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COMMUNITY LEARNING DYSGU CYMUNEDOL

www.monmouthshire.gov.uk/communitylearning

LEARNER INDUCTION HANDBOOK

2023-24

Gwent ACL Partnership



Newport
Adult Community Learning
Dysgu Cymunedol i Oedolion
Casnewydd



Addysg i Oedolion yn y Gymuned
Adult Community Learning



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WELCOME and INTRODUCTION

Welcome to the Gwent Adult and Community Learning Partnership, which includes the Aneurin Leisure Trust and Unitary Authorities of Caerphilly, Monmouthshire, Newport and Torfaen.

The success of our courses and indeed, your enjoyment of them, depends on the close and effective partnership between us. We both have rights and responsibilities in this partnership and therefore, this handbook, together with the Coleg Gwent Learner Policies (www.coleggwent.ac.uk) and Monmouthshire Community Learning Policies (www.monmouthshire.gov.uk/communitylearning) is intended to provide an understanding through which the service and its learners can work together to create a positive environment for learning and achievement.

Whether you are a new or returning learner, we are sure that you will find your time with us an exciting, challenging and rewarding experience. We hope you find this induction handbook useful, as we have tried to incorporate all the elements that we think are relevant. However, we welcome your feedback on every aspect of your learning experience, so that we may continue to improve our service for existing and future learners.

There are currently no Covid restrictions in place, but the Partnership will respond to Welsh Government guidance as it becomes available. Learners are encouraged to practice good hand hygiene - hand sanitiser is available at all venues and all areas will be well ventilated.

Gwent Adult and Community Learning Partnership Statement

Our aims are:

- To ensure that people across Gwent have access to a wide range of easily accessible educational opportunities of the highest quality provision that meets their learning needs.
- To ensure that the needs of learners, employers and communities are reflected in the programme of learning.

Monmouthshire Community Learning Information



@Monmouthshire
CCHUBS



www.monmouthshire.gov.uk
/communitylearning



@MonCCHUBS

Abergavenny Community Hub - Jemima Jones
01291 426880

Email: abergavennycommunitylearning@monmouthshire.gov.uk

Chepstow Community Hub - Louise Williams
07725 789927

Email: Louisewilliams@monmouthshire.gov.uk

Caldicot Community Hub - Sarah Jones 01291
426425

Email: caldicohub@monmouthshire.gov.uk

Monmouth Hub - 01600 710610

Email: monmouthhub@monmouthshire.gov.uk

Usk Community Hub - Helen Davies 01291
426888

Email: uskhub@monmouthshire.gov.uk

TERM DATES 2023-24

AUTUMN TERM 2023

TERM BEGINS: MONDAY 11TH SEPTEMBER

**HALF TERM: 30TH OCTOBER - 3RD
NOVEMBER**

TERM ENDS: FRIDAY 22ND DECEMBER

SPRING TERM 2024

TERM BEGINS: MONDAY 8TH JANUARY

HALF TERM: 12TH - 16TH FEBRUARY

TERM ENDS: FRIDAY 22ND MARCH

SUMMER TERM 2024

TERM BEGINS: MONDAY 8TH APRIL

HALF TERM: 27TH - 31ST MAY

TERM ENDS: FRIDAY 19TH JULY

GENERAL INFORMATION

- **Course cancellation**

Courses will run subject to a minimum number of students enrolling. If this number is not met:

1. The course may be cancelled prior to the first meeting. In this case, students who have enrolled will be given a full refund.
2. The course may meet for the first 3 weeks, to see if the target numbers may be attained. If not, students will be offered a full refund or may transfer to an alternative course.

- **Emergency class closure**

In the event of a class being closed, due to bad weather, tutor illness or other unforeseen circumstance, every effort will be made to inform students, and the class may be held at a later date. Please make sure that you inform your Centre of any changes to your contact details, particularly a mobile phone number and email address where possible.

- **Non-attendance procedures**

If you are unable to attend a session/s please inform your Tutor or the Centre office, particularly if you are aware of reasons which may lead to an extended absence. **It is the policy of Coleg Gwent to withdraw any student who has not attended a session for 4 consecutive weeks.**

- **Substitute tutor**

The Gwent Partnership reserves the right to substitute a tutor if necessary.

- **Student refusal /dismissal**

The Gwent Partnership reserves the right to exclude any student who displays unacceptable behaviour towards fellow learners, tutors or Centre staff.

