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Adult Learning Service

# Learner Handbook



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# Welcome

There has never been a better time to get into learning, whether it's to improve your skills for work or further learning, for your own wellbeing and independence, to support your family or get involved with your community; there are so many benefits to learning as an adult.

Working closely with a wide range of partners across West Sussex, we aim to deliver high-quality courses that are accessible, supportive, meet your needs and importantly, friendly and fun!

Ofsted inspected our Community Learning provision in June 2023 and judged us to be a good provider. We are very proud of what we do and the positive impact our programmes have on our learners' lives.

If this is your first step back into learning, we hope that it is just the beginning of a long, enjoyable and successful journey, which will bring you new skills, knowledge and opportunities. If you are a returning learner, welcome back! We hope you are well on your way to achieving your goals.



**Derry Richardson**  
Head of Service



**Andrew Bishop**  
Adult Learning Manager

Two handwritten signatures in black ink. The first signature is 'Derry Richardson' and the second is 'Andrew Bishop'.

“We are very proud of what we do and the positive impact our programmes have on our learners' lives.”





# A message from the Adult Learning Service

Hello - we hope you enjoy your course with us

In this handbook you will find important information which will help to give you the best learning experience possible.

## Our mission statement

West Sussex County Council's Adult Learning Service provides learning opportunities that improve the lives and outcomes for individuals, families and communities.

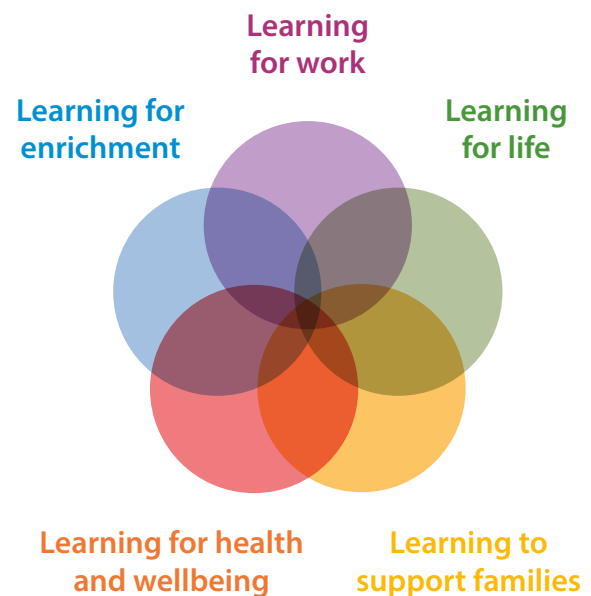
The learning opportunities offered will put learners needs first, support the economy, improve people's employment opportunities and social connections, bring communities together and improve people's health and wellbeing.

We want to help and support anyone who wants to learn, in any way we can, so please talk to your tutor if there is anything we can do to help make your learning a positive experience.

When you enrol, we ask for some information about you. We use this information to:

- » help us continue to make sure the courses we offer are the right courses for you and people locally.
- » carry out activities including class visits, to check the quality of the courses.
- » get your feedback.
- » show how we are helping West Sussex residents.

**Every learning journey starts with a single step, we are here to support you on your way.**



We will ask for feedback on your experience of learning with us and what you plan to do next. Your comments are useful as they help us to plan our future courses, and to make sure your course has made a positive impact on your life and fulfilled your expectations.

# Our commitment to you

## We will:

- ✓ Provide a friendly, polite, and well-structured service.
- ✓ Create a welcoming, safe, and accessible environment for learning.
- ✓ Make your safety during the learning process our top priority.
- ✓ Provide qualified tutors who excel in their subjects.
- ✓ Ask about your goals and support you in achieving them.
- ✓ We will provide the necessary support for your participation.
- ✓ Complete a personalised assessment and learning plan with you.
- ✓ Ask for your feedback.
- ✓ Keep you updated on your progress regularly.
- ✓ Offer guidance and information to help you make informed decisions about your future steps.
- ✓ Handle all personal data in compliance with Data Protection regulations.

# Your learning agreement with us

## You will:

- ✓ Enrol on the course and provide all required information and documents we ask for.
- ✓ Be respectful and considerate towards everyone.
- ✓ Be on time for all sessions and let your tutor know if you can't make the session.
- ✓ Follow our policies for a safe learning environment.
- ✓ Come to the session ready to learn.
- ✓ Actively engage and participate in your learning.
- ✓ Let us know if you are planning to leave the UK for any reason.
- ✓ Speak to your tutor if you have any concerns about your learning experience.



# Your First Day

## What to bring with you to your learning activities?

- » Pen/pencils
- » Paper/note book
- » Water

Your tutor will let you know if there is anything else you need for the learning activities.

The first session is usually an overview of what you can expect from the course, making sure this is the right course for you.



