



Surrey Adult Learning

Welcome Handbook

2019 / 20

Welcome to Surrey Adult Learning. We are delighted that you decided to learn with us. This handbook explains what you can expect from us and what we expect from you.

We promise to:

- Work hard to meet your individual needs as a learner.
- Meet our commitment to equality and promote British values of democracy, rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.
- Make sure you learn in a healthy and safe environment and are made aware of Safeguarding and Prevent.
- Give you accurate information about the learning opportunities that meet your needs.
- Only collect information about you and your learning which helps us to develop your skills or is required by the Education and Skills Funding Agency.

As a learner we ask you to:

- Attend every session of your course, arrive on time and participate in the class.
- Treat others with fairness and dignity.
- Provide the information we need about you and your learning, especially what you expect to get from your learning.
- Provide feedback on your learning experience – your views are important to us.
- Only engage in activities that do not put yourself or others at risk or in danger.
- Recognise that everyone has the right of free speech, provided this does not incite violence or hatred against other people or groups, particularly in relation to their race, religious beliefs, gender or sexual orientation.

Smoking/Vaping: Smoking or vaping is not permitted on any Surrey County Council owned land. As such you will need to leave the adult learning premises if you wish to smoke during any break time.

Accident: If you have an accident, or 'near miss' whilst on our premises, please let your tutor or a member of centre staff know.

Term Dates

Our centres mostly run courses during the same terms as Surrey schools. For the academic year 2019-20 these are:

Autumn Term 2019

Monday 9 September 2019 to Friday 6 December 2019

Half term: Monday 28 October 2019 to Friday 1 November 2019

Spring Term 2020

Monday 13 January 2020 to Friday 27 March 2020

Half term: Monday 17 February 2020 to Friday 21 February 2020

Summer Term 2020

Monday 20 April 2020 to Friday 24 July 2020

Half term: Monday 25 May 2020 to Friday 29 May 2020

Please be aware that course lengths do vary and some courses occasionally run during half term or outside of the above dates. Your tutor will advise you of specific dates relating to your course.

Attendance/Absence:

Punctuality and Regular Attendance are Important!

Our courses build on past learning, week by week, to develop new skills and increase knowledge. You will find your progress easier if you attend every lesson. If you need to miss a lesson, please let your tutor know the previous week or contact the Customer Service Team before the lesson on 0300 200 1044 or adultlearning@surreycc.gov.uk

You may not be aware that for the majority of our courses 50% or more of the cost of providing the course is met by a Government grant. For these courses we are required to report on our learner attendances so that we can demonstrate good value for public money. Poor learner attendance could impact on future grants.

If you are absent for two weeks without letting us know you will be contacted to check if you have been unwell or if there has been another problem preventing your attendance. If you continue to be absent from class for a further two weeks without explanation you will be withdrawn from the class and your place will be offered to someone else.

If you are attending one of our maths or English classes you will be contacted after every unplanned absence. If you miss three consecutive weeks without explanation you will be withdrawn from the course.

If you need to withdraw from your class for any reason, please let your tutor know as we may be able to offer your place to someone else.

Exams: If you have enrolled on a course leading to a qualification, you will be expected to sit the assessment at the appropriate time. You will also be expected to show proof of identity at the time of the exam, eg your passport.

Exam results will be emailed to you on the day of release. If your exam result is not what you expected and you feel you have a good reason to challenge the result, you have a right to appeal. Please ask your tutor for a copy of our 'Enquiries about Results – how to appeal' document.

If you have any enquiries regarding special arrangements for your exam or any other support you may need, please speak to your tutor in the first instance.

Additional Learner Support

We welcome learners with additional needs and disabilities. At enrolment you will have been asked to let us know if you have any additional needs or disabilities so that where reasonable, we can organise appropriate support for you.

