



Gogledd Ddwyrain Cymru
Dysgu Cymunedol i Oedolion

Adult Community Learning
North East Wales

Learner Handbook

April 2022 – August 2022

Course:	
Tutor name	
Email address	
Session day & time	
Room number	
Start date	
End date	
Lead Provider	

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Contact details:

Tel: 07584 335409 (Michelle)

Email: acl@wrexham.gov.uk

For Flintshire and Wrexham residents

Welcome

April 2022

On behalf of The NE Wales ACL Partnership, we would like to welcome you.

We have produced this handbook for you and we hope you will find it useful. The handbook sets out our commitment to you in delivering the very best adult learning opportunities and outcomes.

We offer a wide range of learning opportunities across Flintshire and Wrexham and we make sure that the courses we offer are a response to the needs and demands of our community.

We are pleased that you have chosen to study with us and wish you every success in achieving your learning aims. We hope that you find your learning experience rewarding and fulfilling.

Your learner handbook is designed to help you throughout your learner journey so please take a moment to read through this handbook as it outlines what you can expect from us. This handbook signposts you to important information about our Partnership and tells you what you need to know to complete your course successfully and how we can support you.

The Learner Journey



Enrolment – you are now at this stage, congratulations!

Courses provided by us are funded primarily through the Welsh Government Community Learning Grant and we are obliged to collect certain details about you in order to claim the funding. It is essential that all requested parts of the enrolment form are completed, whether it be prior to or during the first few sessions of your course.

Your Attendance

You will gain the most from your course if you attend regularly. Your course tutor will set out what you can expect to achieve and this assumes that you are present throughout the course.

If you cannot attend a class, please let us know by emailing your tutor or contacting ACL directly.

If you do not attend your class for three consecutive sessions and we are not notified, you could be automatically withdrawn from the course, so please stay in touch!



Learner Charter

Our aim is to ensure that everyone has the very best adult learning opportunities and outcomes.

My tutor agrees to:

- ✓ Begin all sessions on time, as agreed;
- ✓ Ensure a safe and comfortable training environment with high quality teaching and learning in response to my individual needs;
- ✓ Promote equality and diversity;
- ✓ Support me to establish challenging personalised targets to move me towards my goal;
- ✓ Use a wide variety of learning and assessment activities and resources in order to engage me;
- ✓ Enable me to use and develop my employability, literacy, numeracy and digital skills;
- ✓ Provide regular and timely feedback on my progress through the course, giving me clear advice on how to improve.

Your commitment to us

I agree to:

- ✓ To treat everyone with respect, fairness and politeness.
- ✓ To attend classes on a regular basis and be willing to join in. If you cannot attend, notify the tutor or ACL in advance.
- ✓ To be punctual for the start of the session, and if you need to leave before the end, let your tutor know. If you need to leave the course before it is complete, tell the tutor, as it is really helpful to know why learners leave.
- ✓ Keep my tutor up to date with any information relating to my wellbeing, health and/ or learning support needs.
- ✓ To meet any deadlines for work set and discuss with my tutor if I have problems with this.
- ✓ To follow all safety rules and help to make my place of learning a safer place by reporting any incidents or concerns.
- ✓ To respect the property ACL provides to support teaching and learning.
- ✓ To let my tutor or ACL know at any time I am unhappy about any aspect of my course/session.
- ✓ To take an active part in learner forums.

Supporting All Learners

Equality Statement

The NE Wales Adult Community Learning Partnership is committed to ensuring that all learners and staff are treated equally and have full access to our sites and services. Please help us to achieve this by bringing to our attention any potential discrimination. If you are a disabled learner or have any specific needs, we will ensure that reasonable adjustments are made to the learning environment to ensure that you will not be placed at a disadvantage. By disclosing your specific needs to us at the earliest opportunity, you will enable us to put in the required support.

Please have a look at our **Supporting all Learners** link, so that you can see the support we offer. It really helps us if you let us know about any help, support or advice you need.

Please see link <https://www.groundworknorthwales.org.uk/training/north-east-wales-acl/>

Part of making sure your needs are met is by having an Individual Learning Plan (ILP). You will produce this with your tutor, it will be in a number of formats depending on your course. You may be at the start of your journey, therefore your ILP may be based on discussions with your tutor while you explore your options. Our ILPs aim to make sure that your learning is:

- ✓ personalised, including a flexible route map to guide you on your learning journey
- ✓ owned by you and supported by your tutor

Your ILP should therefore include a record of your learning goals and progression routes, initial and diagnostic assessment information (if appropriate), learning targets, progress and achievements.

WEST Assessments

We encourage all of our learners to use this assessment to gain a really good understanding of where their literacy and numeracy skills are, you can also complete a digital skills assessment.

Please discuss further with your tutor.



Keeping you Safe – Safeguarding

Safeguarding adults, young people and children is a priority for the NE Wales Adult Community Learning Partnership. The NE Wales ACL Partnership is committed to ensuring a safe environment for all its learners and works with each provider to make sure there is a safe learning environment for all learners.

