



Learner Handbook

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Welcome

A warm welcome from all our staff and tutors. We hope that you find your learning experience enjoyable and rewarding. We are committed to providing you with a high quality service in a safe and friendly environment. This booklet is designed to provide you with some basic information on the service, available support and how to access more detailed information should you require it.

Funding from the Education and Skills Funding Agency substantially supports the delivery costs of our courses; the remainder of the costs comes from fee income. The information that we collect through enrolment, learner records and surveys, and the records that are kept, enable us to secure the continuation of this funding for the benefit of our learners.

Our Mission Statement

The Council of the Isles of Scilly is committed to providing a range of learning and training opportunities that broaden horizons, expand knowledge, develop skills and provide personal fulfilment.

Administrative Information

Office Opening Hours

Monday to Friday 09:00 – 16:00

Contact Details

Carn Gwaval Wellbeing Centre
St Mary's
Isles of Scilly
TR21 0NA

Telephone: (01720) 424444

Email: learnsilly@scilly.gov.uk

Enrolment information

Places on courses cannot be confirmed until we have received your completed enrolment form and your payment, or confirmation from your employer confirming that they will pay the course fee in full.

Payment

Payment can be by:

- cheque (made payable to 'The Council of the Isles of Scilly')

- cash
- debit or credit card in person or by phone

at:

- The Carn Gwaval Wellbeing Centre reception or St Mary's Library
Call 0300 1234 105 option 5

Refunds and cancellations

- A full refund will be made when a course does not start and is cancelled by the service.
- Where you cancel your place on the course more than 7 days prior to the start of the course a full refund will be given less a £5 administration charge.
- Where you cancel your place on the course less than 7 days prior to the start of the course 50% of the course fees will be refunded less a £5 administration charge.
- Where you are unable to attend a class due to weather issues course credit will be given instead of refund.
- Once a course has started no refund will be given.
- Where you are unable to attend on medical grounds a pro-rata refund may be given. Evidence i.e. a doctor's certificate/letter must be provided.

All refunds must be applied for either by email or in writing. Exceptions may be made in exceptional circumstances at the discretion of the Head of Learning, Leisure and Customer Service.

If a class has to be cancelled due to tutor illness, adverse weather conditions or similar, we will contact you as soon as possible.

To assist us in contacting you, please make sure we have accurate information regarding telephone numbers, and inform us immediately if you have moved or changed your number. Please check your answer phone messages before leaving for a class.

Information, Advice and Guidance (IAG)

We provide information, advice and guidance to help you make decisions on learning, training and work opportunities. The service is free and offers confidential and impartial advice. Our staff are qualified to national standards to ensure you get the best service.

We can work with you one-to-one and provide:

- Information and advice or refer you to other sources of help.
- Advice on how to progress in your job or career.
- Advice on how to change career.
- Help in how to identify the skills you might need including maths, reading and writing.
- Advice on financial support available to help you.

- What to do if you are returning to work and need to improve your skills.
- Information on training and courses both on Scilly and on the mainland.

Plus lots more!

Learner Support

Boating

Learners will pay a normal scheduled fare and Learn Scilly will top up if a special is required, while funds are available. We will expect learners to share boats and will not pay for a special if there is another boat within an hour either side. Please tell us that you need a boat when you book on a course.

Childcare

If you are attending a Learn Scilly recreational course we will pay for a registered childminder or nursery for the duration of the training. Just ask your childcare provider to invoice Learn Scilly.

Support Needs

If you have any additional support needs please contact us to discuss.

Fee Remission

Learners may be eligible for fee remission if they are in receipt of any of the following state benefits:

- Employment and Support Allowance (WRAG).
- Jobseekers' Allowance.
- Income Support
- Council Tax benefit.
- Housing benefit.
- Working Tax credit with household income less than £15,276.
- Pension Guarantee Credit.
- Carers allowance.
- Universal Credit
- Personal Independence payment

Learner Entitlements and Responsibilities

Your Entitlement as a Learner

- Details of your programme of study, qualifications aimed for, attendance times, course dates and fees and concessions.
- Know the name of your tutor and who you should contact on any issues concerning your programme of learning.
- Regular and constructive advice, support and feedback on your performance.
- Know that any concerns or complaints you may have will be handled quickly and sympathetically.

- Know what the Council's Health and Safety & Complaints and Appeals procedures are.
- A safe and secure learning environment.
- Equality of opportunity in all aspects of your learning experience.
- To be taught or trained by people who are competent in the subject area.
- Opportunities to receive information and advice on progress or other learning opportunities.
- Be asked for your views on the quality of your programme of learning.

To do this the Learn Scilly Department will:

- Observe classes to:
 - Help assess the standard of teaching, learning and assessment.
 - Ensure the accommodation is suitable.
 - Check the quality of course materials.
 - Ensure individual learning needs are met.
 - Ensure that you receive feedback on the progress you are making.
- Arrange class visits to ensure venues and activities are safe and accessible and to talk with you to obtain your views.
- Organise events for tutors to aid their professional development.
- Provide 'Evaluation' and 'Comments' forms (paper or electronic) to gather your views.
- Arrange discussions with individuals and groups of learners to get feedback.
- Actively respond to the views of learners by providing feedback and making appropriate adjustments to policy, procedures, courses and venues.

Your Responsibilities as a Learner are to:

- Treat all fellow learners and staff with respect and dignity.
- Report all disrespectful behaviour to your tutor.
- Tell Learn Scilly if you have a disability, learning difficulty or health problem so that support can be provided where needed.
- Follow any health and safety procedures or instructions.
- Make a positive commitment to your own development and learning.
- Attend, study and complete work on time.
- Complete the necessary enrolment, agreements and evaluation documentation as required for audit purposes and to inform quality assurance and improvement.
- Complete an Individual Learning Plan, identifying personal learning goals in addition to the course learning goals.
- Where boat travel has been booked for you through the Council, check the boat times prior to departure.
- Notify absences in good time either direct to Learn Scilly or to the tutor.
- Respect equipment, learning materials, the environment and buildings.