If you have not yet let us know, please speak to your tutor or centre staff. If you would like to discuss an additional need or disability in confidence, please contact Chrissie Walsh, Assistant Curriculum Manager for Supported Learning on 01932 794506

Although we try to ensure our buildings are accessible there may be some areas where we are unaware that we are not meeting your needs. If you are concerned about physical access to any facilities within our buildings please talk to centre staff.

Information and Advice about Learning



The **matrix** logo shows that Surrey Adult Learning provides high quality information and advice to promote the value of learning.

We promise to provide:

- **Information** that is helpful, relevant and supports your learning
- **Advice** to help you choose the next course
- **Guidance** to signpost you to further relevant learning if we cannot meet your requirements.

Your tutor will provide you with 'next steps' information at the end of every course and be ready to respond to any requests for information you may have throughout your course.

What to do after your course

We have a range of Progression Leaflets available to help you decide what to do as your course comes to an end.

These are on display in each Adult Learning Centre providing information and suggestions on what to do once your course has finished, whether it is to continue learning with us on a more advanced course, trying something different which may also be able to help you develop your new skill, or to take it to a further level and apply what you've learnt in your work or personal life.

Copies of each leaflet are also available on our website. Alternatively, please speak with a member of the team or your tutor so that we can signpost you to the best option for you.

Health and Safety

We are all responsible for our own health and safety.

If you have concerns about the health and safety practices on your course, or the environment in which your course is taking place, please speak to your tutor or the staff based at the centre. Alternatively, please contact the Customer Service Team on 0300 200 1044 or email adultlearning@surreyc.gov.uk.

If you are on a cookery or fitness related course, you will be sent an initial assessment form that will need to be completed and returned to us as soon as possible. These are important documents as they help the tutor plan your course, taking into account any allergies or dietary requirements on our cookery courses or any illnesses or injuries on the fitness courses. These forms can be printed off and returned by post or in person, or completed electronically and emailed back to us.

Complaints, Comments and Feedback

We welcome all comments you may have about your experience of Surrey Adult Learning ranging from enrolment all the way through to the end of your course.

You can give your feedback to any of our staff either in person, over the phone on 0300 200 1044 or via email using the adultlearning@surreycc.gov.uk email address. We also have a comments box at each of our centres for you to use should you wish to.

All emails sent from an adult learning group email address include a survey link in the footer. This allows you to provide any feedback you have about our levels of customer service.

Twice yearly you will have the opportunity to let us know your views on your experience of Surrey Adult Learning through our Learner Satisfaction Survey, and through our Learner Focus Groups.

If you have a complaint, we would like to resolve it as quickly and effectively as possible. In the first instance please talk to your tutor, centre staff or contact the Assistant Curriculum Manager for your course (contact details will be available from centre staff). If you are not satisfied with the outcome then please contact the Deputy Principal (details in the Key Contacts section).

Contact Preferences

Following the introduction of the General Data Protection Regulation (GDPR) we or your tutor may need to contact you about your course, as a result of a tutor absence which means we need to postpone or cancel a session or in relation to some coursework.

We have two options in relation to your contact preferences. At the point you enrol or shortly after the start of your course, you will be asked whether you would be happy to be contacted by email:

1. about upcoming courses, events and exhibitions, discounts and special offers? and
2. to provide feedback about your course and our service?



Our commitment to equality is not about treating everyone the same, but recognising and respecting differences and treating each other with fairness and dignity.

Surrey Adult Learning shows commitment to equality and diversity by:

- Building fairness into all that we do.
- Eliminating all forms of discrimination.
- Creating opportunities for adults who would not otherwise be able to participate in adult learning.
- Listening, responding and working together with our learners to provide learning.
- Providing services which are accessible to everyone.
- Positively promoting equality in our activities and communications.
- Developing learning environments where people are valued and respected.
- Taking any complaints about inequality seriously and challenging all forms of discrimination or harassment.

Safeguarding and the Prevent Duty

Safeguarding is intended to promote the welfare of our learners, especially those who are most vulnerable, by helping to protect them from bullying, harassment, abuse of any kind, discrimination or victimisation. This also includes supporting any learners who are at risk or being radicalised or drawn into terrorism.

