 Wellington Place, Wellington Street, Leeds, LS1 4AW

If you are unhappy with how we have used your personal data, you can complain to the Information Commissioner's Office (ICO) at:
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. You can also call their helpline on 0303 123 1113 or visit <https://www.ico.org.uk>

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

You 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 are asked to ensure that your own actions do not lead to situations where these 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 your tutor feel that you are not complying with the requirements of the Learner Agreement or any of the statements highlighted above, they will seek to resolve the issue through discussion.

If this is not effective, the issue will be raised to their line manager, who will 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, RALSS' Senior Management will become involved. If a resolution cannot be found, you will be asked to leave with no refund of fees.

If the following breaches of the agreement occur, you will be removed from your course immediately with no refund:

- Physical violence against learners, staff or volunteers on RALSS' premises
- Evidence of written or verbal abuse
- Misuse of IT equipment, including viewing inappropriate material
- Evidence of plagiarism or breaking of assessment / exam rules
- Your actions are severely disrupting learning
- You are found to be under the influence of drugs or alcohol
- Payments under an agreed schedule are not made, despite reasonable attempts having been made by RALSS

ICT CODE OF CONDUCT

All network and internet use must be appropriate to education, respectful and courteous. RALSS' ICT must not be used for private purposes.

You must not share resources, logins or access codes with anyone else. Copyright and intellectual property rights must also be respected.

Hardware or software must not be installed without RALSS' prior permission.

The use of personal images and photographs containing people is not recommended for privacy reasons. Using images of children is prohibited, as is using images of adults without their permission. We will ask for your explicit permission before using personal images.

Where RALSS believes the ICT system may be being used for criminal purposes, to store unauthorised or unlawful materials or in other unauthorised ways, we may exercise our right to monitor its use.

Music:

Music must only be played through headphones on your own device that isn't plugged into RALSS' electricity. Music should also not be loud enough for others to hear.

You may only watch or record live TV at RALSS:

- using your own device that's not plugged into the mains, providing you hold a TV Licence at your home address
- **or** only watch on demand or catch up TV services.
- **or** only use devices to watch CCTV, DVDs or videos

If you breach the ICT Code of Conduct, you may be removed from your course with no refund provided.

REFUNDS

Course fees will only be refunded up to one week before the course starts or under special circumstances as outlined in our Refunds Policy, which is available at www.ralss.org.uk.

SAFEGUARDING

RALSS is committed to providing a safe and supportive learning environment for all. Safeguarding is an important part of this.

People who may be vulnerable could include:

- Young carers
- People with physical or learning disabilities
- People experiencing drug and alcohol abuse
- People isolated from friends, family or peers

Abuse can take many forms, including physical, emotional, financial or sexual. Would you recognize some of the signs?

- Changes in behaviour or appearance
- Having more or less money or items than expected
- Becoming isolated from friends, family or peers

County Lines is where illegal drugs are transported from one area to another, often across police and local authority boundaries (although not exclusively), usually by children or vulnerable people who are coerced into it by gangs.

Some signs to look out for include:

- Using a second, often older, phone
- Changes in mood and/or demeanour
- An increase in anti-social behaviour in the community
- Changes in the way they dress
- Going missing, maybe for long periods of time
- Unexplained, sometimes unaffordable new things
- Unexplained injuries
- Cuckooing – gangs taking over the home of a vulnerable person. You may also notice an increase in, or unexpected, visitors or vehicles at their home.

You can find more information on County Lines through the [National Crime Agency](#) or [CrimeStoppers](#).

RADICALISATION AND PREVENT

All schools, colleges and universities have a legal duty to educate students about extremist behaviour and report concerns about students who may be at risk of radicalisation. The Prevent programme is a support service for those in danger of radicalisation – it is not a criminal investigation.

Signs of radicalisation could include:

- out of character changes in dress, behaviour, hobbies or friendship groups
- accessing extremist literature, imagery and websites
- showing sympathy for extremist causes, ideology and/or religion
- glorifying violence
- showing a mistrust of mainstream media reports and belief in conspiracy theories
- appearing angry about governmental policies, especially foreign policy

The Act Early website provides support and a platform to share concerns about someone who may be being radicalised. You can also find more information through Rutland County Council.

If you feel that you have been treated unfairly or unkindly, put in an unsafe position or have a safeguarding concern, please talk to a member of staff or RALSS' safeguarding lead, Rose (email RPusch@rutland.gov.uk or call 01572 758147).

You can also report safeguarding concerns to Rutland County Council:

- call 01572 758407 (children) or 01572 758341 (adults)
- email childrensreferrals@rutland.gov.uk or adultduty@rutland.gov.uk
- visit www.rutland.gov.uk

LEARNER SUPPORT

RALSS can support you in various ways:

- Free, impartial information, advice or guidance about accessing courses with RALSS or other providers
- Free individual help with your CV or searching for jobs
- Reduced course fees if you have a low household income or receive certain state benefits
- Help with your childcare, travel or study costs, or additional learning support, if you're enrolled on a qualification course

Please contact us to find out more.

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 the Council by phone on 01572 722577, via email to dataprotection@rutland.gov.uk or by writing to 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 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 Rutland County Council's website (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.