



JOBS
& SKILLS
@THE HUB



HARTLEPOOL
COMMUNITY HUBS

LEARNER HANDBOOK 2023/24



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WELCOME

We are pleased to welcome you to Hartlepool Jobs & Skills, part of Hartlepool Borough Council's Community Hubs.

Whether you are participating in one of our community activities, studying for a qualification or accessing tailored support through our Jobs & Skills @ The Hub. We are sure you will find your experience supportive, with many of our learners returning year after year – developing their interests as they go. We have many examples of individuals who used our provision to develop their personal interests, improve their skills, support their aspirations, progress into a new career or gain a job promotion.

This handbook explains our offer, including the wide range of additional support available through Community Hubs.

Please keep in touch with us through our social media accounts – so you can share your experiences and hear about our latest news across the Service.

Follow, like and visit us:

-  Hartlepool Jobs & Skills
-  @HartlepoolJS
-  Hartlepool Jobs & Skills
-  www.hartlepooljobsandskills.com

COME
AND SEE US



**Community Hub
Central**

124 York Road
TS26 9DE
Mon to Fri
(10am-4pm)



**Community
Hub South**

Wynyard Road
TS25 3LQ
Tues & Thurs
(10am-4pm)

JOBS & SKILLS @ THE HUB

Our friendly and experienced team can provide you with support, information, advice and guidance on areas such as:



**Course
Enquiries**



Enrolment



**Financial
Support &
Advice**



**Childcare &
Travel Help**



**Employment
Hub**



**Learning for
Inclusion
Sessions**



**Social &
Enrichment
Activities**



**General
Enquiries**



**Access to
Volunteering
Opportunities**

...and much more!

If you wish to speak to a member of the team, please

 call 01429 868616

 email jobs.skills@hartlepool.gov.uk

 or drop into one of the Community Hubs

EMPLOYMENT HUB

4 A's
Attendance
Attitude
Aspiration
Achievement

Our Careers Advisors will provide impartial guidance so you can explore opportunities, plan for the future and achieve your aspirations. The Employment Hub offers 1:1 and group support to help meet your career goals.

We hold the Quality in Careers Standard and can provide you with tailored support, including:



CV Writing



Job Search



Volunteering



Job Applications



Interview Skills



Apprenticeships



Identifying
Next Steps

...and much more!

The aim of our Employment Hub is to help you assess your own skills, values and interests and match these to career opportunities so you can take your next steps.

If you wish to speak to a member of the team, please

 call 01429 868616

 email jobs.skills@hartlepool.gov.uk

 or drop into one of the Community Hubs

COMMUNITY HUB FACILITIES

As a learner, you have access to the Community Hubs to:

- Borrow resources or books that you may need for your course
- Practise skills or complete work with printing and free access to Wi-Fi
- Get help to explore tools such as Google Education
- Undertake online initial and diagnostic assessments
- Utilise a range of digital devices such as Laptops, Tablets and Computers



Community Café

A variety of hot and cold refreshments are offered in Hub Central each weekday from 10am to 2pm, plus on Thursdays we offer a 2 course meal for £1 at Hub South.



Fab Lab

An evolving array of new technologies that allow you to invent, make and share, including t-shirt design, 3D printing, embroidery and laser cutting items from wood.



Digital Inclusion

There are over 30 public access computers available to use across the Community Hubs with support from Digital Navigators to enhance your knowledge and skills.



Library

Gain access to a wide range of library resources, including books, spoken word, large print and e-books.



Children's Area

This is a dedicated area with lots of colourful books for curious minds. You can also join one of our regular events or activities created for children and parents.



Family & Local History Centre

This is located in Sir William Gray House offering resources such as census records, parish registers, maps, electoral registers, microfilm, photos and genealogy.



Support Hub

Your physical and mental wellbeing is important, so we have a range of services, activities and equipment which can be accessed through our Community Navigators.



Social Activities

There are a number of different groups and social activities held within the Hubs each week for people from all backgrounds, most of which are free to attend.

TERM DATES

AUTUMN TERM

Monday 18 September – Friday 15 December 2023
Half Term: Monday 30 October – Friday 3 November 2023
**Christmas Break: Monday 18 December 2023 –
Friday 5 January 2024**

SPRING TERM

Monday 8 January – Friday 29 March 2024
Half Term: Monday 19 – Friday 23 February 2024
Easter Break: Monday 1 – Friday 12 April 2024

SUMMER TERM

Monday 15 April – Friday 19 July 2024
Half Term: Monday 27 – Friday 31 May 2024

LEARNER & FINANCIAL SUPPORT

We are committed to providing a positive environment and actively supporting you to overcome barriers to participate in every aspect of life within the Community Hubs.

Financial Support

We can provide support for learners studying an accredited course who have a financial hardship preventing access to learning. There are two categories:

- **Hardship Funding:** Providing support for financially disadvantaged learners to participate or continue including; travel costs.
- **Childcare Funding:** For learners aged 20 or older who cannot access learning because of childcare needs.

