

Learner Handbook



Bournemouth



Welcome

to Bournemouth Adult Learning

Welcome to Bournemouth Adult Learning. Thank you for deciding to become one of the many hundreds of learners to embark on an exciting learning journey. To help and support you to achieve your aims we have produced this handbook, which we hope will provide you with the information that you need. We would also like to encourage you to take advantage of our learning and financial support where appropriate. If you require any further information or clarification please contact the Learner Services Team. Bournemouth Adult Learning wishes you success with your chosen course and hopes that you enjoy your learning experience.



Term dates 10/11

● Autumn term (2010)

Mon 13 September – Fri 17 December

Half term:

Mon 25 October – Fri 29 October

● Spring Term (2011)

Mon 10 January – Fri 8 April

Half term:

Mon 21 February – Fri 25 February

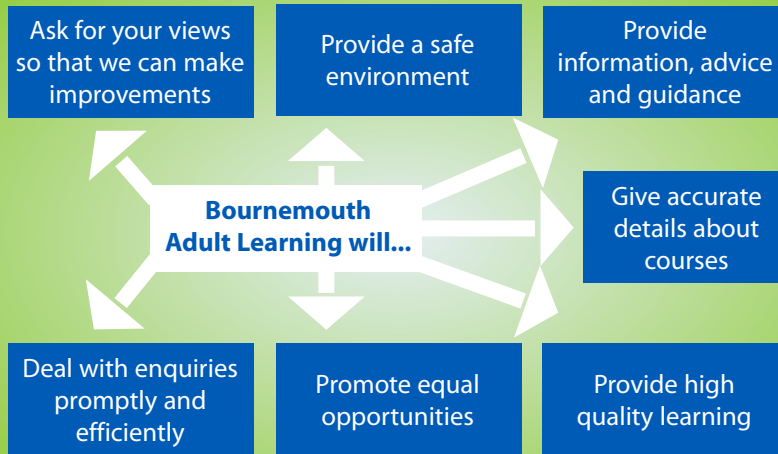
● Summer term (2011)

Tues 26 April – Fri 22 July

Half term:

Mon 30 May – Fri 3 June

Thank you for enrolling with Bournemouth Adult Learning (BAL).
We have a Learning Charter that says:



Contents



Welcome	2-3
Advice & Support	4-5
Equality & Diversity	6
Skills for Life	7
LSDC	8
Virtual Learning Environment	9
Health & Safety	10
Code of Conduct	11
Class Observations	12
Computer Usage	13
Fees, Costs & Exams	14
Complaints Policy	15
Terms & Conditions	16-19
Map	20

Contact Us

Phone: The Learner Services Team on **01202 451950**

Post: Bournemouth Learning Centre, Ensbury Avenue, Bournemouth, BH10 4HG

Visit: Bournemouth Learning Centre, Ensbury Avenue, Bournemouth, BH10 4HG

Opening Times: Monday, Tuesday and Thursday 08:30 - 17:00
Wednesday 09:30-17:00 and Friday 08:30 - 16:30



Website: www.bournemouth.gov.uk/adultlearning



Text: If you are unable to speak to someone over the telephone, please e-mail alternative contact details to: bal.enquiries@bournemouth.gov.uk or text 01202 451950 or pop in to see us.



Advice & Support

Frequently Asked Questions

What happens if I can't afford all the costs of the course?

If you are on a low income, the Learner Services team may be able to help with the following:

- Course fees
- Childcare
- Transport
- Books, materials etc
- Examination Fees



What help is available if I have a disability, need extra support or if I am starting to struggle with my course?

We can provide access to a range of services, including:

- Sign language interpreters
- Transport
- Information on tape, in Braille or large print
- Individual support in the classroom
- Individual support for examinations and assessments
- Help with reading, writing, maths and English
- Learner Skills Development Centre (LSDC)

How can I get information on courses, careers and progression routes?

In addition to our Learning Directory and Course Information Sheets you can talk to our Learner Services team or your tutor.



For more in-depth advice and guidance, you can book a one-to-one Information, Advice and Guidance session with a qualified and experienced member of our Learner Services team. These sessions can be conducted over the telephone or in person at our Learning Centre.

