



**JOBS
& SKILLS
@THE HUB**

LEARNER HANDBOOK 2025/26



www.hartlepooljobsandskills.com

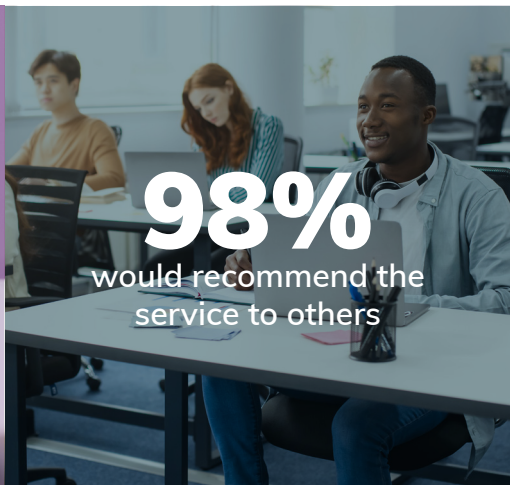




94%
overall achievement rate



196
adults supported to
progress into employment



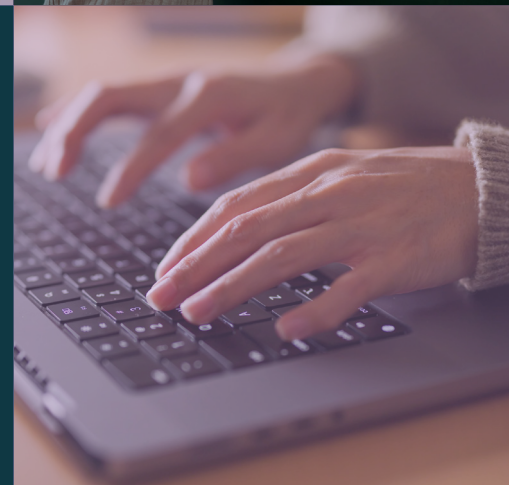
98%
would recommend the
service to others



100%
rated the teaching
good/outstanding



**LEARNING IS THE
FOUNDATION OF
YOUR FUTURE**



700
adults supported in
gaining essential skills



WELCOME

At Hartlepool Jobs and Skills 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.



FOLLOW, LIKE AND VISIT US:



Hartlepool Jobs & Skills



Hartlepool Jobs & Skills



hartlepooljobsandskills.com

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

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Hartlepool Jobs and Skills

Speak to our friendly team for help with:



Training Courses



Careers Advice



Financial Advice



Childcare & Travel Help



Job Search



General Enquiries



Volunteering

...and much more!

Get in touch to find out more:

01429 868616

jobs.skills@hartlepool.gov.uk

Community Hub Central,
York Road, TS26 9DE

hartlepooljobsandskills.com



Come and see us



Community Hub Central

124 York Road, TS26 9DE
Monday, Tuesday, Thursday & Friday 9:00am - 4:00pm
Wednesday 9:00am - 6:00pm
First Saturday of every month 9:00am - 1:00pm



Community Hub South

Wynyard Road, TS25 3LQ
Tuesday & Wednesday
9:00am - 4:00pm



Headland Library

Middlegate, TS24 0JD
Friday
9:00am - 1:00pm



Seaton Carew
Community Hub

Station Lane, TS25 1BN
Thursday
10:00am - 5:00pm



Journey to Work

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

STAGE 1

General Support
Housing
Debt Advice
Drug & Alcohol Support
Health & Wellbeing
Community Hub Services

STAGE 2

Overcoming Barriers
Benefit Advice and Making a Claim
Learning Activities
Personal Development Course
Volunteering

STAGE 3

Basic Skills
English
Maths
Digital Skills
ESOL (English for Speakers of Other Languages)

STAGE 4

Work Focussed Skills
Careers Guidance
Finding the right job for you
Qualifications
Work Placements
Childcare and Travel Support

STAGE 5

Progression into work
CV and Covering Letters
Job Matching and Searching
Application Forms
Interview Techniques
Self-employment
Permitted Work
Apprenticeships

STAGE 6

Career Growth
In-work Support
In-work Qualifications
Develop your Skills
Progress in your Workplace
Change your Career

Community Hubs

You can also access the facilities in all of the Community Hubs across Hartlepool.

