



JOBS  
& SKILLS  
@THE HUB

# LEARNER HANDBOOK 2024/25

[www.hartlepooljobsandskills.com](http://www.hartlepooljobsandskills.com)



**96.1%**  
overall achievement rate

**LEARNING IS THE  
FOUNDATION  
OF YOUR  
FUTURE**



**100%**  
felt their course  
improved their personal  
development



**224**  
adults supported to  
progress into employment



**227**  
adults supported to  
access volunteering



**100%**  
would recommend the  
service to others



**99%**  
high rated our venue  
and facilities

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# WELCOME

At Jobs & Skills @ The Hub, we offer many different kinds of community activities and support to help you reach your goals. Whether you need a training course, want to explore personal interests, or need to boost your career, our team is here to help you.

Stay connected with us through our social media accounts! We want you to share your experience and stay informed about our latest news.

## Follow, like and visit us:

-  Hartlepool Jobs & Skills
-  hpoolcommunityhubs
-  @HartlepoolJS
-  Hartlepool Jobs & Skills
-  [www.hartlepooljobsandskills.com](http://www.hartlepooljobsandskills.com)

# COME AND SEE US



**Community Hub Central**

124 York Road, TS26 9DE  
Monday to Friday  
10am-4pm



**Community Hub South**

Wynyard Road, TS25 3LQ  
Tuesday to Thursday  
10am-4pm

# JOBS & SKILLS @ THE HUB

Speak to our friendly team for help with:



**Training  
Courses**



**Careers  
Advice**



**Financial  
Advice**



**Childcare &  
Travel Help**



**Job Search**



**General  
Enquiries**



**Volunteering**

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**

# JOURNEY TO WORK

We can help you at any stage of your journey ...

<p><b>STAGE 1</b></p> 		<p><b>STAGE 3</b></p> 
<p><b>General Support</b></p> <ul style="list-style-type: none"> <li>Housing</li> <li>Debt Advice</li> <li>Drug &amp; Alcohol Support</li> <li>Health &amp; Wellbeing</li> <li>Community Hub Services</li> </ul>	<p><b>STAGE 2</b></p> 	<p><b>Basic Skills</b></p> <ul style="list-style-type: none"> <li>English</li> <li>Maths</li> <li>Digital Skills</li> <li>ESOL (English for Speakers of Other Languages)</li> </ul>
	<p><b>Overcoming Barriers</b></p> <ul style="list-style-type: none"> <li>Benefit Advice and Making a Claim</li> <li>Learning Activities</li> <li>Personal Development Course (self-esteem and confidence)</li> <li>Volunteering (build confidence and gain new skills)</li> </ul>	

	<p><b>STAGE 5</b></p> 	
<p><b>STAGE 4</b></p> 	<p><b>Progression into work</b></p> <ul style="list-style-type: none"> <li>CV and Covering Letters</li> <li>Job Matching and Job Search</li> <li>Application Forms</li> <li>Interview Techniques</li> <li>Self-employment</li> <li>Permitted Work</li> <li>Apprenticeships</li> </ul>	<p><b>STAGE 6</b></p> 
<p><b>Work Focused Skills</b></p> <ul style="list-style-type: none"> <li>Impartial Careers Guidance</li> <li>Finding the right job for you</li> <li>Sector Based Qualifications</li> <li>Work Placements (gain experience and valuable work skills for your CV)</li> <li>Access to Childcare and Travel Support</li> </ul>		<p><b>Career Growth</b></p> <ul style="list-style-type: none"> <li>In-work Support</li> <li>In-work Qualifications</li> <li>Develop your skills</li> <li>Progress in your workplace</li> <li>Change your career</li> </ul>



## Café

Enjoy hot and cold food and drink from 10am – 2pm. Get a 2 course meal for £1.50 at Hub South every Thursday!

## Digital Support

We have over 30 computers available to the public and our Digital Navigators are on hand to guide you on how to use them.



## Children's Area

A colourful and exciting part of the Hub. We have many regular events for parents and children, keep updated on social media for details.



## Support Hub

A dedicated and friendly team on hand to help you with your physical and mental health.

## Fab Lab

An exciting space filled with new and fun technology for you to try such as: 3D printing, Laser-Cutting, Cri-Cut and more!



## Family & Local History

Discover your family history using records, registers, maps and news articles at Sir William Gray House.



## Social Groups

All are welcome to take part in the wide range of social groups held every week. Keep updated on our social media for more details.



# TERM DATES

## TERM 1

Monday 9th September – Friday 13th December 2024

## TERM 2

Monday 6th January – Friday 11th April 2025

## TERM 3

Monday 28th April – Thursday 31st July 2025

# SUPPORT

**Jobs & Skills understands that different people have different needs. We are here to support you to be able to access everything offered in the Community Hubs.**

## Financial Support

If you are on a training course with Jobs & Skills you may be able to access further support to cover the costs of travel and/or childcare.

## Additional Support

If you have a learning disability or difficulty, speak to a member of our team so we can help you succeed. There are lots of ways we can help such as, classroom support, sign language interpretation, specialist equipment and one-to-one support and much more.

