



# Learner Handbook

## Shaping Lives Through Learning

**Tel: 0121 557 0837**  
**[www.learnsafl.ac.uk](http://www.learnsafl.ac.uk)**  
**[contact\\_SAFL@sandwell.gov.uk](mailto:contact_SAFL@sandwell.gov.uk)**



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# Welcome

Welcome to Sandwell Adult and Family Learning (SAFL) service. It is our aim to help you to find the right course and to help you achieve on your chosen course.

Whether you are studying for a qualification, to gain the skills to get a job or to take part in a hobby, we hope that you enjoy your time at SAFL.

If this is your first step back into learning, we hope that it is the beginning of a long and successful journey, which will bring you new skills. We know that it can be hard to come to a new class after a long time away from learning. We will try to help all of our learners as much as possible. Please speak to your tutor if there is anything we can do to help.

We are here to give you high quality education and training. This handbook tells you what we will do for you.

We want to know if we are helping you to achieve your goals and would like to know what you think. This handbook tells you how you can let us know what you think.

# Our Centres

We have courses in our own main centres and in many local community venues including schools, community centres, faith centres, libraries and businesses across Sandwell.



## Tipton College

Alexandra Road

Tipton

West Midlands

DY4 7NR

Tel: 0121 557 0837

## Opening Hours

Monday 9am - 4.30pm

Tuesday 9am - 8.30pm

Wednesday 9am - 8.30pm

Thursday 9am - 4.30pm

Friday 9am - 4pm

Saturday Closed



## Ron Davis Centre

Ballot Street

Smethwick

West Midlands

B66 3HH

Tel: 0121 555 6255

## Opening Hours

Monday 9am - 8.30pm

Tuesday 9am - 4.30pm

Wednesday 9am - 4.30pm

Thursday 9am - 8.30pm

Friday 9am - 4pm

Saturday Closed



## Hateley Heath FETC

Huntingdon Road

West Bromwich

West Midlands

B71 2RP

Tel: 0121 556 7426

## Opening Hours

Monday 9am - 7.45pm

Tuesday 9am - 4.30pm

Wednesday 9am - 4.30pm

Thursday 9am - 4.30pm

Friday 9am - 4pm

Saturday Closed

# Health and Safety

- We promote a positive Health and Safety culture to provide you with a safe, healthy and secure environment. Your safety is our first priority.
- Helps you to understand why health and safety procedures are important.
- Makes sure that you know how to evacuate in an emergency.
- Makes sure that first aid kits are available and that your tutor tells you who the nominated first aider is.
- Make sure that you know how to use computers safely.
- Make sure you know how to report anything that concerns you.

## Emergency Evacuation Procedures

- Your tutor will complete the class register at the **start** of each lesson.
- When an alarm sounds you should leave the building by the nearest exit. (This exit should be shown in your classroom). **Do not** stay to collect your personal items.
- At the meeting point the tutor will check the register to make sure that everybody is there.
- You should **stay outside** until you are told to go back in.
- Your tutor will explain these procedures to you in your first lesson.



# Information, Advice and Guidance

Information Advice and Guidance appointments can be made at all three of our main learning centres by contacting;

- Hateley Heath Further Education and Training Centre 0121 556 7426
- Ron Davis Centre, Smethwick 0121 555 6255
- Tipton College 0121 557 0837

## We Offer

- Information, advice and guidance on learning and training opportunities
- Support on choosing the learning / training route which is best for you
- Information on how to apply for a course and the entry requirements needed
- Guidance to help you identify your career goals and interests
- Information on course fees and other costs associated with the course
- Guidance on the opportunities available to you after completing your course, including further employment and higher education
- A brief written summary of the guidance interview, outlining the action points agreed

## You can expect

- Friendly, courteous staff who listen to your needs
- To be treated with respect, with consistency and fairness
- Up to date, accurate and accessible information
- Information on courses available to you
- Access to individual, impartial, unbiased advice and guidance
- Highly qualified and experienced guidance staff

## What do we expect from you

We ask that you treat SAFL premises, staff and other users of the service with respect. If you have an appointment and are unable to attend please notify us to rearrange or cancel an appointment.