If you feel at any time during your course that you have been subject to, or have witnessed, any of the above, you are encouraged to let us know. We promise to take anything you tell us seriously.

You should report any safeguarding issues to either:

- Lisa Woodward, Safeguarding Officer, on 01932 794504 or 07968 832445 or by email lisa.woodward@surreycc.gov.uk.
- Chrissie Walsh, Deputy Safeguarding Officer, on 01932 794506 or 07968 833357 or by email chrissie.walsh@surreycc.gov.uk.

If neither of the SAL Safeguarding Officers are available, please contact the Multi Agency Safeguarding Hub (MASH) on 0300 470 9100.

British Values

Our Learner Charter tells you what we value, what we ask of you and what you should expect from us. It outlines our commitment to equality and promoting British values of democracy, rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.

In your class your tutor will make sure that individual views are heard and valued; discussion and debate is encouraged and opportunities are taken to explain rights and responsibilities.

How we use your personal information

This privacy notice is issued by the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE). It is to inform learners how their personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations. For the purposes of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA.

Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). Your information will be securely destroyed after it is no longer required for these purposes. Your information may be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it and the sharing is in compliance with data protection legislation.

The English European Social Fund (ESF) Managing Authority (or agents acting on its behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

Further information about use of and access to your personal data, details of organisations with whom we regularly share data, information about how long we retain your data, and how to change your consent to being contacted, please visit:

www.gov.uk/government/publications/esfa-privacy-notice

Learning Records Service (LRS)

The information you supply is used by the Education and Skills Funding Agency, an executive agency of the Department for Education (DfE), to issue you with a Unique Learner Number (ULN) and to create your Personal Learning Record, as part of the functions of the DfE. For more information about how your information is processed, and to access your Personal Learning Record (PLR), please refer to:

www.gov.uk/government/publications/lrs-privacy-notice

Fees and Discounts

Full details are available on our website: <https://www.surreycc.gov.uk/schools-and-learning/adult-learning/fees-and-discounts>

Refund of Course Fees

If you decide to withdraw from a course up to eight weeks before the course starts you will receive a full refund. Between eight weeks and two weeks a £15 charge will be payable. After this time no refund is available. Please refer to the fees policy for full information. Once a course has begun, Centre Coordinators can only consider refund requests in writing in exceptional personal or family circumstances. Holidays, loss of interest, new time commitments and similar domestic changes do not qualify.

About Your Customer Service Team and Centres

Customer Service Team

The Customer Service Team are based at the Woking Centre and are the first point of contact for all learner telephone enquiries for the service. They are also a central processing team and undertake the administration of all the examinations. Customer Service Team staff are very knowledgeable and will be more than happy to help you. Their contact details are below.

Woking Centre, Hoebrook Close, Westfield, Woking, Surrey, GU22 9PE

Tel: 0300 200 1044 * | Email: adultlearning@surreycc.gov.uk

* Calls to 03 numbers from any network will cost no more than those to 01 and 02 numbers and count as part of any call package.

Term time: Monday - Thursday: 8:30 am – 6:00 pm, Friday: 8:30 am – 5:00 pm

School holidays: Monday - Friday: 8:30 am – 5:00 pm | Bank Holidays: Closed

Centre Teams

All centres have staff with extensive knowledge about the courses on offer, the administrative processes and the answers to most questions that you may have during your course. Centre staff will be more than happy to help you in any way they can. Details of our centres follow.

Holiday hours for each centre may vary. Please contact the Customer Service Team on 0300 200 1044 for information before attending the centre.