For further information on all the services detailed on this page, please talk to your tutor or contact the Learner Services team direct on 01202 451950 or email: bal.enquiries@bournemouth.gov.uk*

*If you are under 20 years of age, you can also contact your local Connexions service on 0800 358 3888.

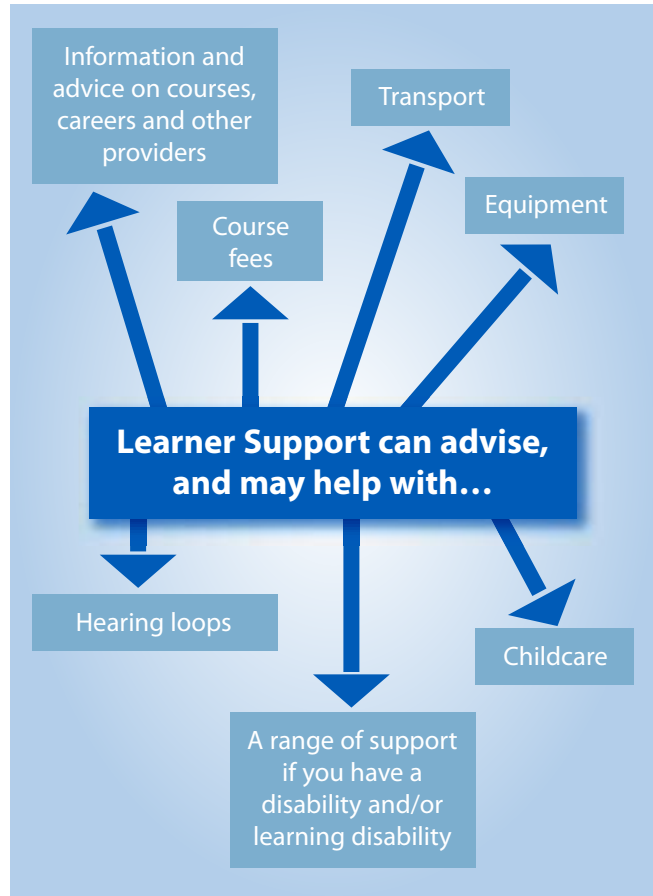


If you are aged 16 to 18 years old, you can expect us to:

- contact you once a term to see how your course is going
- discuss any additional support needs you may have
- encourage you to attend the LSDC and use our Virtual Learning Environment (www.glo-bal.co.uk)
- invite you to an individual Information, Advice and Guidance interview, to discuss your progression options
- contact you or your emergency contact if you fail to attend your class

We will expect you to:

- identify long and short term learning goals
- work with your tutor to establish your Individual Learning Plan
- ensure that your coursework is completed and submitted on time
- be prepared to discuss your progress with your tutor at regular intervals
- Talk to your tutor or Learner Services immediately if you are having any difficulties with your work or attendance
- Contact Learner Services if you are unable to attend your class





Equality and Diversity

Bournemouth Adult Learning values each individual and would like to meet the needs and expectations of every learner wherever possible.

Our aim is to create a learning environment that is Fair, Respectful, Equal and Dignified. We have a Single Equality Scheme that promotes our aims.

All Learners whatever their race, gender, disability, sexual orientation, religion or belief or age with Bournemouth Adult Learning should:

- be treated with respect and dignity
- feel welcomed and valued
- be free from any form of harassment or bullying
- have equality of opportunity to pursue their learning
- have the support necessary to access their learning

Mission Statement

Bournemouth Borough Council is committed to achieving equality and fairness for all people.