- **Data Protection Act 2018 and the General Data Protection Regulation (GDPR)**

Enrolment on one of our courses is dependent on you providing personal information which will be used by the relevant data controller to carry out its task in administering and monitoring its funds.

Monmouthshire Community Learning/Coleg Gwent, acting as Data Processor, will use your data to administer your course according to funding regulations.

For information about the nature, use, storage and retention of your personal data under the GDPR, please access the relevant booklets available to you from Coleg Gwent, Welsh Government and Monmouthshire Community Learning. For a hard copy of these documents please ask at your Centre.

<https://gov.wales/lifelong-learning-wales-record-privacy-notice>

<https://www.coleggwent.ac.uk/privacy-policy>

[Monmouthshire Community Learning - Monmouthshire](#)

- **Insurance**

The Gwent Partnership does not accept responsibility for the loss or damage of students' property. Students must take reasonable care of any items which they bring to class, arrange suitable insurance for any personal items and are advised not to leave belongings unattended.

- **Parking**

Please be aware of any parking restrictions that may operate around the site.

LEARNERS' CHARTER

You have the right to expect:

- information on the adult education programme, including: course times and venues; costs; Centre facilities and resources; sources of further information; access and equalities issues.
- help to find the most suitable course
- a safe, comfortable learning environment
- teaching by a suitably qualified tutor
- support from your tutor at all stages of the course, including preparation of a learning plan to suit your individual needs
- good quality learning resources and equipment that are appropriate for the course
- prompt, constructive feedback from your tutor
- opportunities to give your views on the course and the adult education service
- advice and guidance on progression opportunities

How to get the most from your course:

- attend as regularly and punctually as possible
- provide materials for your personal use, as required by the course
- let us know if you will be absent for more than one week or if you are leaving the course
- take responsibility for your own learning, complete your learning plan and your portfolio of work
- discuss any course-related problems with your tutor or Centre manager
- treat your fellow learners, tutors and Centre staff with respect, as unacceptable behaviour will not be tolerated

If you are dissatisfied with any aspect of the service:

Please refer to the Complaints procedure on Page 7.

Unspent Convictions

Learners are requested to state if they have any unspent convictions on the enrolment form. If unsure what this means, please ask for clarification at the Centre office. If the answer is yes, a manager will arrange to meet you to discuss any concerns and complete a "Disclosure of Criminal Convictions" form.

Publicity Photos

During your course, we may take photographs or make videos for publicity or assessment purposes. If you prefer not to have your photo taken or appear on video, please let your tutor know.

POLICIES AND PROCEDURES

For information on ICT and Online Learning Acceptable Use, please see Pages 15 & 16.

Equalities Statement

Gwent Adult and Community Learning Partnership offers a service where everyone is treated with equal respect and will not be discriminated against, directly or indirectly, on the grounds of age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion/belief, sex or sexual orientation.

The service is committed to ensuring that all students receive the highest possible quality of provision, including:

- a programme that reflects the needs of the local community
- publicity materials designed to promote equality of opportunity, made available to all sections of the community
- learning materials that are non-discriminatory
- guidance, advice and information that is free from bias and stresses equality of opportunity
- teaching by staff who are aware of equality and diversity issues.

Complaints Procedures

We hope that you're learning with us proves to be an enjoyable and stimulating experience. However, should you feel dissatisfied with any aspect of the service provided, we will endeavour to rectify the situation, if it is in our power to do so.

Complaints will be dealt with in the following manner:

Curriculum:

Please refer any queries initially to your course tutor. If the course tutor (in conjunction with the curriculum manager) is unable to resolve the issue, it will be referred to the Service Manager.

Tuition/Facilities:

Any complaints regarding tuition or the provision of facilities must be made in writing to the Curriculum Manager.

A reply to all written complaints will be made within 10 working days and an opportunity will be offered to discuss concerns with the appropriate Manager.

Examination/Assessment Appeals Procedure

Students enrolled on an adult education course within the 5 Counties area are entitled to appeal against internal assessment decisions or to request an enquiry into the results of an external examination.