Additional Learner Support

If you have a disability or learning difficulty that may affect your learning, speak to us so we can help you succeed. There are lots of ways we can help, such as support in class (e.g. signer), specialist equipment and additional teaching for English/Maths.

If you have complex or specific support requirements, we may need additional time to arrange support but just speak to one of our team. If you have mental health concerns, you can speak to one of our Safeguarding & Wellbeing Team.

Examinations

If you are enrolled on a qualification, you are expected to complete assessments which may include exams. These usually take place on weekdays but if you require changes or exam access arrangements, just speak to your Tutor/Assessor.

For more details on exams and assessments and how to appeal if you disagree with the outcome, please see our Examinations & Controlled Assessments Policy which is on our website.

DIGITAL INCLUSION

Digital devices are available in classrooms and across the Community Hubs.

All devices include access to internet and emails alongside Word, Excel and PowerPoint. There is free Wi-Fi in all our buildings, and for more support, speak to one of our Digital Navigators.

Google Education

Google Classroom is our virtual learning environment, designed to enhance and extend your experience through resources, tailored to your course, including:

- Access to additional communication with your Tutor/Assessor
- Connectivity through Gmail and Google Meet
- Free online tools including Documents, Slides and Sheets
- Resources from your lessons alongside the ability to submit Assignments
- Organisation including To-Do list, Reminders and Scheduling
- Links to additional resources such as Microsoft Teams and Tootoot safeguarding app.

This will enhance your experience and extend learning outside the classroom. It also contains key documents for learners such as a digital copy of our Learner Handbook.

Online Safety

Our computers and online resources are excellent resources that we want you to use, but it is important to be responsible and safe.

- Think before posting on Social Media as posts can be shared and last forever;
- Keep personal information or photos secure and only available to trusted friends.
- Don't give in to the pressure, once you hit send you cannot take it back.
- Don't believe everything online, use reliable sources and take caution with posts and comments on Social Media.

If something happens that upsets you online, you can speak to our Safeguarding & Wellbeing Team or report it through www.ceop.gov.uk, the Online Protection Centre. Terrorist content online has consequences in real life, so if you see anything that worries you, you can report it anonymously through the iREPORTit App, which is available through Apple iOS and Android App Stores.

Please note that we monitor the use of our IT Systems. This is for your safety and security in compliance with our IT Acceptable Use Policy.

SAFEGUARDING

Our top priority is the safety and wellbeing of everyone who works, studies or accesses our services. This is called safeguarding and means:

- **Protecting children, young people and vulnerable adults from abuse and maltreatment whilst taking any action to achieve the best outcomes.**
- **Preventing harm to their health and development.**

We seek to safeguard all learners by:

- Valuing them, listening to them, and respecting them.
- Adopting safeguarding guidelines through procedures and our code of conduct.
- Recruiting staff and volunteers safely.
- Sharing information about concerns with agencies who need it.
- Having robust Adult Safeguarding and Child Protection Policies.

All staff are trained in safeguarding and there is also a team of specialist Designated Safeguarding Officers. This means that if you need support, there will always be someone who can help - and if they can't, they will know someone who can.

There is also always a Designated Safeguarding Officer available, so if you want to report anything, speak to one of our team.

Prevent & British Values

As part of our commitment to the Government's Prevent Duty, we have events and activities which promote British Values. British Values are embedded across all of our provision.

Prevent is safeguarding learners to keep them safe and within the law. The Prevent Duty is not about stopping people from having political and religious views or concerns but about supporting them to act on them in non-extremist ways. Prevent aims to provide early intervention to protect and divert people away from being radicalised and being drawn into terrorist activity.

Wellbeing

Your physical and mental wellbeing is important to us, so you can always speak to one of our Safeguarding & Wellbeing Team based in the Community Hubs around:

- Mental Health
- Drugs and Alcohol Use
- Healthy Relationships

The team works with agencies and charities, so if we can't fully help or identify you need extra support, then we can introduce you to one of our partner organisations.

If you are 16+ and living in Hartlepool, you can join Togetherall – a safe, anonymous, 24/7 online community for mental health and wellbeing. To find out more, visit www.togetherall.com.

SAFEGUARDING AND WELLBEING TEAM:

📞 **01429 868616**
✉️ **pastoral.support@hartlepool.gov.uk**

You can also contact Samaritans (08457 909090) or Victim Support (0808 1689 111) and further information is on our website, including our Safeguarding Policy.

HEALTH AND SAFETY

First Aid

We have qualified first aiders available, so please ask a member of staff if you need assistance. It is important that all incidents, accidents and near-misses are reported so that we can complete an Incident Form.

Emergency Procedures

There are notices in all buildings explaining what to do if there is a fire or emergency, giving exit routes and assembly points. You will be briefed on emergency procedures within your induction. If there is an emergency, the lifts will be out of use, so let us know if you have mobility issues and require a Personal Emergency Evaluation Plan (PEEP). We hold regular drills as part of our commitment to keeping everyone safe. To find out more, please read our Fire & First Aid Procedures.

