



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# Adult and Family Learning Learner Handbook 2023/24

**WELCOME**

**Bienvenidos**

እንኳን ደህና መጣህ

Soo dhawee

Chào mừng

Witamy

Bem vinda

স্বাগত

欢迎

Maligayang pagdating

Merhaba

أهلا بك

Benvenuto



# Contents

	page
<b>Welcome</b>	1
Your learning agreement	4
Learner support & keeping well	7
Staying Safe, Prevent and British Values	8
Help finding work and your next steps	10
Your views matter: Compliments, Complaints and Suggestions	11
Term Dates and holidays	12
Useful contacts	13

# Welcome to RBKC's Adult and Family Learning Programme 2023-24



**We are pleased to welcome you onto a course with us in 2023-24. We look forward to supporting you through your learning journey.**

RBKC's Adult Learning Service delivers a wide range of learning activities and courses through our dedicated family learning team and our delivery partners at venues across the borough. Adult and family learning courses are funded by the Greater London Authority (GLA).

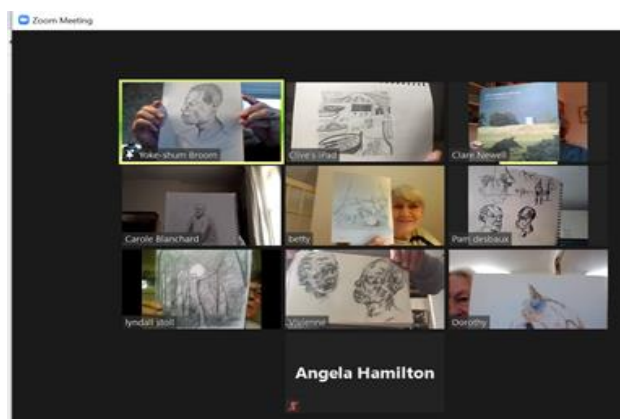
Our service aims "to deliver accessible, high-quality adult and community learning that enables learners to improve their wellbeing, widen their horizons and achieve their personal, social and economic aspirations".

We want you to enjoy your learning experience and get the most out of it whether you are learning with one of our delivery partners or with our family learning team, and for whatever reason you have decided to join a course – whether that is to improve your skills, your wellbeing or prepare for employment.

We will ask you about your learning experience at a number of points throughout your course, and after you finish, to help us improve our future delivery. We value your feedback.

Together with our delivery partners we work hard to provide safe, supportive, and friendly learning environments with high-quality learning experiences.

In some instances, there was a benefit to delivering learning online or by distance – our tutors developed many techniques to ensure that online learning fitted with our learners’ ability in digital skills enabling learning online and by distance, through socially distanced face to face, or a blend of all those options. We have a wide range of delivery and offer some learning online or a blend of face to face and online learning.



If your course is delivered online, you will need access to a laptop, webcam, microphone, and speakers or a device which can be used to access the internet (a smart phone or tablet, for example). Your tutor and enrolment team will advise you. Most online courses will start with some digital skills training to help you get the most of your learning. Our staff

and tutors are dedicated, highly skilled and committed to helping you achieve your learning goals.



*“I’m Ross , I became a volunteer after doing Entry Levels 2 and 3 in Computers. After passing both levels I became a volunteer and it’s helped me build confidence in myself and around other people. Also, you get to meet new people and make new friends.”*

**Ross, ICT Entry Levels, Nova New opportunities**

# Your Learning Agreement

## Enrolling on a course:

The GLA requires learners to complete an enrolment form each academic year. We ask for the minimum amount of information from the GLA funding rules. If you need help completing the form, please speak to your tutor or the enrolling staff.

## General Data Protection Regulations (GDPR):

The information we collect is used as specified in the privacy notices on your enrolment form, in line with the General Data Protection Regulations. Further information on how we protect your data can be found on [www.rbkc.gov.uk/footer-links/data-protection](http://www.rbkc.gov.uk/footer-links/data-protection).

Your details will be used by us to collect feedback on your course through end of course forms, your Individual Learning Plan and surveys carried out by J2Research on behalf of the Royal Borough of Kensington and Chelsea (usually in the year after you complete your course) and at the start of your course by IFF Research on behalf of the GLA who fund your learning. These surveys are designed to find out what the impact of the learning experience has been for you and used to inform future developments in adult learning funding and delivery.

## Attendance:

We want you to get the most out of your course. By signing the learner declaration and learning agreement on the enrolment form you agree to attend regularly and arrive on time to your classes. If you are unable to come to class, or your circumstances change, please let your tutor know.