Safeguarding includes everything we can do to keep people safe, including minimising the risk of harm and accidents, taking action to tackle safety concerns and ensuring people grow up and live in safe circumstances. Safeguarding is about protecting children and adults from abuse or neglect and educating those around them to recognise the signs and dangers. For further information about safeguarding, please visit: <https://www.flintshire.gov.uk/en/Resident/Diversity-and-Equality/Safeguarding.aspx>

If you are have concerns about:

- someone's wellbeing
- see or hear something which could be abuse
- someone tells you about something that has happened or is happening to them

Contact your Lead Provider Designated Safeguarding Officer for help and advice. In the event of an emergency contact North Wales Police.

The contact details for each Lead Provider Designated Safeguarding Officer are provided at the end of this section. Please ensure you have found out who the Lead Provider is for your course by completing the table on the front of this handbook.

Keeping you Safe - Preventing Violent Extremism

Prevent is part of the Government's counter-terrorism strategy which aims to stop people becoming terrorists or supporting terrorism. At the heart of Prevent is safeguarding children and adults and providing early intervention to protect and divert people away from being drawn into terrorist activity.

Legislation requires educational providers like us to model British values in our practice and to use opportunities to explore British values and to challenge extremism. The NE Wales Adult Community Learning Partnership promotes 'British values' through all aspects of teaching and learning. All of our tutors have received training regarding Prevent, so will be able to answer any questions you may have.

Prevent is about safeguarding you as a learner to keep you both safe and within the law and the aim is to enrich your experience, regardless of the course you are enrolled on.

The following values that we will promote are:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith

These values aim to prepare all our learners for life in 'modern Britain'. Everybody involved in your learning experience including tutors and other service providers will adhere to the same values in order to share a positive learning experience for everyone.

If you are have concerns that someone you know is being radicalised please contact your Designated Safeguarding Officer or visit www.actearly.uk for help and advice. In the event of an emergency contact North Wales Police.

Keeping you Safe – General

There are a number of general health and safety issues that apply and these will be covered by your tutor at induction, including all of the updated measures that have been put in place following government guidelines in response to Covid 19.

Keeping you Safe – Online

Blended/remote learning is now part of our everyday life, it can be very different from learning in-person. However, there are some ways you can still learn effectively and maintain a healthy work-life balance. Although blended/remote learning delivery offers a lot of flexibility, it's important that you have the right working space and routine in place.

A few tips to help you work online if required include:

- ✓ maintain regular attendance and participate in all planned online sessions and tutorials
- ✓ keep in regular contact with your tutor
- ✓ respond to any communications from the your tutor or ACL staff
- ✓ report any concerns you may have immediately to either your tutor or other member of service staff

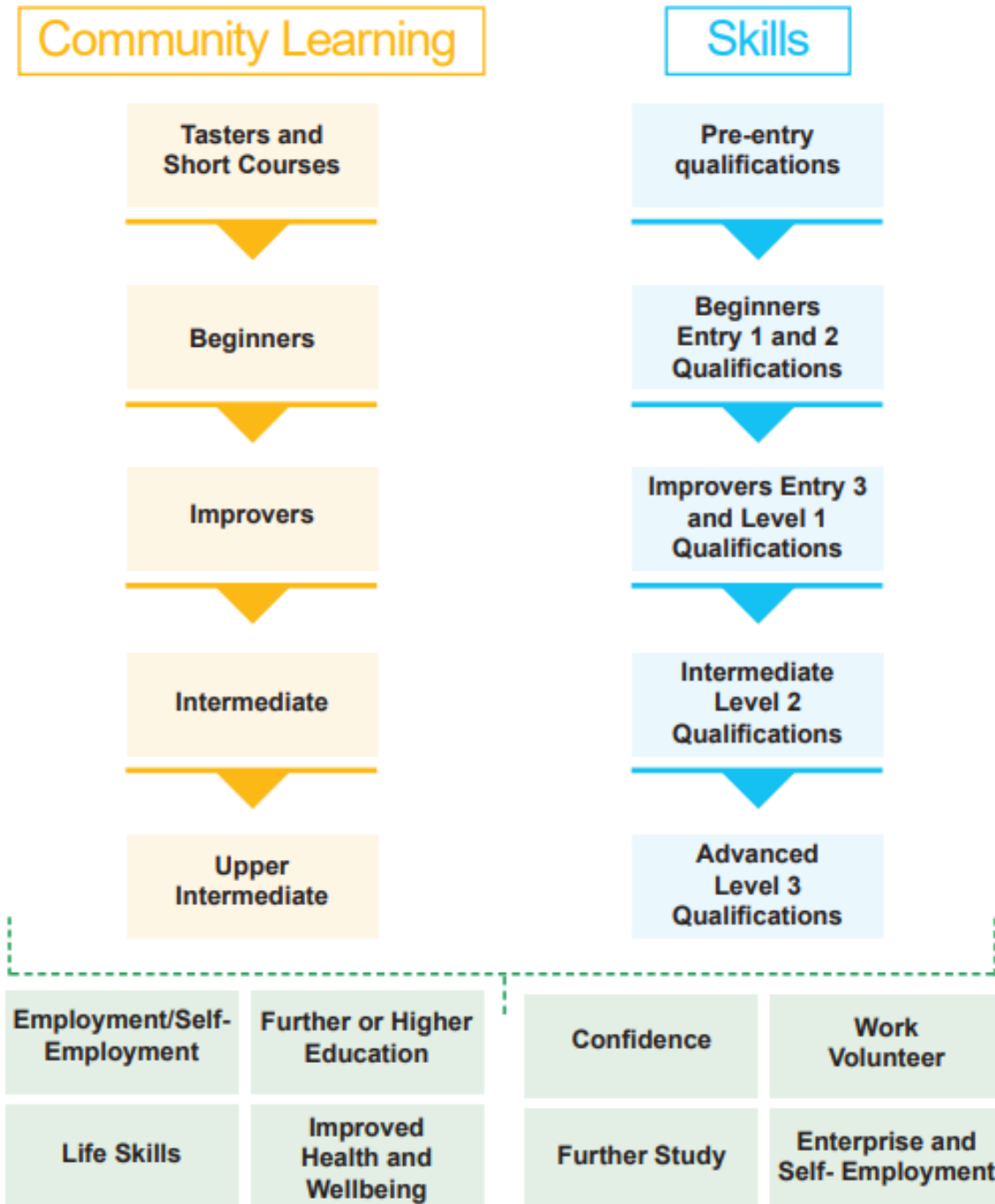
Working online offers many benefits, however, we must all be aware of the dangers when it comes to being online and keep ourselves up-to-date with the latest information and guidance. For information and advice on how to keep safe online, visit www.getsafeonline.org