Community Café – enjoy hot and cold food and drink from 10:00am - 2:00pm.

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 – bring your little ones along to a range of child friendly activities.

Support Hub – a dedicated and friendly team on hand to help you with your physical and mental health.

Fab Lab – explore new technology like laser engraving and 3D printing.

Library – choose from hundreds of books to loan.

Family History – research your family tree with census records, maps and registers.

Social Activities – tons of social groups every week, free for all to join!



Get in touch to find out more:

☎ 01429 272905

📍 Community Hub Central,
York Road, TS26 9DE

✉ community.hubs@hartlepool.gov.uk

🌐 hartlepool.gov.uk/communityhubs

TERM DATES

TERM 1

Monday 8th September – Friday 12th December 2025

TERM 2

Monday 5th January – Thursday 2nd April 2026

TERM 3

Monday 20th April – Tuesday 21st July 2026



Support

We understand 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 us, you may be able to access 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, 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.

Get in touch to find out more:

📞 01429 868616 ✉ jobs.skills@hartlepool.gov.uk
📍 Community Hub Central, 💻 hartlepooljobsandskills.com
York Road, TS26 9DE



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).





Digital Inclusion

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

All devices include access to internet and emails alongside Microsoft Word, Excel and PowerPoint. There is free WiFi in all our buildings. For more support, please 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 online chats.
- Online tools such as Google Slides, Google Docs and Google Sheets.
- Links to additional resources.



Online Safety

We want you to make the most out of these online tools, 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 upset you online, you can speak to a member of our Safeguarding and Wellbeing Team or report it on 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.

Get in touch to find out more:

☎ 01429 868616

✉ jobs.skills@hartlepool.gov.uk

📍 Community Hub Central,
York Road, TS26 9DE

🌐 hartlepooljobsandskills.com

Safeguarding

Our top priority is the safety and wellbeing of everyone who accesses our services. Safeguarding 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 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 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 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.

Contact our Safeguarding and Wellbeing Team:

📞 01429 868616 ✉ wellbeing.support@hartlepool.gov.uk

📍 You can also contact Samaritans (08457 909090) or Victim Support (08081 689111). You can find further information on our website.

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 the 4 British Values: Democracy, Rule of Law, Individual Liberty, and Respect and Tolerance.
- 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.
- 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 and 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 and 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 0-5 working days to be processed by Hartlepool Borough 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.



Community Hubs:

Jobs and Skills Team

☎ 01429 868616
✉ jobs.skills@hartlepool.gov.uk

Employment Hub

☎ 01429 401831
✉ careers.service@hartlepool.gov.uk

Safeguarding & Wellbeing Team

☎ 01429 868616
✉ wellbeing.support@hartlepool.gov.uk

Useful Contacts

Let's Connect

☎ 01429 269303
📄 www.letsconnect-eng.co.uk

Age UK (Teesside)

☎ 01642 805500
📄 www.ageuk.org.uk/teesside/

Citizens Advice Bureau Hartlepool

☎ 08082 787967
📄 www.citizensadvicehartlepool.org.uk

Hartlepool Carers

☎ 01429 283095
📄 www.hartlepoolcarers.org.uk

Harbour Hartlepool Refuge

☎ 01429 277508
📄 www.myharbour.org.uk

Impact on Teesside (Mental Health)

☎ 01642 573924
📄 www.impactonteesside.com

Victim Support

☎ 08081 689111
📄 www.victimsupport.org.uk

Samaritans

☎ 08457 909090
📄 www.samaritans.org.uk



JOBS
& SKILLS
@THE HUB



 **HARTLEPOOL**
BOROUGH COUNCIL

**TEES
VALLEY**

Get in touch to find out more:



Hartlepool Jobs & Skills



Hartlepool Jobs & Skills



01429 868616



jobs.skills@hartlepool.gov.uk



www.hartlepooljobsandskills.com


Ofsted
Good
Provider