



Learner Agreement

I have read and understood the learner handbook and agree to the following:

I will....

- let the Community Learning Team know if I need additional or specific support to help get the most from my course
- advise my tutor as soon as possible if I am no longer able to attend a lesson
- arrive on time for my course
- not book holidays or time off during the exam period, as I understand that examinations are important (and expensive). Take as final the decision of Community Learning about entering me for exams.
- respect staff and other learners
- tell you if I witness or experience any inappropriate behaviour
- adhere to any health and safety procedures
- make sure I attend regularly so that I get the best from my course
- let my tutor know if there are any changes to my personal circumstances
- provide feedback so the Community Learning team can provide a good service

In return we will....

- listen to you and help you to gain new skills
- meet the needs of our local community
- provide you with skills for life which will make you more confident and give you better choices when seeking work
- challenge discrimination and harassment in all their forms
- provide a safe, healthy and supportive learning environment
- constantly work to improve all aspects of our service

Signed (Learner) Date:

(Please print)

Signed (Tutor) Date:

(Please print)



Education & Skills
Funding Agency



Community Learning

Learner Handbook



Contents

Contact us	3
Our courses	3
How much do I have to pay?	4
Welcome to Bracknell Open Learning Centre	5
What is important to us	7
Your safety	8
Keeping information about you safe	9
What is important to us	10
Taking a qualification	11
Your next learning steps	11
Learner agreement	12

If you need more information, please:

- *ask your tutor*
- *take a look at our learner notice board near reception at the Open Learning Centre*
- *visit the learner information page on our website at:*

www.bracknell-forest.gov.uk/communitylearning

Taking a qualification



If you are thinking about taking a qualification course, we will need to check your existing skills level. Sometimes this is called an initial assessment.

We will assess your starting point in English, maths and, for some courses, IT. There will be somebody on hand to assist you. The result will be available to you immediately. You will see your strengths and weaknesses and this will help to decide which courses to attend.

You will also need to commit to attending regularly and studying hard. You will need to sign the learner agreement at the end of this booklet.

Your next learning steps

We hope that you will want to continue learning. Your tutor will tell you about further learning opportunities in his/her subject area and any member of the Community Learning Team will be pleased to discuss your needs and interests. We can also give details for other local providers.

You can find details of further courses at:

www.bracknell-forest.gov.uk/communitylearning

Details of our forthcoming courses are posted on our Facebook page:



www.facebook.com/bracknellopenlearning

'Have your say' at anytime!

Please help us improve our service. We welcome your feedback at any time.




- Talk to your tutor
- Complete the end of learning evaluation form
- Talk to us about how the course has helped you when we contact you after your course ends
- Complete the Education and Skills Funding Agency (ESFA) learner survey
- Complete the Ofsted survey <http://learnerview.ofsted.gov.uk>
- Write on our Facebook page www.facebook.com/bracknellopenlearning
- Use our anonymous box in reception

Sometimes, we don't get everything right. If that's the case, you can:

- Make a complaint at <http://www.bracknell-forest.gov.uk/council-and-democracy/get-touch>
- Appeal against an exam result

Contact us

Telephone	01344 354220
Email:	community.learning@bracknell-forest.gov.uk
Web:	www.bracknell-forest.gov.uk/communitylearning
	www.facebook.com/bracknellopenlearning

Our courses

- **English and maths** – courses for those who have not, as yet, achieved a grade C (or level 4) GCSE or above.
- **Arts, crafts and well-being** – discover learning for pleasure, inspiration, health, well being and personal development. Our programme includes arts, crafts and healthy living.
- **Family learning and parenting** – for parents and carers to discover ways to support their child's development while learning new skills themselves.
- **Work and Skills** – a programme of courses, including qualifications, to develop your skills for employment. Drop in to the **Job Club** at Bracknell Open Learning Centre on Thursdays 9:30am to 4pm, for careers advice, information about courses and job search resources.
- **IT** – courses to help you develop your confidence and keep yourself safe when using technology such as tables, phones and computers.



See all our courses at

<http://www.bracknell-forest.gov.uk/communitylearning>

How much do I have to pay?

If you are a job-seeker or on a low income, you may be able to attend some courses for **FREE**. Please call into the Job Club at the Open Learning Centre, Thursdays 9.30am to 4pm or at Bracknell Library, Tuesdays 9.30am to 12noon for more details.



If you need to pay, you can do this:

- online by booking a place at <http://www.webenrol.com/bracknellopenlearningcentre/>
- by phoning 01344 354220 and paying by credit/debit card
- with cash at Bracknell Open Learning Centre

Remember that you can only have your money back if we cancel a course.

Our fees policy contains all the details at <https://www.bracknell-forest.gov.uk/schools-and-learning/community-learning/learner-information> or ask for a copy at reception.



We have a couple of subcontractors who set their own fees. Ask Community Learning staff for more details.