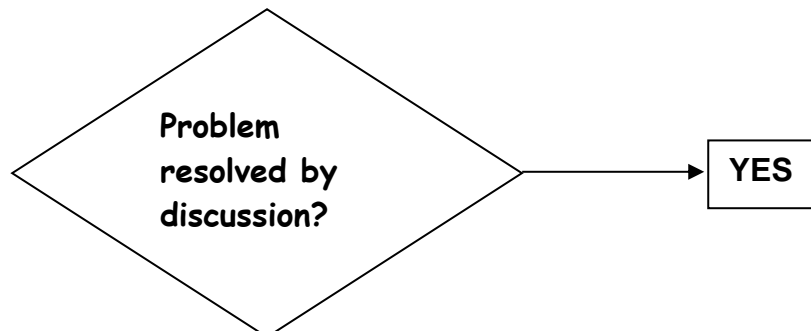
The following flow chart summarises the procedure for a student wishing to appeal against an internal assessment decision. (Please note that the procedure for appealing about the result of an external examination is set out in a separate document, which is available at all Centres).

Copies of the full appeals procedure are available at Community Learning Centres. Please ask at Reception.

Appeal Procedure Flowchart

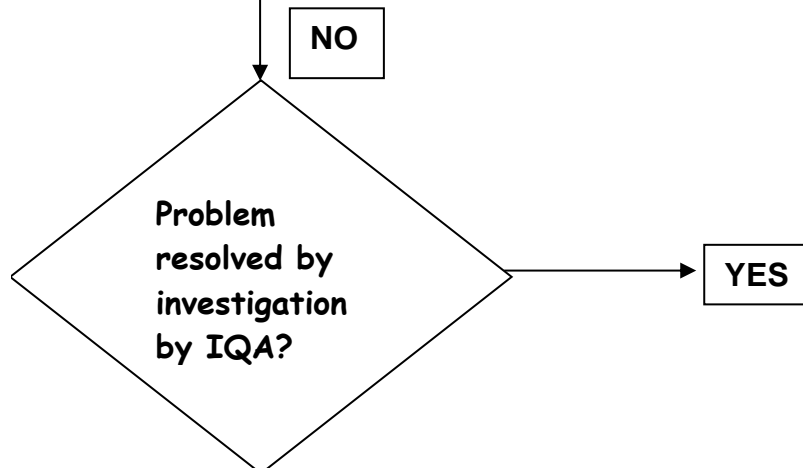
Stage 1

Learner discusses problem with tutor/assessor.



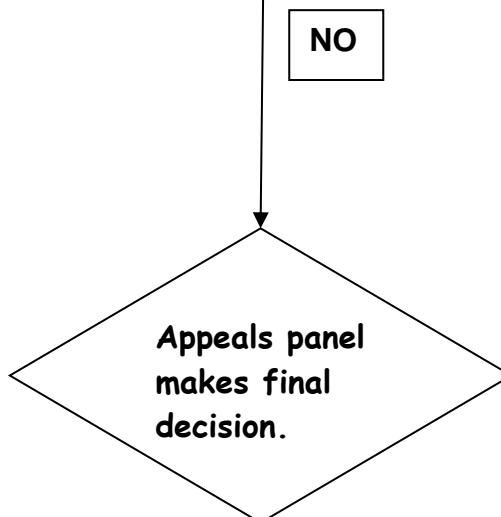
Stage 2

Learner asks centre to arrange for appeal to be investigated by Internal Quality Assurer (IQA). IQA may arrange an independent assessment, or consult awarding organisation, as appropriate.



Stage 3

If dissatisfied with outcome of stage 2, Learner asks for appeal to be taken to an appeals panel, with centre manager and an independent subject expert from a different local authority. Learner may attend the panel, with a friend or adviser.



HEALTH & SAFETY

Fire Safety

All Centres are equipped with a fire alarm system, fire extinguishers and emergency lighting, all of which are tested regularly. Fire exits are clearly marked. Notices are displayed in all teaching rooms and social areas showing fire evacuation procedures and the location of fire alarms and exit routes. At the first session of the course, your tutor will point out the nearest fire exit and go over fire safety procedures.

The Partnership is committed to the safe access and egress of all staff and visitors. A Personal Emergency Evacuation Plan (PEEP) describes the arrangements that need to be put in place to ensure that persons who need assistance can get to a place of safety in case of an emergency. Where a person who regularly uses Partnership buildings might need assistance in escaping in an emergency, and when practical where they make even short visits to a building, a PEEP must be developed and implemented. If you feel that this applies to you, please discuss your individual needs with your tutor / Centre manager, in order to complete a PEEP. Copies of the PEEP will be given to the individual and their tutor and the original will be retained by the Centre.

