



# Learner Handbook

Shaping Lives Through  
Learning

Tel: 0121 557 0837

[www.learnsafl.ac.uk](http://www.learnsafl.ac.uk)

[contactsafl@learnsafl.ac.uk](mailto:contactsafl@learnsafl.ac.uk)



#learnSAFL



Education & Skills  
Funding Agency



Sandwell  
Metropolitan Borough Council

# Contents

|  |           |
|--|-----------|
| <b>Welcome</b>                           | <b>3</b>  |
| <b>Our Centres</b>                       | <b>4</b>  |
| <b>Health and Safety</b>                 | <b>5</b>  |
| <b>Supporting our Learners</b>           | <b>6</b>  |
| <b>What we will do for you</b>           | <b>7</b>  |
| <b>What you need to do</b>               | <b>8</b>  |
| <b>British Values</b>                    | <b>9</b>  |
| <b>Equality and Diversity</b>            | <b>10</b> |
| <b>Safeguarding</b>                      | <b>10</b> |
| <b>Prevent Strategy</b>                  | <b>12</b> |
| <b>E-Safety</b>                          | <b>14</b> |
| <b>The Behaviour Policy</b>              | <b>17</b> |
| <b>How to let us know what you think</b> | <b>19</b> |
| <b>Complaints Procedure</b>              | <b>20</b> |



# 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.

## Where to find us

### Tipton College

Alexandra Road  
Tipton  
West Midlands  
DY4 7NR  
Tel: 0121 557 0837

### Ron Davis Centre

Ballot Street  
Smethwick  
West Midlands  
B66 3HH  
Tel: 0121 555 6255

### Hateley Heath

Huntingdon Road  
West Bromwich  
West Midlands  
B71 2RP  
Tel: 0121 556 7426

### Opening Hours

Monday 9am - 5pm  
Tuesday 9am - 8pm  
Wednesday 9am - 8pm  
Thursday 9am - 5pm  
Friday 9am - 4.30pm  
Saturday Closed

### Opening Hours

Monday 9am - 5pm  
Tuesday 9am - 5pm  
Wednesday 9am - 5pm  
Thursday 9am - 8pm  
Friday 9am - 4.30 pm  
Saturday Closed

### Opening Hours

Monday 9am - 8pm  
Tuesday 9am - 5pm  
Wednesday 9am - 5pm  
Thursday 9am - 5pm  
Friday 9am - 4.30pm  
Saturday 10am - 12pm



# 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 your 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.



# Supporting our Learners

## Course Advice and Guidance

At the start of your course you will take an initial assessment and be offered guidance about which course(s) would be best for you. To help us to give you the best possible support on your course, please speak to the tutor about anything that they need to be aware of that could support your learning.

We can:

- Provide information and advice about courses.
- Arrange Guidance to plan your career and identify opportunities for study.
- Help you enroll on our courses.
- Access computers for study or job search.
- Advise if you are eligible for a financial concession to help you access your learning.
- Ensure we have processes in place to ensure your safety.
- Ensure you feel safe whilst you learn with us.

Please feel free to discuss your needs with the support staff on site.



# 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.
- Make sure that you have information about financial support.
- 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.



# 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:

@ SAFL

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

# 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.





Sandwell Adult and Family Learning Service

# 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

## 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

## Neglect

If you have personal care support, people who are there to help you should not neglect you or ignore you

## Discrimination

People should not treat you badly because of your age, disability, gender, ethnicity, religion or your relationship

## 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



Siân Breese  
Safeguarding Officer  
07854 684 168



Tonia Green  
Lead Safeguarding Officer  
07855 516 680



Lisa Espinosa  
Safeguarding Officer  
07896 803 297



# 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

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.





# Safeguarding and Prevent

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](mailto:Prevent_Inbox@sandwell.gov.uk)

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

**0800 789 321**

**You can also contact SAFL's own Safeguarding Team**



Siân Breese  
Safeguarding Officer  
07854 684 168



Tonia Green  
Lead Safeguarding Officer  
07855 516 680



Lisa Espinosa  
Safeguarding Officer  
07896 803 297



[contactsaf1@sandwell.gov.uk](mailto:contactsaf1@sandwell.gov.uk)



[@learnsaf1](https://twitter.com/learnsaf1)

# 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.





## 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.

Shaping lives through learning

# 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.



# 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.

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 or fill in a customer complaints form and give it to the Centre Manager or Curriculum Quality Lead. A manager will speak to you about your complaint. They will look at it 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!



0121 557 0837

[www.learnsafl.ac.uk](http://www.learnsafl.ac.uk)

Or Tweet us  
[@learnSAFL](https://twitter.com/learnSAFL)