Camberley Centre

France Hill Drive
Camberley
Surrey
GU15 3QB

Term Hours

Monday and Tuesday: 9am – 9.30pm

Wednesday: 9am – 5pm and 6.30pm – 9.30pm

Thursday: 9am – 9.30pm

Friday: 9am – 4pm

Email: camberley.aec@surreycc.gov.uk

Parking: Free parking is available on site on a first come first served basis, however you will need to obtain a pass from Reception to display in your car as parking enforcement is in place. Alternative parking is available outside the Centre on France Hill Drive and there is also a car park in Camberley, about a 10 minute walk from the Centre. Disabled parking is available for Blue Badge holders. There are no bike racks, but bikes can be padlocked to the railings at the front of the building.

Accessibility: The Camberley Centre is a large site and the Main Building is located over two floors, accessible only by one flight of stairs. There is a ramp at the Main Entrance for wheelchair access. All other buildings are fully accessible. There is a unisex disabled toilet in the main building and Block 22-24 also has a disabled toilet.

Refreshments: The café is currently closed awaiting a new café supervisor. However, vending machines selling drinks are available. A water cooler is also available (please bring your own cup/bottle). The centre is approx. 10 min walk from the town centre where several cafes and takeaway outlets are available.

Esher Green Centre

19 Esher Green
Esher
Surrey
KT10 8AA

Term Hours

Monday to Thursday: 9am – 5pm and
6:15pm – 9:30pm
Friday: 9am – 4pm

Email: eshergreen.aec@surreycc.gov.uk

Parking: Regrettably, the centre does not have a car park for learner use. There are several pay and display public car parks within a short walk of the centre. i.e. Sandown Racecourse (on non-race day) and the Civic Centre (park at the Library end and walk down the path to town, cross the road past Pizza Express on the corner or cross at the traffic lights and go past NatWest Bank.) There are six uncovered bike racks in the corner of the car park.

Accessibility: The Esher Centre is comprised of a main building with the majority of classrooms on the ground floor; there is one classroom upstairs which is only accessible by a set of stairs. Additionally there is an art block next to the main building accessible by a short flight of stairs or a lift. There is one disabled toilet.

There is a designated disabled parking bay space for Blue Badge holders close to an automatic door with a ramp for ease of access for wheelchair users. Blue Badge holders are welcome to use the rear staff car park if spaces are available. You will need to obtain a permit from the office. If you do have other mobility problems please talk to centre staff or the Customer Service Team on 0300 200 1044 about the possibility of obtaining a discretionary car parking pass (subject to availability).

Refreshments: There is no café on site, but there is a seating area available with a hot drinks vending machine and water cooler. Please note that the exact money of £1.20 is needed to use our vending machine. Regrettably, it does not give change. The centre is very close to Esher High Street which has several cafés and takeaway outlets.

Farnham Centre

25 West Street
Farnham
Surrey
GU9 7DR

Term Hours

Monday: 9am – 5pm & 6.15pm – 9.30pm
Tuesday: 9am – 5pm & 5:30pm – 9.30pm
Wednesday & Thursday: 9am – 9.30pm
Friday: 9am – 4pm

Email: farnham.aec@surreycc.gov.uk

Parking: Unfortunately there is no car park at the Centre. There are pay and display car parks close to the centre in The Hart or Waggon Yard (close to the Farnham Maltings). Please note that the 'Upper Hart' car park is much cheaper than the car park that is directly behind Waitrose, called the 'Lower Hart'.

Accessibility: The Farnham Centre is located over three floors with the majority of rooms on the first floor being accessible by a lift. There is one room on the first floor which is only accessible by a small flight of stairs and two rooms on the second floor which are only accessible by a flight of stairs. The rest of the building is fully accessible. There are steps at the main entrance but there is side wheelchair access from the street with a wide entrance door. There are two disabled toilets on the ground floor. There are two disabled parking spaces outside the Library along West Street (subject to availability).

Refreshments: There is no café on site, but there is a vending machine for coffee and hot chocolate (sorry, no tea available, due to insufficient demand). We also have a water cooler. Please note that the exact money of £1.20 is needed to use our vending machine. Regrettably, it does not give change. The Centre is close to the town centre which has several cafés and takeaway outlets, as well as Waitrose which is just across the road.