Policies and Procedures

You are responsible for becoming aware of our Health & Safety Policies and for following these, as directed by staff. Please respect the wellbeing and safety of other learners, staff and visitors at all times. Any reports of incidents will be investigated in line with the Learner Disciplinary Policy.

You should not smoke or be under the influence of drugs or alcohol while on our premises and should not bring illegal drugs, alcohol or offensive weapons onto the premises. If you have a concern, speak immediately to any staff member.



**ATTEND
ACHIEVE
SUCCEED**

CODE OF CONDUCT

This Code of Conduct outlines the behaviour and conduct expected of you to ensure a safe and supportive environment. By enrolling, you agree to our expectations:

- Treat everyone with respect regardless of age, sex, race, sexual orientation, disability, religion or marital status. We do not tolerate harassment, bullying or discrimination including cyber bullying.
- Comply with and promote the British Values of democracy, the rule of law, individual liberty, mutual respect and tolerance of those with different beliefs.
- Respect contributions by others and don't undermine them with inappropriate behaviour. Adopt behaviour and use appropriate language that does not upset others to promote a supportive culture within our venues.
- Follow any instructions from staff. You should submit work to any agreed deadlines; however, if you require additional support or cannot meet a deadline, then please contact a staff member.

- Follow all of our policies, procedures and standards, including the Code of Conduct. If you have any feedback or would like to make a complaint, then the policy and procedure is available from www.hartlepool.gov.uk/complaints.
- Complete all exams and assessments for your course in line with Awarding Bodies and our Examinations Policy. If you are unhappy with an assessment decision, you can appeal, and the information is within our Appeals Policy.
- All work must be your own, and information from other sources needs to be referenced to avoid plagiarism which could result in you failing the assignment and further action. For more information, see our Malpractice Policy which is on our website.
- Comply with the Acceptable Use of IT Policy when utilising any of our digital devices or facilities in the Community Hubs. You should not access any website or content that is against our Policies and Procedures.
- Meet any financial commitments relating to your course promptly, and if you need support, contact our team. You should keep us up to date with any change in circumstances and complete paperwork, including Enrolment Forms.

Please note that failure to comply with the Code of Conduct may lead to action in accordance with our Learner Disciplinary Policy & Procedure.

Attendance and Punctuality

We take your attendance and punctuality seriously. Please let your Tutor/Assessor know in advance if you are unable to attend a session. Poor attendance and punctuality hinder progress, so if you need support, speak to one of our team.

GENERAL INFORMATION

Equality & Diversity

We are proud of our diverse community of staff, learners and visitors. We are committed to ensuring equality of opportunity within an environment of mutual respect and dignity. We value and celebrate diversity and follow a zero tolerance approach to discrimination. You can find further information in the Equality & Diversity Policy on our website.

Accessibility

All of our venues are fully accessible with ramps and lifts; however, if you need additional support, speak to one of our staff members.

Delays, Cancellations, Refunds and Transfers

We aim to run all courses as planned; however, there may be instances when we have to cancel or delay a course. If you are impacted, you will be contacted to suggest a suitable alternative. You can request a transfer by speaking

to your Tutor/Assessor. To request a refund or credit, please email jobs.skills@hartlepool.gov.uk; refunds take 10-15 working days to be processed by the Council.

Fees Information

We aim to fully-fund provision where possible through our Adult Education Budget and you can access our website to find a copy of our Fees Policy. You can also contact us on **01429 868616**, email jobs.skills@hartlepool.gov.uk or visit a Community Hub.

Enrolment Form

Each time you enrol on a course with us, we ask you to sign an Enrolment Form. This ensures you receive the best experience alongside accessing appropriate funding through Tees Valley Combined Authority or Education & Skills Funding Agency.

USEFUL CONTACTS

Community Hubs:

Jobs & Skills Team

T: 01429 868616

E: jobs.skills@hartlepool.gov.uk

Employment Hub

T: 01429 401831

E: careers.service@hartlepool.gov.uk

Safeguarding & Wellbeing Team

T: 01429 868616

E: pastoral.support@hartlepool.gov.uk

Useful Contacts:

Citizens Advice Bureau Hartlepool:

T: 0808 278 7967

W: www.citizensadvicehartlepool.org.uk

Age UK (Teesside)

T: 01642 805 500

W: www.ageuk.org.uk/teesside/

Let's Connect:

T: 01429 269303

W: www.letsconnect-eng.co.uk

Victim Support

T: 0808 1689 111

W: www.victimsupport.org.uk

Samaritans

T: 08457 909090

W: www.samaritans.org.uk

Harbour Hartlepool Refuge

T: 01429 277508

W: www.myharbour.org.uk

Hartlepool Carers

T: 01429 283095

W: www.hartlepoolcarers.org.uk

Impact on Teesside (Mental Health):

T: 01642 573924

W: www.impactonteesside.com

WE CAN HELP YOU TO...

- Improve your Wellbeing
- Meet other People
- Enhance your Skills
- Take your Next Steps
- Achieve your Aspirations

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-  Hartlepool Jobs & Skills
-  @HartlepoolJS
-  Hartlepool Jobs & Skills
-  www.hartlepooljobsandskills.com