



Gogledd Ddwyrain Cymru
Dysgu Cymunedol i Oedolion
Adult Community Learning
North East Wales

Adult Community Learning (ACL) Learner Handbook

Lead Provider	
Course name	
Tutor name	
Email address	
Course day and time	
Where and room number	
Start date	
End date	
Number to call	

Thanks for joining us!

First of all welcome to adult learning – we are delighted you have decided to start on your learning journey with us.

Hopefully this book will help you on your way but please ask your tutor if you have any questions.

Enrolment

This is the first part of your course – so please can you make sure you give us all the information we need to make sure you are enrolled onto the course you want to follow.

Your tutor will take you through the form you will need to fill in and be there if you need a bit of help completing it

Stay in touch!



It's really important that you attend every session that you can, otherwise you may lose your place.

If for any reason you can't attend please contact your tutor (their name and how to get hold of them are on the front page)

Our promise to you....we will:

- Begin all sessions on time, as agreed
- Ensure a safe and comfortable place for you to learn
- Make sure your tutors know their stuff and help you the best they can

- Make sure everyone is treated fairly and with respect
- Support you in achieving your goals
- Make learning fun and allow you to try different things
- Help you develop your writing, speaking, listening, reading (literacy) number and IT skills
- Talk to you about how you are getting on and give you advice and support on how to improve

Your promise to us: we ask that you:

- Attend all classes on time and be willing to join in
- Stick to the rules as agreed by the class
- Make sure your tutor knows if there is any reason you can't attend
- Let your tutor know if there is anything worrying you or if you are worried about someone else in the group
- Tell your tutor if your health means you can no longer attend
- Talk to your tutor if you are unhappy about any part of the course



Support for you

There is a lot of support around to help you with other things that may affect you being able to attend classes or take part.

Check out the following websites – if you live in Flintshire or Wrexham ...

<https://www.flintshire.gov.uk/en/Resident/Adult-Community-Learning/Home.aspx>

<https://www.wrexham.gov.uk/service/more-education-information/adult-community-learning>

How do I know how I am doing?

Your course tutor will work with you to develop an Individual Learning Plan (ILP) which will help you and your tutor keep on track with how you are progressing on your course – as well as helping you to choose your next steps.

It is important that you talk to your tutor if you have any worries or if you think you need more help.

Wales Essential Skills Toolkit (WEST)

This is an online session that will help you to understand where you are up to with your literacy, numeracy and IT skills. Your tutor may suggest you do this so that in time you will now how far you have come in each of those areas. Talk to your tutor if this is something you would be interested in.



Qualifications

Some of the courses we offer will mean you get a qualification – these are called accredited courses.

Some will not mean you gain a qualification (these are called non accredited) but are as important as they will help build your confidence and you may then move on to a course that will give you a qualification.

Staying Safe (Safeguarding)

Safeguarding is the word we use to make sure everyone knows and understands how they and those around them can keep safe and know who to talk to if they have any concerns for themselves or others around them.

Safeguarding includes everything we can do to keep people safe, including preventing accidents, doing something about safety concerns and making sure people grow up and live safely.

Who to speak to:

Depending on where you are learning – you can contact the people named below if you are worried or concerned about your safety or of anyone around you.

Lead Provider	Who to speak to	Contact Details
Flintshire Libraries & Leisure	Lynn Walker	Lynn.walker@flintshire.gov.uk
Groundwork North Wales	Lorna Crawshaw	Lorna.crawshaw@groundworknorthwales.org.uk Tel: 01978 757524 Or 07702 893566
Deeside Community Trust	Jessie Bouch	admin@deesidecommunitytrust.co.uk

Make sure you know who the Lead Provider is for the course you are following.

PREVENT – What is it?

PREVENT – is a shortened version of the words *Preventing Violent Extremism*.

PREVENT is all about stopping anyone from getting involved in extremism or terrorism and is there to support you and keep you safe.

Our tutors will take you through all of the things that PREVENT upholds and allows us all to live in a democratic country recognising and respecting the beliefs of others.

If you are worried about anything you hear or see on your course talk to your tutor or contact your lead provider (the person named in the safeguarding table).

Next steps - Progression

So what can you do when you have finished this course?

There will be many options for you once you have finished the course you are on but you can talk to your tutor about all of these things which will be in your ILP.

We will encourage and support you to continue your journey into gaining more skills and experiences and consider some things that you may never have thought about.

This could include gaining a formal qualification or having a go at new skills that you now have the confidence to try.

Careers Wales can also help you with your next steps by offering an appointment for you to meet a Careers Advisor. They have offices in Flintshire and Wrexham if you want to see them in person but also can help you over the phone or on a video call – if you need help with sorting out an appointment your tutor can help you to do this.

You can also contact Careers Wales yourself by visiting their webpage:

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

Assistance Dogs



We understand that many of you love your pooches and hate to leave them at home.

However, it is important to know that we can only allow formally registered assistance dogs into our classes and unless your dog has been assessed/trained to Assistance Dogs (UK) standards and you can provide registered proof of this, along with insurance certificates that protect those around you then we cannot accept your dog into a class.

This will mean that those who really need their dog with them to get to class and take part, can get the support they need.

If you have any questions about this please let us know and we can share the full details of our assistance dog policy with you.

Tell us what you think



Sometimes things go wrong and when that happens we really want to hear about it so we can put things right.

You may also want to share some great news with us about your tutor or course.

Whatever it is we want to hear from you so please make sure you do let us know.

You can do this by calling us or emailing Jo Tincello on 07584 335409 or email at acl@wrexham.gov.uk if you live in Flintshire or Wrexham.

So we hope this helps you as you start your course – but please let us know if there is anything else you think you or others would find helpful and would like to see included in this guide.