

# Adult and Family Learning

Learner Handbook  
2025-26

Welcome

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THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



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# Welcome to Kensington and Chelsea's Adult and Family Learning Programme 2025-26

**We look forward to supporting you through your learning journey.**

Kensington and Chelsea's Adult Learning Service delivers a wide range of learning activities and courses through our dedicated family learning team and our dedicated 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 – it helps us to continuously improve our provision.

Most of our provision is delivered face to face in learning venues across the borough.

Some of our courses are delivered online. This helps with those who might work shifts, or who might struggle to make in person sessions.

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.





# Our 2025-26 delivery partners are:

Advantages of Age

Hammersmith Community Gardens Association

Learning & Skills Solutions

Learning Curve Group

Learning Unlimited

Morley College London

Nova New Opportunities

Open Age

PSEV

Strive Training Ltd

Westway Trust

Families Forwards

Kensington and Chelsea Libraries

Kensington and Chelsea Housing and Employment

Kensington and Chelsea Museums

Adult Learning Service also delivers Family Learning courses through its Family Learning team.



# Your Learning Agreement

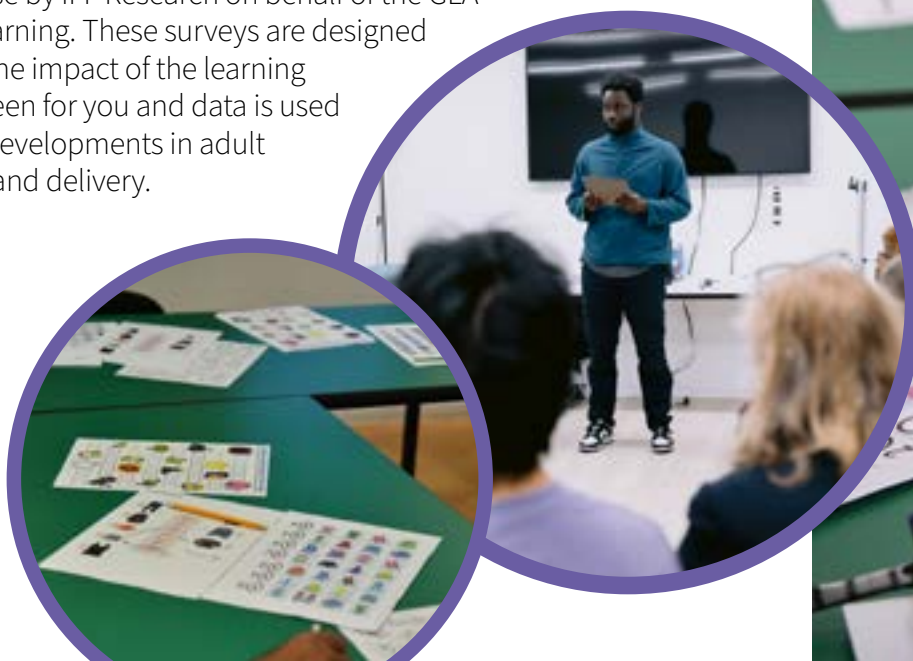
## Enrolling on a course:

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 feedback 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 data is 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 Kensington and Chelsea Council. We welcome all feedback – it helps us to make our courses better.

## 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 venues

## What we expect from you:

### You will:

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



# 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 have learnt to put time aside for myself and it has helped me to relax and during sessions to reduce my anxiety. It has also given me the confidence to be more outspoken in the group and share my ideas and opinions.'

**Maria, Meditation, Open Age**

'I'd like to start a new business (beauty) this gave me more ideas.'

**Samiha, Natural Beauty Products course, HGCA**



## 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 **[www.kcmind.org.uk/](http://www.kcmind.org.uk/)**

NHS Live Well **[www.nhs.uk/live-well/](http://www.nhs.uk/live-well/)**





# Staying Safe, Prevent, British Values

## Health, 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.

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**

Contact number:  
**07974 635 042**





## Prevent and British Values

Kensington and Chelsea Council and our 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 14).

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.

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:

 [www.rbkc.gov.uk/kb5/rbkc/fis/service.page?id=X1mXWYWM5Us](http://www.rbkc.gov.uk/kb5/rbkc/fis/service.page?id=X1mXWYWM5Us)


### FACES advice for finding a job:

 [www.rbkc.gov.uk/health-and-social-care/children-and-families/families-and-communities-employment-service-faces](http://www.rbkc.gov.uk/health-and-social-care/children-and-families/families-and-communities-employment-service-faces)

### IntoWork programme at ClementJames Centre:

 [www.clementjames.org/employment-support/](http://www.clementjames.org/employment-support/)

### The National Careers Advice Service:

 [www.nationalcareers.service.gov.uk](http://www.nationalcareers.service.gov.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 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 two surveys that will be conducted this year. One for the Royal Borough of Kensington and Chelsea undertaken by J2Research. The other on behalf of the Greater London Authority. Everyone is invited to complete the survey for the GLA - your tutor will tell you more about this when you join. To complete the survey, visit **[www.iffresearch.com/LLS/murp](http://www.iffresearch.com/LLS/murp)**. Your tutor will provide you with your Unique Learner Number (you need it to complete the survey). Further information on the survey can be found at: **[www.londonlearnersurvey.co.uk](http://www.londonlearnersurvey.co.uk)**

Please participate in these opportunities to give your feedback. We use the information you provide to continue to improve our service and to 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** on email: **[AdultLearningService@rbkc.gov.uk](mailto:AdultLearningService@rbkc.gov.uk)**, by phone: **020 7361 2473** or **07739 970909** or by post at **The Town Hall, Hornton St, London W8 7NX**.

'Absolutely brilliant. Learnt so much from saving money – fuel, shopping etc to finding the cheapest broadband! Would highly recommend this course to everyone.'

**Evelyn, Moneywise participant**



## Term Dates and Holidays

Our partners' work around the Kensington and Chelsea School terms, where appropriate to their delivery.

### In 2025-26 academic year those are:

#### Autumn Term:

Monday 1 September 2025 to Friday 19 December 2025

#### Spring Term:

Monday 5 January 2026 to Friday 27 March 2026

Half Term Monday 16 February to Friday 20 February 2026

#### Summer Term:

Monday 13 April 2025 to Friday 31 July 2026

Half term Monday 25 May to Friday 29 May 2026

These dates are a guide only, courses are delivered throughout the year. Please check your course dates with your tutor.




## Other useful contacts


#### Cost of living support:

 [www.rbkc.gov.uk/cost-living-support-hub](http://www.rbkc.gov.uk/cost-living-support-hub)


#### Freephone national Domestic violence helpline:

 0808 2000 247


#### Men's advice Domestic violence helpline:

 0808 801 3027

#### FGM (Female Genital Mutilation) helpline:

 0800 028 3350


#### 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:

 [www.rbkc.gov.uk/housing/homelessness/help-homelessness](http://www.rbkc.gov.uk/housing/homelessness/help-homelessness)

#### Housing advice:

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


#### Anti-Terrorist hotline:

 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



 [www.crimestoppers-uk.org/](http://www.crimestoppers-uk.org/)

#### 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/)

 [adultlearningservice@rbkc.gov.uk](mailto:adultlearningservice@rbkc.gov.uk)  
 [www.rbkc.gov.uk/children-and-education/  
education-and-learning/adult-learning](http://www.rbkc.gov.uk/children-and-education/education-and-learning/adult-learning)