## Examinations

Some of our training courses have exams at the end. These usually take place on weekdays but should you need any special arrangements please speak to your Tutor/Assessor. You can find out more information on our Exams Policy 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 Classroom

Google Classroom is our online learning space, designed to help you get the most out of your training course including:

- Group and one-to-one communication with your Tutor using email, video chat and classroom chats.
- Online tools such as Google Slides, Google Docs and Google Sheets.
- Links to additional resources.

## Online Safety

Our computers and online tools are excellent resources that we want you to make the most out of, but it is important to be responsible and safe:

- Think before you post anything on social media, posts can be shared and last forever!
- Keep your personal information and photos secure and only available to trusted people.
- 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 a member of our Safeguarding and Wellbeing Team or report it on [www.ceop.gov.uk](http://www.ceop.gov.uk), the Online Protection Centre. Terrorist content online has consequences in real life too so if you see anything that worries you, you can report it anonymously through the iREPORTit App available on 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 line with our IT Acceptable Use Policy.



# SAFEGUARDING

**Our top priority is the safety and wellbeing of everyone who access our services. This is called safeguarding and means:**

Protecting children, young people and vulnerable adults from abuse, maltreatment and harm to their health and development, taking action to achieve the best result.

## Prevent and British Values

Prevent is safeguarding learners to keep the 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 which is why we have a dedicated Safeguarding and Wellbeing Team in the Community Hubs. You can speak to them about:

- Mental Health
- Drugs and Alcohol Use
- Healthy Relationships




We work with agencies and charities, so if we can't fully help you we will always be able to find somebody who can.

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

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## Safeguarding and Wellbeing Team

**You can contact our Safeguarding and Wellbeing Team:**

-  **01429 868616**
-  **Wellbeing.support@hartlepool.gov.uk**
-  **You can also contact Samaritans (08457 909090) or Victim Support (0808 1689 111). You can find further information on our website.**

# HEALTH AND SAFETY

## First Aid

We have qualified First Aiders available, so please ask a member of staff if you need assistance.

## Emergencies

There are signs in all buildings that explain what to do if there is a fire or emergency. You will be given further detail about evacuation and assembly points during your induction. If there is an emergency, the lifts will be out of use so please let us know if you have mobility issues and need a Personal Emergency Evacuation Plan (PEEP).



**ATTENDANCE  
ATTITUDE  
ASPIRATION  
ACHIEVEMENT**

# CODE OF CONDUCT

This Code of Conduct explains the attitudes and behaviours we expect from you and what you can expect in return:

- Treat everyone with respect regardless of age, sex, race, sexual orientation, disability, religion or marital status. We have a zero tolerance policy on harassment, bullying or discrimination including cyber bullying.
- Be aware of and promote British Values of democracy, the rule of law, individual liberty, mutual respect and tolerance of those with different beliefs.
- Have a positive attitude and use appropriate language that does not upset others to promote a supportive environment for everyone.
- Follow instruction from staff. You should submit work to any agreed deadlines. However, if you need additional support or extra time, please speak to your Tutor.
- Follow the Policies and Procedures that can be found at **[www.hartlepooljobsandskills.com](http://www.hartlepooljobsandskills.com)**
- Maintain high levels of attendance and punctuality. If you are going to miss any sessions please speak to your Tutor or a member of our team to let them know.



# 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](mailto: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](mailto: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

☎ 01429 868616  
✉ [jobs.skills@hartlepool.gov.uk](mailto:jobs.skills@hartlepool.gov.uk)

### Employment Hub

☎ 01429 401831  
✉ [careers.service@hartlepool.gov.uk](mailto:careers.service@hartlepool.gov.uk)

### Safeguarding & Wellbeing Team

☎ 01429 868616  
✉ [wellbeing.support@hartlepool.gov.uk](mailto:wellbeing.support@hartlepool.gov.uk)

## USEFUL CONTACTS:

### Citizens Advice Bureau Hartlepool

☎ 0808 278 7967  
✉ [www.citizensadvicehartlepool.org.uk](http://www.citizensadvicehartlepool.org.uk)

### Age UK (Teesside)

☎ 01642 805 500  
✉ [www.ageuk.org.uk/teesside/](http://www.ageuk.org.uk/teesside/)

### Let's Connect

☎ 01429 269303  
✉ [www.letsconnect-eng.co.uk](http://www.letsconnect-eng.co.uk)

### Victim Support

☎ 0808 1689 111  
✉ [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

### Samaritans

☎ 08457 909090  
✉ [www.samaritans.org.uk](http://www.samaritans.org.uk)

### Harbour Hartlepool Refuge

☎ 01429 277508  
✉ [www.myharbour.org.uk](http://www.myharbour.org.uk)

### Hartlepool Carers

☎ 01429 283095  
✉ [www.hartlepoolcarers.org.uk](http://www.hartlepoolcarers.org.uk)

### Impact on Teesside (Mental Health)

☎ 01642 573924  
✉ [www.impactonteesside.com](http://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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hpoolcommunityhubs



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[www.hartlepooljobsandskills.com](http://www.hartlepooljobsandskills.com)