Guildford Centre

Sydenham Road
Guildford
Surrey
GU1 3RX

Email: guildford.aec@surreycc.gov.uk
Term Hours
Monday to Thursday: 9am – 9:30pm
Friday: 9am – 4pm

Parking: Unfortunately there is no car park at the Centre for learner use. There are several car parks located nearby, with the open air Bright Hill Car Park (pay and display) being the closest, just a two minute walk away. Alternatively, the multi storey Castle Car Park (pay on exit) is about a five minute walk away going towards the old castle. There are three cycle racks at the Centre.

Accessibility: The Guildford Centre is a large site made up of three blocks (Sydenham, Middle and Harvey), located on a steep hill. There are ramps to the main automatic doors at the Sydenham Road entrance and direct access on Harvey Road to the Harvey Block. Unfortunately some areas of the site involve steps and are therefore inaccessible to wheelchairs. There are two disabled toilets, each situated in the Harvey and Sydenham blocks. Disabled parking may be available (subject to availability), ask at the centre for a Pass. There is also a public disabled parking bay on Harvey Road.

Refreshments: We have one small café at the Centre, based on the lower level near reception. This provides a selection of hot and cold refreshments including sandwiches, jacket potatoes and cakes and cold water is available from the drinks machine. There is an outside seating area with umbrellas for shade or shelter. Please check with the centre for opening times. Cafes and shops are a 5 – 10 minute walk away.

Molesey Henrietta Parker Centre

Ray Road
West Molesey
Surrey
KT8 2LG

Term Hours
Monday to Wednesday: 9am – 5pm and
6.30pm – 9.30pm
Thursday: 9am – 5pm and 6:15pm –
9:30pm
Friday: 9am – 4pm

Email: molesey.aec@surreycc.gov.uk

Parking: Free parking is available on site. Parking is also available along Ray Road. There is also a bike rack to the left of the front gate where bicycles can be locked.

Accessibility: The Molesey Centre is located over two floors, accessible by stairs or a lift. There is a ramp leading to the main entrance. There is a disabled toilet on the ground floor. There are three disabled parking spaces by the ramp to the front entrance.

Refreshments: We have a café serving light refreshments and lunches, Monday to Friday from 9:30 am to 2:30 pm during term time. A water cooler also available. The café is not open at weekends so please bring a packed lunch if you are taking any weekend courses.



Henrietta Parker Trust

The Henrietta Parker Trust (HPT) is a charitable trust that was set up with the aim of supporting Adult Skills Development and through the HPT we are able to offer this to our Learners. For more information about the trust or to discover the development opportunities we offer, please visit the HPT website - <https://www.henriettaparkertrust.com>

Sunbury Centre

The Avenue
Sunbury-on-Thames
Surrey
TW16 5DZ

Email: sunbury.aec@surreycc.gov.uk

Term Hours

Monday to Thursday: 9am – 5pm and
6.15pm – 9.30pm
Friday: 9am – 4pm

Parking: Free parking is available on site. Parking is also available along The Avenue. There are no bike racks but bikes can be padlocked to the railings at the front and back of the building.

Accessibility: The Sunbury Centre is a fully accessible single story building with good disabled access. There is an automatic front door and wheelchair access in all classrooms. There is one disabled toilet. There is disabled parking available at the front of the centre.

Refreshments: There is no café on site but there are seats and coffee tables available and you are welcome to make yourself a hot drink in the kitchen area (60p per cup payable to the Centre). Learners may bring their own biscuits, cakes, sandwiches etc. There is also a water cooler available.

Woking Centre

Hoebrook Close
Westfield
Woking
Surrey
GU22 9PE
Email: woking.aec@surreycc.gov.uk

Term Hours

Monday to Wednesday: 9am – 9.45pm
Thursday: 9am – 5pm and 6.30pm –
9.30pm
Friday: 9am – 4pm

Parking: Limited parking is available at the centre, therefore parking is not guaranteed. Please ensure you allow enough time before your course to park as some days can get very busy. There is street parking available in Hoebrook Close and Bonsey Lane; please be aware that parking restrictions may be in place in these areas. There is a bike rack situated alongside the Café.