In the event of a fire, tutors will lead their classes from the building to the fire assembly point outside.

Fire drills are held periodically and we request your cooperation in these exercises, which are for the safety of everyone.

Smoking

It is the policy of Monmouthshire Community Learning that smoking is prohibited in all of its buildings and grounds. This policy includes the prohibition of electronic cigarettes. Your co-operation is sought in ensuring this policy is complied with.

Anyone who wishes to smoke during their class break must leave the building and its grounds.

Accidents

First Aid boxes are located in all Centres and most Centre staff are trained in First Aid. All accidents, however minor, should be reported at Reception and an accident report completed.

Risk Assessments

Risk assessments have been carried out for all Centres and activities. In addition, your tutor will explain, at the first session of the course, any subject-related health & safety issues. For practical subjects, this will include the use of tools and equipment. Safety equipment e.g., goggles or gloves will be provided, where appropriate. Your full cooperation is requested in always using safety equipment, when supplied, and in adhering to health and safety guidelines at all times, for the safety of yourself and others.

Alcohol and Drugs

The Gwent Partnership has a zero-tolerance policy with regard to the consumption of drugs and alcohol. Any learners found to be under the influence of alcohol or drugs will be asked to leave their course.

Wellbeing

The Gwent Partnership is committed to the health and wellbeing of its learners. Where required, staff will hold a current Disclosure and Barring Service (DBS) certificate.

CARE AND REGARD FOR SELF AND OTHERS

In addition to observing the Centre's Health and Safety procedures described above, please be aware of Health & Safety at all times by showing care and regard for yourself and others. For example, do not leave bags where people could trip over them or where they are blocking a fire exit and take care when making or carrying hot drinks. Do not use any equipment which appears to be faulty and report it, or any other potential safety hazard, to a member of staff at Reception.

Your cooperation in maintaining high standards of health and safety in your Centre will be very much appreciated.

Protection of Vulnerable Adults (Safeguarding)

Everyone has the right to have their human dignity respected and live their life free from abuse and neglect. Local authorities, police, health service and the Care & Social Services Inspectorate Wales (CSSIW) now work together to try and prevent abuse occurring and work to stop it where it does happen.

It is everyone's responsibility to help to protect vulnerable adults from being abused. If you suspect that an incident of abuse has taken place, or you need to speak confidentially to someone, please approach either your tutor or the Centre manager.

Prevent (Awareness of Radicalisation Issues)

If you are worried that someone you know is being affected by extreme views, for example, a friend or family member may be influenced over the internet, at meetings or through groups of people they know, or if you feel that you are being encouraged or pressured by others, then you need to tell us. Contact richarddrinkwater@monmouthshire.gov.uk

Disability Information

Monmouthshire Community Learning Centres are accessible for people with disabilities and comply with the Equalities Act 2010. The service is committed to ensuring that all learners receive the highest possible quality of provision.

If you have concerns about access or require further information, please contact the
Adult Community Learning Manager.

SUPPORT SERVICES

Learners on Adult Education courses are entitled to additional support with:

- Essential Skills (Literacy, Numeracy and Digital Skills)
- Study Skills
- E-Portfolios
- Information Technology
- Use of Google Workspace for Education
- Advice on progression and careers

Essential Skills

You can get any help you need with improving your English, Maths or Digital Skills at one of our classes. For more information contact nikkijones@monmouthshire.gov.uk

Study Skills

If you need help with study skills e.g., portfolio presentation, researching and writing essays and assignments, exam techniques, time management etc., advice and support is available from your tutor.

Gwent Libraries also offer a range of learning support services e.g., ordering books that you may need to use for your course and providing free use of computers for access to online information and resources. Visit your nearest library for further details of the services offered and how to join the library.

Library facilities at any campus within Coleg Gwent provide similar services at their well-equipped learning resource centres. Through our franchise agreement with Coleg Gwent, community education students are entitled to access these services. Call at the college, with proof of identity, to register at the learning centre or ring the appropriate college for further information.

Information Technology

Most classrooms in our main Centres have one or more computers, for use by tutors and students during the course. You are more than welcome to use your own device in class.