Lead Provider - Designated Safeguarding Officers

Lead Provider	Name	Address	Contact Details	Contact Number
Aura	Kate Leonard	Aura Leisure and Libraries Ltd, Deeside Leisure Centre, Chester Road West, Queensferry, CH5 1SA	Kate.Leonard@aura.wales	Mobile – 07973 757427
Caia Park Partnership	Angela Wadeson	Caia Park Centre , Prince Charles Road Wrexham LL13 8TH	ange.wadeson@caiapark.org	Mobile - 07746277512
Coleg Cambria	Karen Senior	Coleg Cambria, Kelsterton Road, Connah's Quay, Deeside, Flintshire, CH5 4BR	safeguarding@cambria.ac.uk	Mobile – 0300 3030009
Deeside Community Trust	Paul Wilcockson	Queensferry Campus Chester Road West Queensferry Deeside Flintshire, CH5 1SA	P.Wilcockson@deesidecommunitytrust.co.uk	Mobile – 01244 445382
Groundwork	Lorna Crawshaw	Groundwork North Wales, 3-4 Plas Power, Tanyfron, Wrexham LL11 5SZ	lorna.crawshaw@groundworknorthwales.org.uk	01978 757524 / 07702 893566

Progress With Us



Don't forget to discuss with your tutor the progression pathways available – not only for your chosen course but for all of the great opportunities we have!

Information, Advice and Guidance

The first step to take in seeking advice and guidance is to talk with your Tutor. They will be able to answer your questions or signpost you to someone who can. We have a number of ways to support you with your next steps. We also work with a wide range of partners who keep us updated on their courses and programmes.

If you feel that you need additional advice, regarding career progression, or progression onto a course, it might be appropriate for you to have a meeting with a Careers Adviser. A Careers Adviser specialises in 'information, advice and guidance'. They offer impartial, independent advice during a 1:1 guidance appointment. They can offer you support in the following:

- Courses and workshops available
- Courses available in further and higher education.
- Qualifications
- Careers

For more information please visit the Careers Wales website for all contact details:

<https://careerswales.gov.wales/contact-us>

Accredited and Non-accredited

Accredited means that at the end of your course you will receive a certificate from a recognised Examination or Awarding Body. It does not mean you have to sit an exam or test in all cases, but that the work you produce is marked or assessed to the standards set by the Examination or Awarding Body.

You may feel nervous about taking an accredited course because of lack of confidence, being out of learning for a long time or frightened of being assessed. The key is to let us know as we have the help and support available all the way through your course to ensure you achieve!

Non-Accredited means that there is no external assessment at the end of your course but you may receive an internal certificate of achievement or participation. These courses are usually shorter in time and once completed, you will be encouraged and supported to progress to a different or higher level course (which may be accredited or non-accredited).

Compliments, Comments and Complaints

The NE Wales Adult Community Learning Partnership accepts that sometimes things go wrong and it is important that you contact us if you are unhappy with a service. Please also let us know what you would like us to do to put things right.

We would also like to hear your feedback on the courses and programmes we provide or if you have a suggestion on how we can make improvements.

Please use the main contact below who will pass on your comments, complaints and/or compliments.

Contact details:

Tel: 07584 335409 (Michelle)

Email: acl@wrexham.gov.uk

For Flintshire and Wrexham residents

For information about the Local Authorities complaints procedures please click on the following link:

<https://www.groundworknorthwales.org.uk/training/north-east-wales-acl/>



Make sure you are following us on Facebook or Twitter!



Please like us on Facebook to find out more information including the timetables for all of our latest course

<https://www.facebook.com/northeastwalesacl>



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