Accessibility: The Woking Centre is located over three main buildings, two of which are two storeys (Blocks B and C). The upper floors are accessible by a flight of stairs, the rest

of the buildings are fully accessible. The main entrance has a ramp and automatic doors. There is a disabled toilet available on the ground floor in all blocks. There are two disabled parking spaces available for Blue Badge holders only (subject to availability).

Refreshments: The centre has a café serving hot and cold lunches, snacks and drinks during the day throughout term time. Please check with the centre for opening times. Hot drinks are available from a vending machine at all times and water is available from the coolers located in Blocks A and C. Please note that the exact money of £1.20 is needed to use our vending machine. Regrettably, it does not give change.

Bring a bottle



**Surrey County Council
is phasing out single
use plastic cups.**

Please remember to
bring a refillable
water bottle with
you.

Thank you

**Keep it clean
and germ free.**

(don't touch the nozzle
with your bottle!)



SURREY

Acceptable Use of Computers, Tablets and Mobile Devices

These guidelines are intended to:

- 1) Promote safety for everyone
- 2) Protect our networks, systems and data from unauthorised access or from damage, and
- 3) Limit the use of Internet facilities to those appropriate to the needs of Surrey County Council (SCC) and Surrey Adult Learning (SAL), its staff and learners.

In order to comply with Surrey County Council's (SCC) "Internet Acceptable Use Policy", it is essential for our learners to read and accept the conditions set out below:

- Access to information is a primary reason for using the Internet and Social Media. It may involve Web Browsing, the use of search tools and downloading or sharing information. This should be primarily for research purposes or for learner development.
- The Internet (including use of electronic mail and social media) must **not** be used for accessing or transmitting offensive, threatening or illegal material. A good general rule is that accessing material that would be acceptable and appropriate to use in printed form is generally considered to be acceptable use.
- All users must observe the law on copyright in respect of information downloaded from the Internet. Software cannot be copied to be used on hardware that does not belong to Surrey Adult Learning (SAL); nor can it be downloaded and installed on Surrey Adult Learning (SAL) computers, tablets or mobile devices.
- Electronic mail and social media should primarily be used for Surrey Adult Learning (SAL) teaching purposes. Electronic mail and social media must not be used as a means of harassment, for chain letters or inappropriate attachments such as screen savers and games.

In order to keep all individuals safe on Surrey Adult Learning (SAL) premises, browsing sites that promote the following is not permitted:

Criminal Skills – Instructions to promote and encourage or provide the skills to commit illegal or criminal activities.

Dating and Introduction Services – Online dating agencies etc.

Drugs – Sites that provide information on the purchase and use of illegal or recreational drugs.

Extreme or Obscene – These sites are typically extremely violent, gory or horrific in nature and may be related to sex, bodily functions, obscenity or perverse activities, terrorism, radical ideas etc.

Games – Unless of educational value.

Hate Speech – Any sort of propaganda that would encourage the oppression of specific groups of individuals. This includes derogatory speech against age, disability, sex/gender, gender reassignment, marriage or civil partnership, sexual orientation, religious belief, pregnancy and maternity or race.

Non Business Worthless Content – Sites of no apparent use or content e.g. MP3 music download sites.

Online Gambling – Sites which allow gambling to be undertaken by the user.

Sex – Contains sites that reference, discuss, or show photographs, pictures or videos of sex or sexually oriented material.

If you wish to know more about staying safe online and protecting yourself please read the Guidelines on e-Safety and e-Responsibility in the Classroom.

Adult Learning Centre Free WiFi

Network Name:

_unicorn_public_btwifi

Click 'Get online' to connect and agree to BT's Terms and Conditions.

Please use the log in above and adhere to our Safe use of Internet policy.

Any feedback you may have, please let one of our Centre Staff know at reception and this will be fed back to our IT Department.

