Adult Learn and Train
Learner Information Guide

Welcome to your course! We hope that you will enjoy your learning experience with Adult Learn and Train
This document should be read in conjunction with the terms and conditions information.

ADULT LEARN AND TRAIN ADMINISTRATION OFFICE
Coleridge Community College, Radegund Road, Cambridge, CB1 3RJ
Telephone: 01223 712340
Email: office@adultlearning.education
Website: adultlearning.education

DAY TIME Opening hours during school term:
Coleridge Community College office is open Monday to Thursday 9.00 am – 4.00 pm and Friday 9.00 am—2.00pm
EVENING office hours:
Term time only: Wednesday and Thursday evenings 6 pm-7.30 pm

Direct all course enquiries to:
Front line administrators: Lorraine Carlton and Laura Menzies
Adult Learn and Train Marketing Officer: Zoe Sweet
Adult Learn and Train Manager: Joanne King

We want you to have the best possible experience from your course. Our staff will try to ensure that the course you have chosen fully meets your needs for an enjoyable learning experience. The tutor will discuss the course aims and ask you to choose a few personal goals. Examples could be:

- Increasing confidence
- Gaining skills for employment
- Volunteering
- Meeting new people

For courses that are fully funded, you will be required to complete a simple form called an Individual Learning Plan (ILP) which will be used to record your personal goals and progress during the course. At the end of the course the ILP (with the guidance of the tutor) will help you to decide what to do next, for example:

- Re-enrol on the following term
- Take the course at the next level
- Apply for a job
- Set up or join a club

Please take the opportunity to use this process to make the most of your learning experience in our centre.

INDUCTION

At the beginning of the course the tutor will go through an induction process with you covering:

- The course content.
- Teaching methods.
- Assessment procedures - such as use of initial assessment and ILPs to record progress and achievement.
- Course review requirements.
- Additional study time if required.
- Course requirement for books and materials.
- Examination entry and fees (if applicable).
- The opportunity to discuss in confidence any specific needs relating to the course you may have.
- Any other additional course costs.
- The Complaints Procedure - if you have a compliment or complaint please come to the Learn and Train office in the first instance.
- Health and Safety requirements
- Emergency Exits
- First Aid

The College aims to ensure that every student has the best possible chance of success.
Our priority is your learning and the learner information guide is a declaration of that intent.
It is a two-way partnership lasting throughout your time on the course which will help us help you.
Please let us know if you have any suggestions on how to improve our service.

TERM DATES:

AUTUMN	SPRING	SUMMER
Start: Thu 18th Sept 2025	Start: Mon 12th Jan 2026	Start: Mon 20th Apr 2026
Half-term: 27th - 31st Oct	*Half-term: 16th - 20th Feb*	*Half-term: 25th - 29th May*
Proposed end: Friday 5th Dec 2025	Proposed end: Friday 27th Mar 2026	Proposed end: Mon 6th Jul 2026

Please note that some courses may operate outside these dates (if your course runs for more than ten weeks, or to cover postponed classes). The office and your tutor will advise you of any variation.

WHAT YOU CAN EXPECT FROM US

We aim to:

- Provide clear information about courses available.
- Help you choose a programme of study that suits your needs.
- Ensure that your application for a place is handled fairly and efficiently.
- Provide good quality teaching.
- Make sure that classes start and end on time and give you notice of any unavoidable changes.
- Offer learning resources to support your programme of study.
- Give you a clear picture of how you are to be assessed and advise you regularly on your progress.
- Provide access to advice and information on educational or guidance issues.
- Respond quickly to any problems you tell us about within 2 working days.
- Promote a caring and supportive atmosphere.
- Respect the differences in our community in line with the College's Equality and Diversity statement.
- Keep you informed / up-to-date about developments within the College which may affect you.
- Answer phone calls within 3 rings if we are available during office hours; and will get back to phone messages and emails within 2 working days.
- Where possible make sure the offices are open at the times stated.

