2026 - 2027

Learner Handbook

Learning Agreement - Terms and Conditions

Rutland Adult and Community Learning (RACL) 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 RACL's Codes of Conduct, policies or other restrictions
- Engage with/undertake all relevant course activities
- Attend your classes regularly and punctually
- Notify RACL 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.

2026 - 2027 TERM DATES

Autumn 2026:
Monday 7 September to Friday 18 December

Half-term:
Monday 19 to Friday 30 October

Spring 2027:
Monday 4 January to Thursday 25 March
Bank Holidays: Friday 26 and Monday 29 March

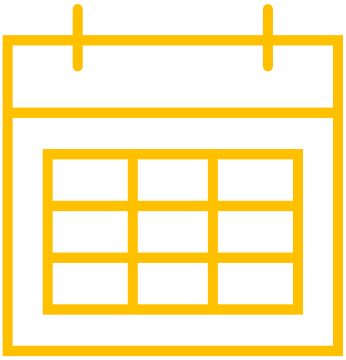
Half-term:
Monday 15 to Friday 19 February

Summer 2027:
Monday 19 April to Friday 16 July
Bank Holiday: Monday 3 May

Half-term:
Monday 31 May to 4 June

These dates may change or vary depending on your courses.

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



FEES AND REFUNDS

In 2026-27, Tailored Learning course fees will be £7.50 per hour. Some courses may not have additional funding so will be charged at a full cost recovery rate. There may also be additional charges for materials for specialised art courses.

Fees for qualification courses vary according to individual circumstances - please enquire.

We offer reduced course fees if:

- Your gross household income is less than £26,800 per year, or
- You receive JSA, ESA, Council Tax Reduction, Working Tax Credits, Universal Credit, Income Support or Pensions Guarantee Credit, or
- You are the unwaged dependant of someone who meets the criteria stated above.

Refunds will only be given in the following circumstances:

- The course is cancelled by the Service
- The learner cancels their place on the course at least 7 days before the commencement date. *This does not apply to courses of less than 2 sessions, where no refunds will be given.*
- The learner has an illness that precludes further attendance, or the serious illness of a near relative precludes further attendance.

Further information can be found in RACL's Fees Policy, available at www.ralss.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.

We uphold and promote British Values: Democracy, Rule of Law, Respect and Tolerance, Individual Liberty as part of our Prevent duty to the government and our funding body, the Department for Education.

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, RACL's Senior Management will become involved. If a resolution cannot be found, you will be asked to leave with no refund of fees.

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

- Physical violence against learners, staff or volunteers on RACL's premises
- Evidence of written or verbal abuse
- Misuse of IT equipment, including viewing or distributing 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 RACL

ICT CODE OF CONDUCT

All network and internet use must be appropriate to education, respectful and courteous. RACL's 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 be respected.

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

You must not access, promote or distribute any material which is deemed by RACL as libellous, pornographic, sexually explicit, or which includes hostile material relating to gender, gender reassignment, sex, race, sexual orientation, age, religious or political convictions or disability, or incitement of hatred, violence, extremism, radicalisation or any illegal activity.

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.

Rutland County Council reserves the right to investigate any and all aspects of its electronic information systems if it is suspected that any user of Council equipment or services is acting unlawfully or violating this standard or any other Council policy/standard document.

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

You may only watch or record live TV at venues:

- 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.

SAFEGUARDING, RADICALISATION & PREVENT

RACL 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

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.

You can find more information on County Lines through the National Crime Agency or Crimestoppers.

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. 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 or speak to RACL safeguarding staff (see below) to discuss your concerns and for more information.

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 RACL's Safeguarding Leads, Louise Onions or Charlotte Law (LOnions@rutland.gov.uk or CLaw@rutland.go.uk or 01572 758122).

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

LEARNER SUPPORT

RACL can support you in various ways.

If you are enrolled on a Maths, English or other qualification, we may be able to offer financial support with:

- Transport costs
- Childcare costs
- Exam or equipment costs

Learning Support
If you need additional support with your learning, or have a learning disability such as dyslexia we may be able to support your with these. Please discuss this with one of our advisors, ask at reception or discuss with your tutor.

If you are enrolled onto a qualification course we may be able to offer formal testing for some learning disabilities or difficulties and arrange for extra time to learn and during exams, or classroom support.

Through our **Information, Advice and Guidance** service, we also offer free, impartial and confidential support with:

- Free, impartial information, advice or guidance about accessing courses with RACL or other providers
- Free individual help with your CV
- Searching for jobs
- Completing job applications
- Accessing other services

HOW YOUR DATA IS USED

To understand how the Department for Education (DfE) will use your personal data, please read their privacy notices below.

General Privacy Notice

ILR Privacy Notice

Please ask if you would like to see printed copies of these privacy notices.

Rutland County Council

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 DfE, 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.

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

Scan the QR code to visit our website

Write to us:
Rutland Adult & Community Learning
Rutland County Council
Catmose House
Catmos Street
Oakham
Rutland
LE15 6HP

Most of our courses are delivered from Rutland's four public libraries:

Oakham Library
Catmos Street
Oakham
Rutland
LE15 6HW
01572 722918

Uppingham Library
Queen Street
Uppingham
Rutland
LE15 9QR
01572 722918

Ryhall Library
Coppice Road
Ryhall
Rutland
PE9 4HY
01780 751726

Ketton Library
High Street
Ketton
Rutland
PE9 3TE
01780 720580