If you would like to improve your IT skills, whether you are a beginner or already have some IT skills and would like to learn more, why not join one of our daytime or evening IT classes. Online learning and assessment resources are also available if you want to use your own computer to improve your IT skills between classes. For details of IT classes, just ask at reception or contact maryreed@monmouthshire.gov.uk

E-learning

Learning online and blended learning (a combination of face to face and online opportunities) is a key part of teaching and learning. We are expecting this provision to increase and, as more courses become available online, we encourage you to contact your local Centre for more information about the latest courses being offered in this way.

Learner portfolios are an important aspect of our courses and from September 2021, many of these will be created and stored using a computer. Your tutor will give you all the guidance needed to be able to build your e-portfolio.

There is a wealth of resources on the Internet for adult education students in all subject areas, which can be used to consolidate learning, catch up on missed topics or explore areas of interest in more depth than is possible in class time. Your tutor will suggest useful subject-related websites and online resources to enhance your learning.

Welsh Language Delivery

Courses are available in English and could be arranged through the medium of Welsh, subject to sufficient demand. Please indicate your preference when you enrol.

If you have Welsh language skills and would like to use them in your group, please let your tutor know.

Advice and Guidance

Tutors and Curriculum Officers are able to advise you with regard to courses and for any other specific progression routes. You are welcome to discuss your needs at any time.

Quality of Teaching and Learning

The Gwent Partnership takes the quality of the teaching and learning delivered through its courses very seriously and takes pride in the overall quality of the learning experience. Indeed, the whole provision is subject to external regulatory control through the government inspection service ESTYN.

As a learner you need to be aware that observers may visit your class, in order to observe and assess your tutor. So, although you may be asked your personal views on your learning experience, the whole process is focused on the quality of teaching within your course.

LEARNER INVOLVEMENT

We are committed to seeking and considering the views of our learners at all stages of their learning and we aim to:

- provide a range of opportunities for learners to express their views, comments, complaints, compliments and suggestions on all aspects of their learning and to participate in decisions affecting their learning environment.
- ensure that learners are aware of all opportunities for consultation and involvement.
- ensure that systems are in place for analysing the views of learners to inform planning, self-assessment and quality improvement.
- provide feedback to learners on how their views have been included in management procedures and decision making.
- provide opportunities for learners to engage in operational management events.

Learner Involvement Strategy

The Coleg Gwent ACL Partnership Learner Involvement Strategy is available on request.

Student Questionnaires

You will be asked to complete an end of course student satisfaction questionnaire to tell us your views on your course and the facilities provided for you. We hope that as many of you as possible will take a few minutes to complete this survey. Your responses give us a clear picture of the levels of satisfaction with the community education service and of the areas where there is room for improvement. All comments are considered and feedback is given to students on how their views have influenced the service. Please see centre notice boards and/or newsletters for feedback on how your views have influenced changes in the service.

Suggestion boxes







Suggestion boxes are provided at all main Centres and can be used to make comments and suggestions about any aspect of the community education service. All learners' views will be considered and follow up action taken, as needed. We will also provide feedback to our learners on how their views have been included in the overall self-assessment of the community education service, as well as in planning and quality improvement.

Individual Learning Plans

Your tutor will discuss and record your individual learning goals with you and review your progress each term. This is an opportunity for you to influence what and how you learn. For example, you may wish to ask your tutor to go over a topic again or to suggest ways that you can consolidate your learning between classes or explore a subject in more depth.

Your Part in Reducing Our Carbon Footprint

Please contribute to the Centre's efforts to reduce waste, conserve energy and recycle materials by adopting the following measures in your class.

-  Use the containers provided at your Centre for recycling paper, plastic, cans and glass
-  Avoid unnecessary printing by using digital documents where possible
-  Please print double-sided as much as possible
-  Use/request only the amount of stationery you need. When compiling portfolios, if they have to be printed, there is no need to put sheets of paper in plastic pockets - just punch holes in the paper instead
-  In practical subjects, if you have to purchase equipment or materials, please discuss sustainable options and/or Fair-Trade suppliers with your tutor before you buy
-  If you live within walking distance of the Centre, consider walking to class.

If you are not already doing so, please consider adopting some of the above measures at home.

"Education for Sustainable Development and Global Citizenship enables people to develop the knowledge, values and skills to participate in decisions about the way we do things individually and collectively, both locally and globally, that will improve the quality of life now without damaging the planet for the future."