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# Support for your learning

If you need extra support, please talk to your course tutor.

## Digital Support

Do you need help with getting online and other basic digital skills?

Find out more about the free resources and support from:

- » West Sussex Libraries:  
[Digital Support - West Sussex](#)
- » Adult Learning, digital course information on our website: [westsussex.gov.uk/als](https://westsussex.gov.uk/als)

## Help with Reading, Writing or Maths

Many adults are unsure of their reading, writing or maths skills, especially after returning to learn after a long break or if English is not their first language.

If you need extra support, please talk to your course tutor.





# Equality, Diversity and Inclusion

**We want everyone to feel included, valued and supported as part of your course.  
We welcome people's differences as we come together to learn.**

If you feel you have been treated unfairly, please speak to your tutor.

- » Differences are welcomed and everyone is included.
- » We reduce barriers and ensure everyone gets the support they need.
- » We challenge discrimination and prejudice.
- » We celebrate diversity.
- » Everyone has the opportunity to learn and develop their skills.



# Your Wellbeing

Looking after ourselves is important. It helps us to deal with change, and to be ready to learn.

Focus on eight easy ways to help look after your mental wellbeing.

## Get Active

You do not have to spend hours at the gym but fitting some exercise into your day improves your health. Take a walk, go cycling or play an active sport. Do what you can, enjoy what you do, move your mood.

## Connect

Connecting with the people around you can have a positive impact on your mental wellbeing. Talk and listen, be there, feel connected, make social connections with others.

## Eat well

Eat a healthy diet that includes a balance of all five food groups. Drinking plenty of water can help to boost concentration.

## Keep Learning

Learning new skills can give you a sense of achievement and increase your self-esteem and confidence. Embrace new experiences, see opportunities, surprise yourself. Learning new skills can give you a sense of achievement and increase your confidence.

## Be mindful

Being more aware of the present moment, including your thoughts and feelings, can positively change the way you feel about life. Remember the simple things that give you joy. Find out how to take notice on the mindfulness pages from NHS Choices.

## Reduce Stress

Create a routine for your study and practice of new skills. Be realistic about what you can get done and ask for help if you feel overwhelmed.

## Get enough sleep

Lack of sleep can reduce our ability to concentrate and do well in class. Try to go to bed at the same time every night.

## Give to others

Your time, your words, your presence. Consider searching for volunteering opportunities in the local area.





# We want to celebrate your achievements

We are proud of every learner who comes through our door and passionate about celebrating achievements. We would love to hear your own stories.

Whatever it is, we would love to hear about it and celebrate your success by including you in our 'Celebrate Your Own Learning' section on our website, on wall displays and sometimes in the local press

So why not take a selfie with your certificate or tell us your story and send it to [adult.learning@westsussex.gov.uk](mailto:adult.learning@westsussex.gov.uk) or tag us on your social media posts.



## Health and Safety

**All learners and staff are responsible for their own safety and for not compromising the safety of others.**

**For safety reasons children are not allowed in sessions, unless it is a Family Learning and Parenting course where adults and children are working together.**

Health and Safety is covered during learner inductions, and we ask every learner to comply with the health and safety advice given by their tutor and centre staff. You should inform a member of staff at your learning site if you encounter anything that you consider to be a risk to Health & Safety.

If you have mobility issues your tutor will discuss an evacuation plan for you.



# Safeguarding and Prevent

**Your safety and wellbeing are important to us. You have the right to feel safe where you learn. Other people should not hurt, abuse or threaten you in any way.**

Safeguarding and Prevent is the responsibility of us all. It is about protecting those who may be vulnerable from a wide range of harm and ensuring that they feel safe.

Safeguarding is only effective when we all take responsibility for looking out for each other.

If you are concerned about your own safety or someone else's please let your tutor know. If you think you have been hurt or abused by another learner or member of staff, you should report this as soon as possible.

When you tell us about your concerns we will:

- » Take it seriously and listen calmly.
- » Make sure you, or the person you are concerned about, is safe.
- » Explain that the disclosure must be reported.
- » Call an ambulance, if urgent medical help is needed.
- » Call the police, if there is an immediate danger, anyone is at further risk or if the alleged offender may escape arrest.

If you cannot talk to your tutor, you can contact the Adult Learning Managers at this email address: [adultlearning.management@westsussex.gov.uk](mailto:adultlearning.management@westsussex.gov.uk)

## Prevent Radicalisation:

Did you know these key facts about Prevent?



### Prevent is about intervening early and safeguarding people

Prevent intervenes as early as possible to support people at risk of radicalisation, before a crime is committed.

### Prevent isn't a punishment

Getting support through Prevent won't go on someone's criminal record - it's about connecting them to the support they need to get their lives back on track.

