



# Learn and Train Enrolment Information Guide 2016 / 2017

## THE LEARN AND TRAIN ADMINISTRATION OFFICE

Coleridge Community College Radegund Road, Cambridge CB1 3RJ

Telephone: 01223 712340

Fax (school): 01223 712301

Email: [learnandtrain@parksidefederation.org.uk](mailto:learnandtrain@parksidefederation.org.uk)

<http://adult-education.parksidefederation.org.uk/>

**Opening hours during school term: Coleridge office** is open Monday to Thursday 9.00am – 4.00pm

Friday 9.00am—2.45pm and Wednesday & Thursday evenings 6.00pm—8.30pm

**Parkside office** is **ONLY** open on Monday & Tuesday evenings 6.00pm – 8.30pm

**Welcome to your course! We hope that you will enjoy your learning experience with Parkside Federation Academies.**

### Direct all course enquiries to:

**Front line administrators:** Judy Todd, Lorraine Carlton

**Learn and Train Officer:** Zoe Sweet

**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 give you the course aims and ask you to choose one or two personal goals. Examples could be:

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

These are likely to be recorded on a simple form called an Individual Learning Plan (ILP) which will be used to record your personal goals and progress along the way to achieving them. 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:

- Repeat the course
- 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.

The College aims to ensure that every student has the best possible chance of success. Our priority is your learning and the enrolment information guide is a declaration of that intention. 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 to you.

### TERM DATES

10 week term dates are as follows :

<b>AUTUMN</b>	Monday 19 September 2016	<i>Half-term</i>	24 October - 28 October 2016
<b>SPRING</b>	Monday 9 January 2017	<i>Half-term</i>	13 -17 February 2017
<b>SUMMER</b>	Monday 24 April 2017	<i>Half-term</i>	29 May - 2 June 2017

Please note that some courses may operate outside these dates (if your course runs for more than ten weeks, or to cover postponed classes). Your tutor will advise you of any variation. We advertise new courses three times throughout the year.

### 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 Trackers to record progress, achievement and initial assessment.
- 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 learners may have.
- Any other additional course costs.
- Course and centre calendar.
- Centre facilities and how to contact us.
- 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

## 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 an induction to your programme of study.
- 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.
- Enable you to evaluate the course during your period of study.
- Provide access to advice and information on educational or guidance issues.
- Respond quickly to any problems you tell us about within 5 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 and 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.
- Arrangements have been made to make sure that you are safe in this centre. If you feel you are not safe for any reason, for example through verbal or physical abuse or you have been discriminated against, please tell your tutor or the centre manager, who will investigate to ensure your safety.

### Health and Safety - Learners' Responsibilities

- Safeguard 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.
- Familiarise yourself with evacuation routes, the location of alarms and assembly points.
- Know where to go for first aid. In emergencies ring 999.
- 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.

### Equality and Diversity Statement

We are fully committed to equality of opportunity and welcome enrolments from everyone.

We positively encourage all learners with any concerns about specific needs which might effect 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 ensure that resources and equipment are accessible to all and make reasonable adjustments to ensure that all learners can access activities.

### Additional Learning Support

We welcome learners with disabilities, learning difficulties, medical conditions and other needs. If you would like to discuss how we can support you to reach your learning aim, please speak to your tutor or ask for a confidential interview with the centre manager. If in doubt, please ask! Whilst the College will strive to perform in accordance with this enrolment information guide the obligations expressed in it are expressions of intent and are not legally binding.

## WHAT WE EXPECT FROM YOU

That you will:

- Pay your fees by the first class.
- Complete enrolment forms inline with skills funding agency requirements.
- Respect Parkside Federation Academies procedures.
- Take responsibility for your learning by attending regularly and punctually, contact office/tutor if absent and allocate sufficient time for home study where necessary.
- Seek help if you need it.
- Help to make Parkside Federation Academies all safe places.
- Be considerate to the rights and interests of other campus users and staff.
- Take care of the campus buildings and equipment and respect other people's property.
- Treat everyone with respect including staff, tutors and fellow learners. The college reserves the right to withdraw tuition and exam entries in the event of verbal, physical 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.
- Adult Learn & 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.

### 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.
- There is a first aid kit located in the Learn and Train office.
- Refreshments maybe available from designated areas — your tutor will advise.
- In the event of a complaint, please contact the Learn and Train office in the first instance.
- Please ensure that any accidents are reported at the main reception.
- Severe Weather Conditions: Please check our website or tune into the local radio to find out if the school is closed.