UK panel for ESDGC, Welsh Assembly Government

IT ACCEPTABLE USE POLICY

Gwent Adult and Community Learning Partnership has introduced the following policy to be observed by staff and students using Community Learning or personal IT facilities, to protect the user and the facilities and/or equipment being used. The aim is to make the services offered as user friendly as possible. However, due to the nature of some of these services there is a need to introduce the following conditions.

All users must sign to say that they will abide by the Acceptable Use Policy and Terms and Conditions. Your tutor will discuss this policy with your group and will ask all learners to sign an acknowledgement form.

Internet use

Users of the internet facilities are not permitted to distribute, circulate, sell, lend, read, view or copy:

- any material considered offensive, pornographic, indecent or obscene
- any material considered violent or abusive
- any material considered to cause annoyance, inconvenience or needless anxiety
- any material considered to be offensive, libellous or slanderous
- any material that infringes copyright
- any material that may contravene English or Welsh Law
- any material that could result in damage to the network e.g. introduction of viruses

If anyone is found contravening the terms and conditions, they could face prosecution under the following Acts:

The Obscene Publications Act 1959 & 1964

The Criminal Justice and Publications Act 1994

The Telecommunications Act 1984

The Computer Misuse Act 1990

The Copyright, Designs and Patents Act 1998

Access to the following services is prohibited, unless under the supervision of your course tutor

- Internet Chat Rooms (other than those provided by the Centre staff)
- E-Commerce (the buying and selling of goods online)
- personal e-mail accounts (other than those provided by the Centre staff).

Users must not deliberately undertake any of the following activities

- corrupting or destroying other users' data
- violating the privacy of other users
- disrupting the work of other users
- misuse or damage of equipment

- divulging personal user names and/or passwords to others
- downloading/uploading of any unauthorised data
- downloading of apps onto iPads (unless under the supervision of your tutor)

All users of the Internet must be aware that, although a filtered service is in place, Monmouthshire Community Learning cannot accept any responsibility for access to harmful or offensive sites.

The use of the Internet is monitored and it is possible to identify individual sites visited. Monmouthshire Community Learning reserves the right to use this information where there is a suspected breach of its Acceptable Use Policy and/or Terms and Conditions.

Monmouthshire Community Learning offers web-based e-mail services such as Yahoo Mail, Hotmail etc. Please ensure that you exit these services completely by following any on-screen instructions provided. Failure to do so means that other users could access your e-mail account.

The authority provision is subject to the acceptable use policy of the suppliers of the network. Monmouthshire Community Learning reserves the right to refuse or prohibit the use of its computers or other devices to anyone who contravenes any of the above conditions. Misuse could lead to prosecution.

Online Learning Acceptable Use Policy

Responsibilities of Learners

- When taking part in online learning sessions, dress appropriately and ensure that the background is appropriate. If you do not wish to appear on screen, you can choose to switch off the camera on your device.
- Use appropriate language throughout online learning sessions.
- Do not disclose any personal information about yourself or others.
- Respect the rights of others e.g., do not make, or share, photo, video or audio recordings without the knowledge and consent of others involved.
- Respect the privacy of tutors by only contacting them when, and how, they have stated that they will be available for learner queries between sessions.
- If you don't have a suitable device or feel that you lack the skills and confidence to take part in online learning, please speak to your tutor, or your centre manager, so that support can be arranged.

CELEBRATION of LEARNING

Awards Evening

We are hoping that, during 2023-24 we will be asking you to nominate tutors, learners, learner groups and volunteers for the 2024 Gwent Adult Community Learning Awards.

Look out for the nomination forms and consider who you could nominate for an Award, which will be presented at our annual Awards Evening.

For a number of years, we have enjoyed these evenings where we spend time celebrating all aspects of Adult Community Learning, with local Councillors and politicians attending, so if you haven't been a part of it before, please think about becoming involved.

Over many years, large numbers of people have benefitted from learning as an adult, and we want to continue celebrating people's achievements.

Why should society feel responsible
only for the education of children,
and not for the education of all
adults of every age?

— *Erich Fromm* —

There is no end to education. It is not
that you read a book, pass an
examination, and finish with education.
The whole of life, from the moment
you are born to the moment you die, is
a process of learning.

— *Jiddu Krishnamurti* —

Education is no longer thought of as
a preparation for adult life, but as a
continuing process of growth and
development from birth until death.

— *Stephen Mitchell* —