For more information visit: [Preventing Extremism and Radicalisation West Sussex](#)

Get help if you're worried about someone being radicalised, visit [gov.uk/prevent](http://gov.uk/prevent)

### Prevent deals with all forms of radicalisation

Radicalisation means someone developing extreme views or beliefs in support of terrorist groups and activities. Prevent helps guide people away from the dangers of radicalisation

### Prevent is delivered in communities, by local experts

Prevent works in partnership with services including teachers and healthcare practitioners to protect individuals in their care.





# British Values

Every individual learner is important to us and each of us are different.

Our values and responsibility mean we must ensure all learners are free from discrimination, intolerance and hate. We ensure every interaction embraces British Values and we are continuously learning and developing in our understanding individual rights and needs.

**Support learners and staff to live responsibly in a modern and diverse Britain.**

**1. Democracy**

A culture where your opinion counts, where everyone is aware of their rights and responsibilities.

**2. The rule of law**

The need for rules to make a happy, safe and secure environment to live and work.

**3. Individual Liberty**

Protection of your rights and the right of others you work with.

**4. Respect and Tolerance**

Understanding that we all don't share the same beliefs and values. Respecting the values, ideas and beliefs of others whilst not imposing our own on others.

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Look out for Safeguarding, Prevent and British Values as these will be discussed from time to time. Ofsted and other observers will ask you about this when they visit.





# Keeping Safe Online

Whilst on your course we want you to be stay safe when online.

## Online safety top tips

### Protecting your email



Your email password should be strong and different from all your other passwords: combine 3 random words, use numbers, use upper and lower case letters, add a symbol: ! ? %



### Updating Your Devices



Applying security updates promptly will help protect your devices and accounts from cyber criminals. You should turn on 'automatic updates' in your device settings if it's available.

### Saving passwords

Need help remembering all your passwords? Get a password manager or save them to your browser.



### Two Factor Authentication



2FA (Two Factor Authentication) gives you twice the protection by adding a second step when you log on, so even if cyber criminals have your password, they still can't access your account. If 2FA is available for an account, the option to switch it on is usually found in the security settings for the account.

### Backing up your data



Safeguard your most important data, such as your photos and key documents, by backing them up to an external hard drive or to the cloud.

### Secure website check



Before entering private information such as passwords onto a website, ensure it's safe.

The padlock symbol should be in the browser window frame, not on the page itself. The 'S' in "https" stands for 'secure'.

To learn more about how to stay safe online, visit our website.

[www.westsussex.gov.uk/staying-safe-online](http://www.westsussex.gov.uk/staying-safe-online)

Contains public sector information licensed under the Open Government Licence v3.0.  
National Cyber Security Centre  
[cyberaware.gov.uk](http://cyberaware.gov.uk)

# Your views matter to us

There are many ways you can give your feedback about your course and learning with us and help improve the learning opportunities we provide.

We want to make sure that everybody has the best chance to learn.

## Learner Surveys

By completing our learner surveys, you can help us improve our courses, facilities and your learning environment.

After courses have finished, we may contact you to ask what you are doing now. We may be able to offer you further support.

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## Classroom Visits

As part of our quality assurance, all our tutors will receive classroom visits from a manager. You may be asked questions about your course if this happens. West Sussex Adult Learning Service is subject to inspection from Ofsted on behalf of the government, and they may also visit your class to observe and ask you about your learning experience.