**SAFL welcomes enquiries from all and is committed to promoting equality of opportunity both within the service and the wider community. If you have a disability, or problems that affect the way you use our service, we will be happy to discuss the best means of helping you.**

# As our learner - What we will do for you

## **We will:**

- Treat all information you give about yourself with confidentiality.
- Give clear and accurate information about courses.
- Find out what you want to achieve and help you choose a course which best meets your aims, taking into account your existing qualifications, skills and experience.
- Discuss your starting point to ensure you join the right course.
- Give you an induction at the start of your course and a learning plan which shows your learning aims and targets.
- Give you a safe and healthy place to learn.
- Give you a good learning environment with suitable resources and activities at the right level.
- Recognise and record your progress. To do this we will give you an Individual or Personal Learning Plan which will help you to:
  - work out your goals
  - agree with your tutor what you will work on in the course
  - give you written feedback about your progress towards your goals
  - record any other skills or learning you have achieved
  - discuss your next steps.
- Listen to your concerns and respond to them appropriately.
- Give you the chance to be involved in reviewing and improving our service.
- Talk to you about what you can do next and give you the information you need. Where you need specialist advice, we will do our best to signpost you to someone who can help.



# What you need to do

- Be committed to your learning programme and be prepared to practice your skills outside the classroom.
- Respect other people's views and opinions.
- Help us make your place of learning a safe place by reporting concerns to a member of staff.
- Share ideas and views on how SAFL can be improved.
- Take care of materials and equipment.
- Arrive on time for every class.
- You will gain the most from your course if you attend regularly. For qualification courses there is a minimum attendance required to maximise your chances of achieving.
- Be ready to learn and not be under the influence of alcohol or drugs.
- Work productively during each session.
- Do not be disruptive or stop other learners from working.
- Turn mobile phones onto silent during lesson time.
- Talk to my tutor if I have any problems with the course, homework tasks or target dates.
- Follow health and safety regulations.
- Be safe in the classroom.
- Bring with you any aids or equipment that help you with learning.  
For example glasses and learning aids.

# Equality and Diversity

Sandwell Adult & Family Learning Service is committed to promoting equality and celebrating diversity. We want every person to do well and enjoy their class.

## **We will:**

- Treat you with respect.
- Support you with your work in a safe place.
- Celebrate your efforts and successes and help you if things don't go well.
- Make sure that all facilities are as accessible as possible.
- Make sure that our enrolments and assessments procedures are fair and that any barriers faced by learners are dealt with.
- Make sure that harassment and discrimination are not tolerated.
- Make sure that our staff are trained in disability awareness.
- Create courses that reflect the needs of our diverse community.

# Safeguarding

Sandwell Adult and Family learning knows that it is important to keep the children, young people and vulnerable adults who come to our courses safe. SAFL has a legal and moral duty to support people who come to our courses and to support people where there may be risk. Safeguarding aims to keep children, young people and vulnerable adults safe from harm and to prevent harm.

We have a dedicated email should you wish to contact a member of our safeguarding team:

**[Safe\\_SAFL@sandwell.gov.uk](mailto:Safe_SAFL@sandwell.gov.uk)**

# Ensuring Safeguarding

You have the right to feel safe where you learn.

Your responsibilities are:

- To respect other peoples rights to safety
- Not to hurt others or abuse them
- Not to threaten others

## Types of abuse

- **Physical abuse** - People should not touch you in ways that hurt.
- **Sexual abuse** - People should not touch you or make you touch them in a way that makes you feel uncomfortable or upset.
- **Psychological or emotional abuse** - People should not upset you by bullying or teasing you.
- **Financial, money or material abuse** - People should not steal from you or control your finances against your will.
- **Neglect** - If you have personal care support, people who are there to help you should not neglect or ignore you.
- **Discrimination** - People should not treat you badly because of your age, disability, gender, ethnicity, religion or sexual orientation.
- **Radicalisation** - We will aim to identify and deter someone from adopting radical positions on political or social issues.
- **Extremism** - You should be protected against extreme political or religious views which we actively look to prevent.

**Do not hesitate to speak to a member of the team**



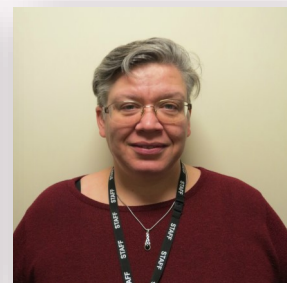
**Lisa Espinosa**  
**Safeguarding Officer**  
**07896 803297**



**Tonia Green**  
**Lead Safeguarding**  
**Officer**  
**07855 516680**



**Tokunbo Sode**  
**Safeguarding Officer**  
**07341 785974**



**Siân Breese**  
**Safeguarding Officer**  
**07854 684168**

# Prevent Strategy

Extremist organisations can develop and popularise ideas which create an environment conducive to violent extremism and terrorism. Exploring ideas, developing a sense of identity and forming views are a normal part of growing up but we recognise that, children/adults and young people can be exposed to extremist influences or prejudiced views, particularly via the internet and other social media. We will endeavour to help learners learn about different cultures and faiths (as directed by the Department for Education) and gain an understanding of the British values we share which are defined in the Governments 2011 **Prevent Strategy** as:

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

**Tolerance and mutual respect**

Treat others as you want to be treated!