Keeping information about you safe

Most of our courses rely on funding from the Education and Skills Funding Agency. In order to claim the funding, we need to collect details about you.



Bracknell Forest Council and the Education and Skills Funding Agency comply with data protection legislation. We will not give your personal details to any organisation for marketing or sales purposes. You can view our Privacy statement at www.bracknell-forest.gov.uk/privacy-notices

If you don't already have one, we will use the Learning Records Service to create your Unique Learner Number (ULN) and create your Personal Learning Record. You can access this record throughout your life. Please bring one of the following with you the first time you attend:

- Passport
- Driving licence
- ID card or other form of national identification (e.g. for your place of employment / Bracknell Forest E+ card)
- National Insurance card
- Bank Credit /Debit card
- We will also need to see evidence of any benefits you are receiving. This will help us to make sure you attend your course for free if you are eligible.



Your safety

Please take note of the information on the noticeboards around the building and fire exit doors. These include safeguarding, e-safety, fire regulations and what to do if you have an accident.

If you have an accident, injury or near miss while on the premises, please speak to a member of staff. We will arrange any necessary assistance and ask you to complete an incident report form.

Our staff undertake safeguarding training and understand the importance of safeguarding children and adults at risk from abuse. Abuse is when someone does something to another person that damages their quality of life or puts them at risk of harm. The abuse may be physical, emotional, sexual, neglect, financial or discriminatory.

If you suspect that a child or adult is being abused or neglected or is at risk, you should contact **Gillian Leather, our Safeguarding Officer**, based in the office behind main reception or inform your tutor or any member of staff. You can also telephone the Bracknell Forest Adult Safeguarding Team on 01344 351500, the out of hours team on 01344 786543 or Thames Valley Police on 101 (or 999 in an emergency). You can also call these numbers if you are being abused.

Prevent is part of the Government's anti-terrorism strategy. It is intended to stop people from being radicalised into violent extremism. In Bracknell Forest, the Prevent Steering Group is chaired by the local authority and includes the police, health service, education and the local community. If you have information regarding suspected terrorist activity, you should report this immediately to the police or Anti-Terrorist Hotline on 0800 789 321. If you believe someone to be vulnerable to radicalisation or at risk of being drawn into radicalisation you should use the safeguarding contacts detailed above.





Welcome to Bracknell Open Learning Centre

Parking

Please park in either of the two car parks. The building entrance is in the second car park on the left of Chadwick Mews. You cannot enter the building from the first car park on the left. Please walk along the pavement outside the perimeter fence to the south car park end enter via main reception. Occasionally you may find the car parks are busy; if so, please be considerate of our neighbours when finding somewhere to park.



Important safety information

	<p>Your safety is very important to us – please familiarise yourself our health and safety procedures and fire exits before your session begins.</p> <p>On hearing the fire alarm:</p> <ul style="list-style-type: none"> • Leave the building by the nearest fire exit • Do not stop to collect personal belongings • Assemble at the appointed place where your tutor will take the register • Remain at the assembly point until advised otherwise
	<p>Please leave the Open Learning Centre promptly at the end of evening sessions as the main gates are locked shortly after the end of the last session.</p>



Please arrive at your class on time, so you get the full benefit of your session and don't disturb others. If you will be unavoidably late, please let us know as soon as possible.

Mobile Phones



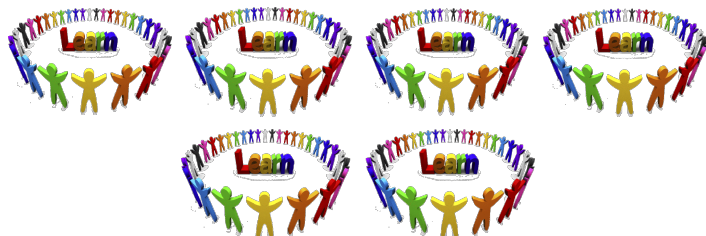
Turn off
mobile phones

Before your session begins, please either switch off or silence your mobile phone to avoid disturbing the class. Unless using your phone is part of the lesson!

Refreshments



Tea and coffee are available in the cafeteria kitchen on the first floor. There is an honesty box in the kitchen. Please return your used mug to the kitchen and ensure that milk is put back in the fridge. Snacks and cold drinks are available at Reception. Please make arrangements to provide your own lunch on full-day courses. There is a small supermarket 5 minutes' walk from the centre.



What is important to us



We believe in the fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs and will promote this wherever we can.

We want to help you:

- develop your self-knowledge, self-esteem and self-confidence;
- distinguish right from wrong and to respect the civil and criminal law of England, understanding that this is essential for your wellbeing and safety;
- accept responsibility for your behaviour, show initiative, and to understand how you can contribute positively to the lives of those living and working in your locality and to society more widely;
- promote tolerance, harmony and respect between different cultural traditions;
- appreciate and respect your own and other cultures and beliefs;
- take part in decision-making through the democratic process, both at a national and local level.

These values are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued and can contribute for the good of themselves and others.