WHAT WE EXPECT FROM YOU

That you will:

- Fill out all funding paperwork
- Complete enrolment forms in line with Cambridgeshire Skills funding requirements.
- Respect Adult Learn and Train's procedures.
- Take responsibility for your learning by attending regularly and punctually; let us know if you will be absent and allocate sufficient time for home study where necessary.
- Seek help if you need it.
- Be considerate to the rights and interests of other college users and staff.
- Take care of the venue buildings and equipment and respect other people's property.
- Treat everyone with respect including staff, tutors and fellow learners.
- Adult Learn and Train reserves the right to withdraw tuition and where applicable exam entries in the event of physical, verbal or intimidating behaviour to other learners, tutors or staff.
- Support the principles of our policy on Equality and Diversity statement.
- Let us know quickly if you feel we have not provided a reasonable service or if you have any problems with your course.
- **Funded courses:** If you withdraw from a course or do not complete course work or other requirements for any examinations or external assessments for which funding was allocated, you will be required to reimburse the full fees. In the event of ill health a doctor's certificate will be required.

GENERAL INFORMATION FOR LEARNERS

- SMOKING POLICY: All college premises are strictly NO SMOKING sites, any learners wishing to smoke are asked to do so away from the immediate vicinity of the college.
- Your tutor will point out emergency exits and the nearest toilets as part of the course induction process.
- In the event of a medical emergency on site, dial 999.
- Accident / Incidents within the college: Your tutor will contact the member of staff responsible for health and safety during delivery of your course. All incidents / accidents MUST be reported. In some circumstances the case might be followed up; depending on time and location. The office may require contact the following working day.
- Refreshments may be available from designated areas - Your tutor will advise.
- In the event of a complaint, please contact the Adult Learn and Train office in the first instance.
- Lesson closure is sometimes necessary due to tutor illness or unforeseen circumstances. The lesson dates are advertised at the time of booking but may be subject to change. Missed sessions will be added either to the end of the course, during a half-term break, or an extra session during the week. There will not be an option for a refund in this circumstance.
- Severe Weather Conditions that result in school closure: check our website or the local radio for up-to-date information.
- Free Parking is available in the evening at all centres on a first come first serve basis. During the day spaces are extremely limited in the car park – street parking is available a short walk away. If you require accessible parking please contact the centre concerned to reserve a space.
- Some of our courses are funded through the Adult Education Budget allocated by the Cambridgeshire and Peterborough Combined Authority (CPCA) or the Education and Skills Funding Agency (ESFA) and part financed by the 2014-20 European Social Fund (ESF) programme. This funding is managed by Cambridgeshire Skills, Cambridgeshire County Council. To view the European Union website: https://ec.europa.eu/european-social-fund-plus/en

HEALTH AND SAFETY - LEARNERS RESPONSIBILITY

It is your responsibility to ensure that you as a learner are aware of the following:

- Safeguarding the health and safety of yourselves and others.
- Carry out the health and safety instructions given by your tutor to help you to learn safely.
- Do not misuse, damage or interfere with equipment provided for health and safety.
- Report any spills or breakages.
- Familiarise yourself with evacuation routes, the location of alarms and assembly points.
- Know where to go for first aid.
- Know where to report accidents and other health and safety concerns.
- Where appropriate, ensure your health check is completed accurately to enable the tutor to provide appropriate support.

SAFEGUARDING STATEMENT

Arrangements have been made to make sure that you are safe in this centre. If you feel you or another learner are not safe for any reason, for example through verbal or physical abuse or you have been discriminated against, please tell the centre manager, Joanne King, who will investigate to ensure your and the learners safety.

Your tutor will find a yellow form in the register to complete in the event of a safeguarding issue.

THE PREVENT DUTY

The Prevent duty is the duty in the Counterterrorism and Security Act 2015 on specified authorities, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into all forms of terrorism and nonviolent extremism, including far right wing and Islamic extremism threatening the UK.

It is everyone's responsibility to report a potential concern. If you have reason to report a potential Prevent concern, please contact your Centre Manager: Joanne King.

EQUALITY AND DIVERSITY

We are fully committed to equality of opportunity and welcome enrolments from all adults aged 19+.

We positively encourage all learners with any concerns about specific needs, which might affect their learning to discuss their requirements with us in confidence.

We believe that everyone is entitled to learn in an environment that is free from discriminatory behaviour so that we build a community based on mutual trust and respect.

We will do our best to ensure that resources and equipment are accessible to all and make reasonable adjustments to ensure that all learners can access activities.

Cambridgeshire Skills supports a wide range of adult learning opportunities across Cambridgeshire.

Search the website www.cambsals.co.uk for more information.