**British Values**

The SAFL community promotes the importance of tolerance and mutual respect through:

- ✓ Shared College Code of Conduct
- ✓ Agreed class rules
- ✓ Activities that celebrate the rich diversity of the SAFL Community

**@ SAFL**

By providing a safe environment we will support our learners to express their views but also appreciate the impact their views can have on others. We will encourage learners to take responsibility for their actions and to understand that the use of violence to further any cause is intolerable. Staff will be briefed on the indicators of possible extremism and radicalisation and will refer any concerns to the Safeguarding Team immediately.

# Reporting a Safeguarding or Prevent issue

If you feel you need to report either a Safeguarding or Prevent issue you can do so by calling one of the agencies listed below. You can also contact SAFL's own safeguarding team .

To report a safeguarding issue:

Involving **adults** call:

Sandwell ASSIST on 0121 569 **2266**

Involving **children** call:

Sandwell ACCESS on **0121 569 3100**

Or call the out of hours Emergency Duty Team on **0121 569 2355**

If you require further information on how to protect yourself from the effects of radicalisation and extremism or have concerns of a non-urgent nature you can contact the Prevent team by emailing

**Prevent\_Inbox@sandwell.gov.uk**

You can report suspected terrorism online or contact the confidential Anti-Terrorism hotline on

**0800 789 321**

# E-Safety

We promote e-safety as part of our commitment to learner and staff safeguarding policies.

## We aim to keep you safe by:

- Providing a classroom environment with appropriate seating and equipment.
- Advising and limiting the time you spend working on a screen and how to protect your physical health when using computer equipment.
- Providing you with an individual user account during your time on a course using our ICT systems.
- Protecting all our users of our networks by asking you to sign our computer and internet acceptable use policy.
- Encouraging positive, safe and acceptable behaviour in use of electronic and internet communications.
- Ensuring learners are not left unattended during use of our electronic systems.
- Keeping all your personal information safely and securely, ensuring it is handled at all times under Data Protection principles.
- Providing staff training and adhering to security levels of electronic communications and confidential information.
- Visit <https://www.learnsafl.ac.uk/pages/home/e-safety> for more tips for staying safe online.





# Five T's of E- Safety



## Technology

Use all **technology** including mobile phones, games consoles, tablets and computers safely and respectfully when sharing information with others.



## Time

Take **time** to think before posting messages and images that could be hurtful or embarrassing to yourself or others.



## Take Care

**Take care** on the internet, some things and people are not what they seem.



## Tricky

If things get **tricky** and you become uncomfortable, leave the site and ignore comments or emails.



## Tell

**Tell** someone if you are worried about anything that has happened while you've been online.

# The Absence Policy

You are encouraged to attend and complete your work regularly and on time. A poor attendance record may result in your learning being impacted and possible withdrawal from the course.

We are here to help and understand that sometimes life can get in the way. We also appreciate that some things are completely unavoidable.

When you are unable to attend class for any reason please either call your centre of study to inform them or email us at **Contact\_SAFL@sandwell.gov.uk** with your name, course title, tutors name and reason for not being able to attend.

It is important that you engage with us in times when are unable to attend so that we can see how we can best support you with your studies and ongoing commitments.

# The Behaviour Policy

The Behaviour policy aims to promote a safe working environment for both staff and learners. It aims to establish clear procedures to resolve issues relating to inappropriate behaviour that conflicts with the standards of the Learner Handbook.

It is necessary for Sandwell Adult and Family Learning to have a consistent approach to deal with any behaviour that causes disruption to teaching and learning.

It establishes transparent procedures to ensure you understand your rights and responsibilities, including the right of appeal and the range of consequences that may follow as a result of inappropriate or challenging behaviour.

There are times when action is deemed dangerous or destructive, and in such cases the Service will need to respond immediately and take appropriate action.

For a full copy of Sandwell Adult and Family Learning's Behaviour Policy please request one by emailing [Contact\\_SAFL@sandwell.gov.uk](mailto:Contact_SAFL@sandwell.gov.uk) or by speaking to the centre manager at your place of study and they will process your request for you.

# Unacceptable Behaviour

If your behaviour does not meet acceptable standards, then you will be taken through this process.

## Informal warning

If your behaviour does not meet acceptable standards, you will be given an informal warning by your tutor.

## Formal warning

If your behaviour does not improve, you will be given a first written warning by your tutor. You will be:

- Told why your behaviour was unacceptable.
- Told what you need to do to improve.
- Told that this is the first stage of the disciplinary procedure.
- Given a signed and dated warning form. After 8 months the warning form will be spent and the form will be destroyed.