If you miss four classes in a row, you will be automatically withdrawn from the course.

## Individual Learning Plans:

Individual Learning Plans (ILPs) are used on all courses – this is a tool that helps you identify your personal learning goals, and helps you evidence your learning journey and achievements from start to finish. The ILP will show how you are progressing towards your goals and detail what you need to do next as you go through the course.

At the end of the course, you will evaluate your achievement (both from your perspective and from your tutor's). It gives you the opportunity to provide feedback to your tutor at specific points in your learning journey. This achievement will help inform future tutors if you decide to progress onto another course.

Together, you and your tutor will set targets which are reviewed regularly, to help you get the most out of your course, achieve your learning- and personal goals.

The ILP is a way for you to give feedback about your experience of the course to the organisation you are learning with and to us at the Royal Borough of Kensington and Chelsea. We welcome all feedback – it helps us to make our courses better.

*'Absolutely brilliant. Learnt so much from saving money - fuel, shopping etc to finding the cheapest broadband! Would highly recommend this course to everyone (inc schools) would benefit.'* **Evelyn,**  
Moneywise, RBKC Housing



## What you can expect from us:

### We will:

- Respect your values, opinions, and beliefs
- Provide advice and guidance to help you choose the right course
- Support you to make progress
- Provide appropriately qualified and skilled tutors
- Listen to, and act on, your concerns and feedback
- Provide friendly and supportive learning environments
- Act on the feedback you give us to improve the learning experience
- Keep your data secure
- Provide safe Covid-secure venues

## What we expect from you:

### I will:

- Stay at home if I have any symptoms of Covid-19 and follow current government guidelines.

The link for arranging a Covid-19 test is:

[www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/](https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/)

- Attend classes and be on time
- Telephone the learning provider or my tutor if I cannot come
- Let you know what my specific support needs are
- Complete an induction to agree the course rules with the tutor and the other learners
- Complete assignments within the agreed time limits
- Take any examinations that I have been entered for
- Respect the values, opinions, and beliefs of others
- Keep myself and others safe in the classroom and online
- Report any concerns about safeguarding to my tutor or the Safeguarding lead person
- Give feedback about my course by completing the evaluation form and surveys

I have read and understood the expectations of me, as above.

Learner Signature:

Date:



# Learner Support, and Keeping Well

## Learner Support

We want you to achieve your learning goals. If you require any support with your studies, please talk to your tutor.

Your support needs might include:

- resources to support your disability or learning difficulty (e.g. dyslexia)
- assistive equipment and mobility support
- digital access support,
- exam access arrangements,
- careers advice and guidance,
- help finding work,

*"I really enjoyed the course. I found it very calming and therapeutic, as soon as I arrived the tutor made me feel very relaxed and helped me to take part. The tutor gave me confidence and supported me to join in. I met some new people on the course, and we have stayed in touch."*

**Happy, Thyme to Get Together,**  
Hammersmith Community Gardens Association

## Keeping Well

We want you to attend and enjoy your course. Learning, meeting people and being part of your community can improve your health and well-being.

If you feel you have an underlying issue that could affect your learning, please let your tutor know – they will work with you to find ways to support you.



Other helpful contacts include:

- Kensington and Chelsea Mind <https://www.kcmind.org.uk/>
- NHS Live Well [www.nhs.uk/live-well/](http://www.nhs.uk/live-well/)

# Staying Safe, Prevent, British Values

## Staying safe (health and safety, and safeguarding)

We are all responsible for our own health and safety, and the health and safety of those around us who may be affected by what we do – including learners, carers, parents, and staff.

Your learning provider will undertake risk assessments of the venues they use, and the learning activities they are doing with you, taking into consideration the individual capabilities of all the learners in the class.

Please help us to make the learning environment a safe place for all by:

- Paying close attention to, and complying with, health and safety advice given by your tutor and other staff.
- Following instructions, when given, about how to remain safe, use equipment safely, and health advice relating to your learning.
- Being aware of your learning environment including keeping walkways clear and thinking about others in your class while you are undertaking activities.
- Following current government guidelines relating to Covid-19

Your tutor will let you know about how to stay safe in the classroom and online, as part of your course induction.

If you encounter anything that you think is an urgent risk to health and safety, please inform the staff at your centre immediately.

There are nominated safety officers in each organisation to help you if you have concerns about health and safety, or risk, in your course or the venues you are in. This may be someone other than your tutor. Please make a note of their name and contact details.