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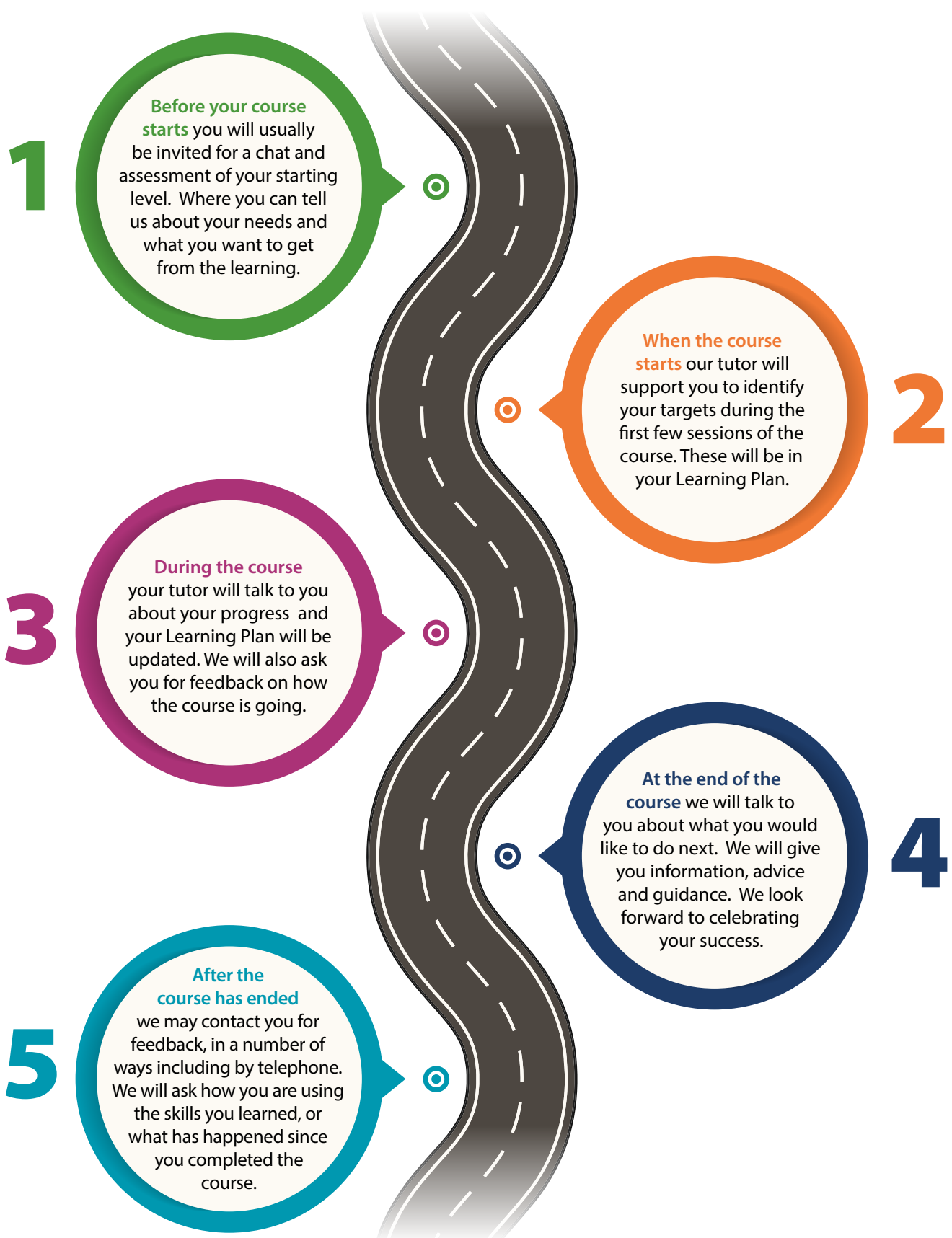
## Compliments, Comments or Complaints

We always do our best to deliver a great service. However, occasionally things will go wrong but we can do something about it if you let us know.

To help us to improve the quality of our service please send your compliments, comments or complaints to [adultlearning.management@westsussex.gov.uk](mailto:adultlearning.management@westsussex.gov.uk)



# Tracking your journey





# Support, advice and information

## The Samaritans

☎ 116 123

## Victim Support

☎ 08 08 16 89 111

## Anti-Terrorist Hotline

☎ 0800 789 321

## Police

☎ 101 (or 999 if an emergency)

## National Refuge, freephone

24-hour National Domestic Abuse Helpline

☎ 0808 2000 247

## Safe Spaces Scheme

The Safe Spaces Scheme is a network of locations across the county offering a Safe Space for people to go to if they feel threatened or at risk of harm.

🌐 **Safe:Space Sussex**  
[safespacesussex.org.uk](https://safespacesussex.org.uk)

## NSPCC

National Society for the Prevention of Cruelty to Children

🌐 [www.nspcc.org.uk](https://www.nspcc.org.uk)

## Educate Against Hate

🌐 [educateagainsthate.com](https://educateagainsthate.com)

## Let's Talk About it

🌐 [www.ltai.info](https://www.ltai.info)

## Get Safe Online

🌐 [www.getsafeonline.org](https://www.getsafeonline.org)

## UK Safer Internet Centre

🌐 [www.saferinternet.org.uk](https://www.saferinternet.org.uk)

## Childnet

🌐 [www.childnet.com](https://www.childnet.com)

## Netaware

🌐 [www.net-aware.org.uk](https://www.net-aware.org.uk)

## National Careers Service

🌐 [National Careers Service website](https://www.ncs.gov.uk) or

☎ freephone 0800 100 900

## Library Services

🌐 [West Sussex Libraries - West Sussex](https://www.westsussexlibraries.gov.uk)

## Worth domestic abuse service

Can be contacted Monday to Friday 9am to 5pm

🌐 [Worth Online Referral](https://www.worthonline.com)

☎ 0330 222 8181



# Adult Learning Service

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✉ [adult.learning@westsussex.gov.uk](mailto:adult.learning@westsussex.gov.uk)

☎ 0330 222 4400

@ [www.westsussex.gov.uk/als](http://www.westsussex.gov.uk/als)

📷 X @AdultedWSCC 📘 West Sussex Adult Learning