## Final written warning

A final written warning will be given to you by the manager if you have not improved.

## Appeals procedure

If you are not happy with the decision then you need to ask for the appeals procedure within 5 working days.

Please refer to the behaviour policy for full details of this procedure.

# How to let us know what you think

We welcome your views and want you to be involved more. You may be asked to fill in surveys and take part in discussions about your course. SAFL collects feedback from learners by:

- Learner voice questionnaires to feedback about the course and the service.
- Learners' views leaflets for comments, compliments and complaints.
- Impact forms.
- Learner forums

Hopefully, most complaints will be small and we will be able to sort them out when you let us know about them.

If no one is able to sort the problem out or if you are not happy, you should fill in a customer complaints form which is available from centre staff or put the complaint in writing.

Details of our complaints process is shown on the next page.

We will try to sort out your complaint or talk to you about it within 4 weeks.

If you are still not happy then you can complain to Sandwell M.B.C. Formal Complaints Procedures, which are available on their website. You can do this at any time.

# How to make a complaint

Getting it right - if you need to make a complaint...

**Speak to your tutor.**

**Are you happy?**

**Yes**



**No**

**Write a letter and give it to the Centre Manager or Curriculum Quality Lead or email**

**Contact [SAFL@sandwell.gov.uk](mailto:SAFL@sandwell.gov.uk)**

**A manager will speak to you about your complaint. They will look into and investigate the complaint and send you a written response within 10 working days.**

**Are you happy?**

**Yes**



**No**

**Ask about the appeals process. You must appeal within 5 working days of the written response.**

**We hope that you enjoy learning with SAFL and wish you all the best in your learning journey!**

# Smoking Policy

## Legal Background

As a department of Sandwell Metropolitan Council we are required to follow their policies and procedures. The Health Act, or 'smoke free law', passed by Parliament in 2006 makes virtually all enclosed public places and workplaces smoke free. This law came into effect on 1 July 2007 and Sandwell Council fully supports its implementation including its statutory responsibility to enforce the Smoke free (Premises and Enforcement) Regulations 2006. This policy includes the use of electronic cigarettes and other electronic nicotine containing products.

## Sandwell Smoking Policy

Sandwell Council has a duty under health and safety legislation to ensure the health, safety and welfare of all employees and visitors so far as is reasonably practicable. Sandwell Council is committed to fulfilling this duty by providing a smoke-free environment for all employees. Smoking is not allowed within 15 metres of any Sandwell Council premises or grounds, including entrances, offices, corridors, toilets, car parks and school premises under the control of the local authority. This applies to employees and visitors.





# Online Learning



## What is SAFL Online?

SAFL Online is Sandwell Adult and Family Learning Service's new online learning platform. Here at SAFL, we are committed to making learning accessible, to everyone across Sandwell and the West Midlands Combined Authority Area. That's why we have invested in bringing many of our courses online so that you can study in the comfort of your own home.

This means we can now offer "blended" and "online classes".

## What is the difference?

**"Blended"** classes involve a mixture of classroom-based lessons and home study. Currently, this will mean 1 week in the centre studying with a tutor and the next week completing your learning activities at home. This will be set online, with videos and an online assignment. If you do not have access to ICT at home, then the learning materials will be provided in paper format in your class based session.

**"Online Courses"** come in 2 forms.

1. Self-study - These are courses where you study at your own pace supported by the online materials and you can enrol at any time. You will have a tutor available for support or tutorials if needed.
2. Supported Study - These are courses where you will be supported by both online materials and online tutorials every four weeks. You will have a set start date and will need to commit to around 2.5 hours a week to study. There will be a set class times to begin with as part of our induction process.

## Want to join an online class?

That's great! We always welcome new learners to our courses to help them develop.

Our full range of online courses can be found at **[www.learnsafl.ac.uk](http://www.learnsafl.ac.uk)**

**Please use this space to make your own notes**

This image shows a blank sheet of white paper with horizontal black ruling lines. At the bottom of the page, there are two large, faint, overlapping circular shapes. The shape on the left is light green, and the shape on the right is light pink. These shapes appear to be decorative elements or watermarks. The rest of the page is empty except for the ruling lines.



**Sandwell Adult and Family Learning Service**

**0121 557 0837**

**Contact\_SAFL@sandwell.gov.uk**

**www.learnsafl.ac.uk**



**@Learnsafl**



**@SandwellAdultEd**



**@SAFL Learning**

**Shaping lives through learning**



**Sandwell**  
Metropolitan Borough Council