You can also contact the designated safeguarding lead in the Adult Learning Service at the council:

Joanne Bailie – [AdultLearningService@rbkc.gov.uk](mailto:AdultLearningService@rbkc.gov.uk)

Contact number: 07974 635042

## Prevent and British Values

RBKC and their delivery partners have a legal responsibility under the Prevent Duty to make sure that British values are demonstrated in their practice. British values are:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect
- Tolerance of those with different faiths and beliefs

Our staff are expected to exemplify these fundamental British values in our management, teaching, and behaviours and to use all opportunities in the curriculum to promote British Values.

We expect learners to respect other people, particularly those with the protected characteristics that were set out in the Equality Act of 2010. The protected characteristics are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Gender
- Sexual orientation

We cannot discriminate against people based on any of these characteristics.

Prevent is part of the Government's counter terrorism strategy. It is about:

- safeguarding you as a learner to ensure you are safe within the law,
- and preventing extremism

If you have any concerns or questions about Prevent, or in relation to preventing extremism, talk to your tutor or contact our designated officer, Joanne Bailie (see page 8).

Both Prevent, and British values will be covered in your induction and throughout your course.

## Help finding work and your next steps

If you are enrolling on a course to improve and learn new skills to help you find work, secure employment, or get a better work, your tutor and delivery partner will support you with access to one-to-one information and specialist advice.

At the end of your course, you can discuss what your next steps could be with your tutor. Your next steps might be a further course, applying for jobs or volunteering.

There are events in the borough throughout the year where you can find out about opportunities including employment.

Check the RBKC website for details ([www.rbkc.gov.uk](http://www.rbkc.gov.uk)).

The following websites are helpful for advice about finding employment and volunteering:

- **RBKC Employment and Skills advice:** [www.rbkc.gov.uk/jobs-employment-and-skills](http://www.rbkc.gov.uk/jobs-employment-and-skills)
- **RBKC Balance Supported Employment Service:** [Balance - Supported Employment Service | Royal Borough of Kensington and Chelsea \(rbkc.gov.uk\)](http://www.rbkc.gov.uk/balance-supported-employment-service)
- **FACES advice** for finding a job: [The Families and Communities Employment Service \(FACES\) | Royal Borough of Kensington and Chelsea \(rbkc.gov.uk\)](http://www.rbkc.gov.uk/faces)
- **IntoWork programme** from Clement James Centre: [Employment Support - The ClementJames Centre - Releasing Potential in the Community](http://www.clementjamescentre.org.uk/employment-support)
- **The National Careers Advice Service:** [Careers advice - job profiles, information and resources | National Careers Service](http://www.nationalcareersservice.co.uk)
- **The Volunteer Centre Kensington and Chelsea:** [www.voluntarywork.org.uk](http://www.voluntarywork.org.uk)

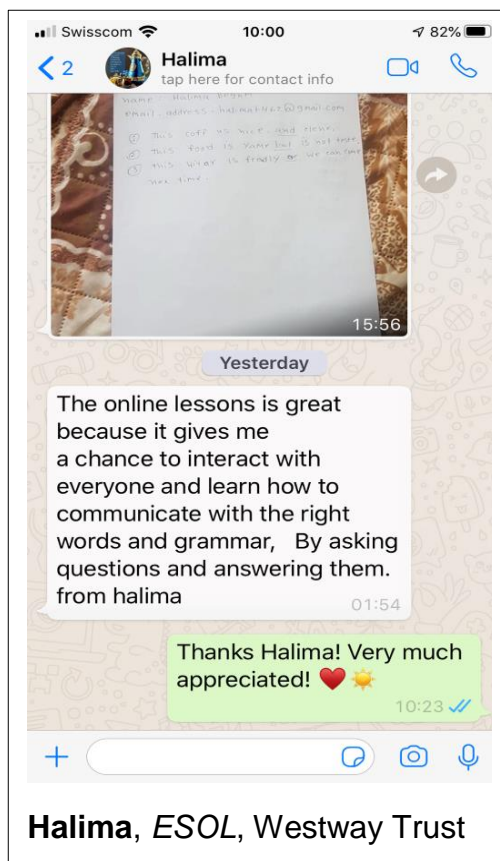
## Your views matter

We want to know what you think about your learning. We regularly ask for your views about your learning and of our service. We do this through end of course feedback forms, telephone surveys, postal surveys and asking people to attend focus groups to help us to improve the service.

We want to know how the learning has impacted on your life after the course, you may be contacted to find out what has happened to you since you completed your course.

There are 2 surveys that will be conducted during this year. One by the Royal Borough of Kensington and Chelsea and another by the Greater London Authority. Everyone will be invited to complete the survey for the GLA - your tutor will tell you more about this when you join. [London Learner Survey - IFF Research](#)

The other will be undertaken by J2Research on behalf of the Adult Learning Service at the Royal Borough of Kensington and Chelsea.