Attendance:

You should arrive for your class in good time to avoid delays in starting the class or disruption for your fellow learners. If you are unable to attend a class, for any reason, please ensure that your course tutor or Learn Scilly is made aware of this in advance.

Absence

To get the most out of your course you are expected to attend regularly. If you are unable to attend a class for any reason please let either the tutor or the Learn Scilly office know.

Health and Safety

All learners should have a healthy and safe learning environment. To help us achieve this aim we:

- Require all tutors to risk assess the activities that they will be undertaking with you.
- Require tutors to inform you of fire and emergency procedures as part of your induction process.
- Require all learners to complete an enrolment form and pre course questionnaire to highlight any health and mobility issues so that their tutor can offer support.

We are all responsible for health and safety so please report any concerns or hazards that you are aware of to the Learn Scilly staff or to your Tutor.

In case of fire

Please ensure that you know where the nearest exit to your room is. Evacuate quickly and without panic. Do not collect your belongings. When you are assembled outside the building a register will be taken to ensure that no one has been left inside the building. Do not return to your classroom or go home until instructed to do so. Please see Fire Procedure; ask a member of staff.

Safeguarding Guidance

Our first priority is to ensure the safety and protection of all our learners taking part in learning either through our direct provision or through other providers. All staff have a duty to safeguard learners, to be alert to signs of abuse and to take action where abuse is reported. We are committed to promoting equality and diversity and an inclusive and supportive environment for our learners and affirm the rights of individuals to be treated fairly and with respect.

All learners have the right to be protected from abuse or harm and to learn in a safe and healthy environment.

Anyone who sees or hears of a potentially abusive situation involving a vulnerable adult or child must report it immediately to either their tutor, a member of staff or the CIOS Designated Person. If you suspect that someone is being abused or if someone reports abuse to you:

DO

- Take it seriously and listen calmly.
- Make sure the person is safe.
- Ensure your own safety.
- Establish what the person wishes to do.
- Protect any evidence as necessary.
- Explain that you must report it.
- Call an ambulance if urgent medical help is needed.
- Call the police if anyone is at further risk.

DON'T

- Ignore it.
- Put yourself or others at risk.
- Make judgments or apportion blame.
- Ask for more than the basic details.
- Promise to keep a secret.
- Discuss the situation with anyone other than your Tutor, a member of staff or the CIOS Designated Person.
- Confront or question the alleged perpetrator of the abuse.

The Designated Person for safeguarding is:

Adult Social Care – (01720) 424470

Children's Social Care – (01720) 424480

Out of Hours – Park House Residential Care Home – (01720) 422699

In an emergency dial 999.

The Prevent Strategy

As a Local Authority learning provider we have a responsibility to promote and raise awareness of the Government's Prevent agenda. Prevent is part of the government's strategy to reduce the threat of terrorism in the UK by stopping people either becoming terrorists or supporting terrorists.

The Prevent Strategy has three specific objectives:

- To respond to the ideological challenge of terrorism and the threat we face from those who promote it
- To prevent people being drawn into terrorism and ensure that people are offered appropriate advice and support
- To work with sectors to reduce risks of radicalisation

It is important to recognise that this agenda is not restricted to threats from the likes of ISIL or Al Qaida. Other groups linked to animal rights or environmental campaigns are also areas that present a risk that needs to be monitored.

Within our setting there is a need to be vigilant. This may relate to conversations or discussions you have with learners or online activity you may be involved with.

If you have any suspicions that anyone you come into contact with displays behaviour that causes you concern you should discuss this with a senior member of staff who will treat all information with confidence and discretion.

Further information about the Prevent Strategy can be found at: www.preventforfeandtraining.org.uk

Confidentiality and Security of Data

The personal information you provide is passed to the Chief Executive of Skills Funding and, where required, the Young People's Learning Agency for England (YPLA) to meet legal duties under the Apprenticeships, Skills, Children and Learning Act 2009, and for the Agency's Learning Records Service (LRS) to create and maintain a unique learner number (ULN). The information you provide may be shared with other partner organisations for purposes relating to education and training.

At no time will your personal information be passed to organisations for marketing or sales purposes. By signing the enrolment form, you are expressing your agreement to this use of your personal data.

Further information about use of and access to your personal data, and details of partner organisations are available at: <http://www.scilly.gov.uk/learning-leisure/learn-scilly>

Comments, Compliments and Complaints

Your feedback is really important to us and you do not have to wait until the end of your course to give us your views. You can:

- Talk to staff in the Learn Scilly centre
- Talk to your tutor
- Email learncilly@scilly.gov.uk
- Fill in the feedback form in the Learn Scilly reception
- Use the 'Compliments, Comments and Complaints' procedure below.

We will use your comments and suggestions to help us change and improve programmes, as well as develop new programmes in response to need.

If you are not happy with your course for any reason please discuss this with your tutor or the Learn Scilly Manager:

Jo Evans

Telephone: (01720) 424445

Email: jo.evans@scilly.gov.uk

Alternatively you can fill in a form at the Customer Hub points, entitled 'Compliments, Comments and Complaints' or send an email to: enquiries@scilly.gov.uk

Learn Scilly and Council of the Isles of Scilly Policies

To view our policies in full please ask for a paper copy in the Learn Scilly office.

Find Out More!

Check out our Website @ <http://www.scilly.gov.uk/learning-leisure/learn-scilly>
'Like' us on Facebook @ <https://www.facebook.com/learncilly/>



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