Please complete and/or participate in any of these opportunities to give your feedback. We use the information you provide to continue to improve our service, help you to enjoy and succeed on our programmes.

### Compliments, Complaints, and suggestions

If you have any issues that you want to comment on at other times, please discuss these with your tutor and/or the manager of the delivery partner where you attend your course.

Alternatively, you can contact our Quality Manager: **Verity Greaves**,

Email: [AdultLearningService@rbkc.gov.uk](mailto:AdultLearningService@rbkc.gov.uk)

Contact number: 020 7361 2473 or 07739 970909.

Postal address: 1st Floor, The Town Hall, Hornton St, London W8 7NX.

## Term Dates and Holidays

### Autumn Term:

Monday 4 September – Friday 20 October

*Half – term Monday 23 October – Friday 27 October*

Monday 30 October – Friday 27 October

Christmas Break: Friday 22 December – Friday 5 January

### Spring Term:

Monday 8 January – Friday 9 February

*Half – term Monday 12 February – Friday 16 February*

Monday 19 February – Thursday 28 March

Easter Break: Friday 29 March – Friday 12 April (Easter weekend 29 March – 1 April)

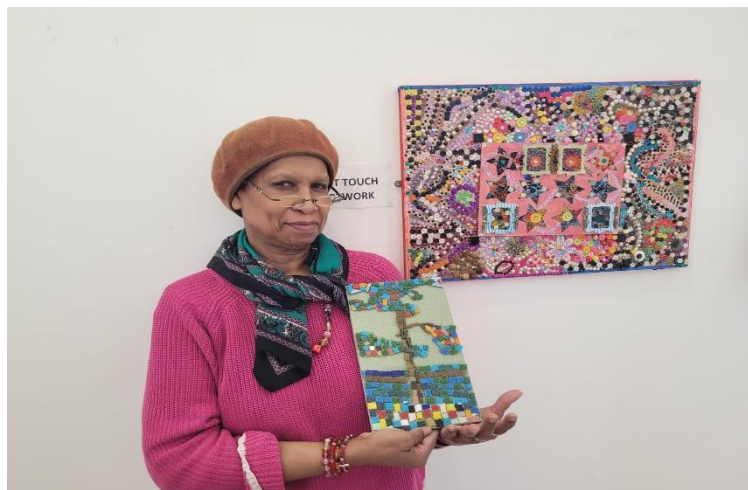
### Summer Term:

Monday 15 April – Friday 24 May (May Day Bank Holiday 6 May)

*Half-term Monday 27 May - Friday 31 May (Spring Bank Holiday 27 May)*

Monday 3 June - Wednesday 24 July

**These dates are a guide only, RBKC Adult Learning delivers courses throughout the year.**



## Useful contacts

Government advice Coronavirus (Covid – 19): [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

NHS advice Coronavirus (Covid – 19):  
[www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/)

Cost of living support [Cost of Living Support Hub | Royal Borough of Kensington and Chelsea \(rbkc.gov.uk\)](http://Cost of Living Support Hub | Royal Borough of Kensington and Chelsea (rbkc.gov.uk))

Freephone national Domestic violence helpline: 0808 2000 247

FGM (Female Genital Mutilation) helpline: 0800 028 3350

Men's advice Domestic violence helpline: 0808 801 3027

Online Safeguarding: [www.ncsc.gov.uk/guidance/suspicious-email-actions](http://www.ncsc.gov.uk/guidance/suspicious-email-actions)

Report Hate crime online: [www.report-it.org.uk/your\\_police\\_force](http://www.report-it.org.uk/your_police_force)

Modern slavery helpline: 0800 012 1700

Forced marriage: 0207 008 0151 [www.gov.uk/stop-forced-marriage](http://www.gov.uk/stop-forced-marriage)

Homelessness: [Preventing homelessness and homelessness support | Royal Borough of Kensington and Chelsea \(rbkc.gov.uk\)](http://Preventing homelessness and homelessness support | Royal Borough of Kensington and Chelsea (rbkc.gov.uk))

Housing advice: [www.glassdoor.org.uk/](http://www.glassdoor.org.uk/)

Anti-Terrorist hotline on 0800 789 321



If the crime is not an emergency, call 101 or contact your local police.

In an emergency, always call 999

Anonymous crime reporting: 0800 555 111 [crimestoppers-uk.org/](http://crimestoppers-uk.org/)

SUPPORTED BY  
**MAYOR OF LONDON**