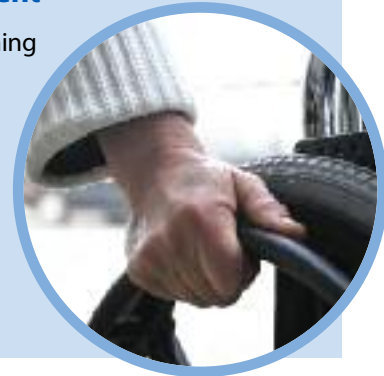


Physical Access to Buildings

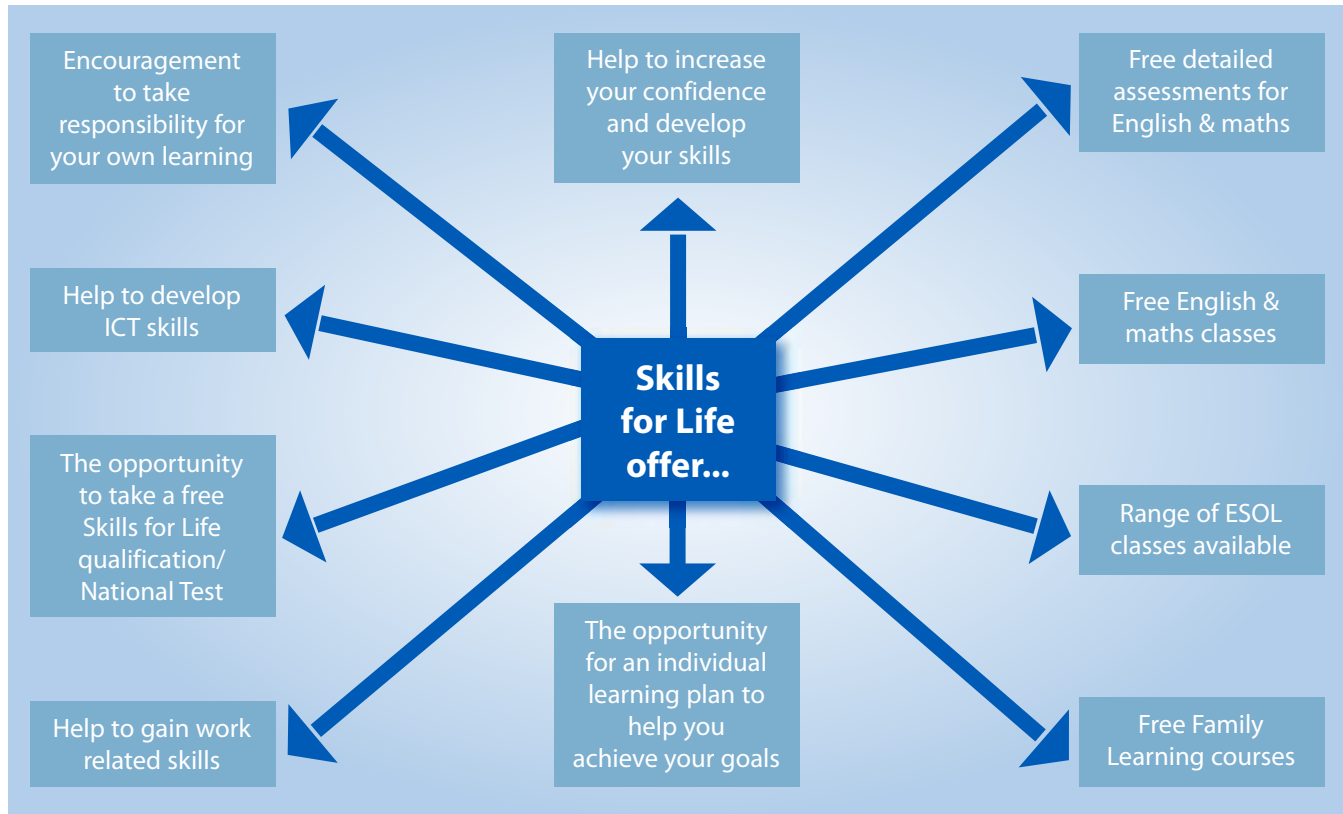
Accessibility Statement

Bournemouth Adult Learning wishes to encourage learners with individual needs to enrol on our courses.

If you feel that your requirements are not being met, please contact us to discuss the issue.



If you need to improve your English and maths, we have Skills for Life support and classes available to suit.





Calling all Learners!!!

Come to the Learner Skills Development Centre!

The LSDC is a facility open to ALL learners on Bournemouth Adult Learning courses, and is there to offer support to help learners succeed! It is based at Bournemouth Learning Centre (BLC), at a variety of times during the week (see below).

In consultation with your tutors, you can arrange to attend the LSDC at times to suit you. A qualified tutor will be on hand to help with:

- Your internet based research for coursework or homework
- Study skills/NVQ portfolios
- Study skills - how to learn more effectively

Skills for Life at the Learner Skills Development Centre

The LSDC is also where you come to be assessed and enrol onto Skills for Life courses (English & maths). Bournemouth Adult Learning uses state-of-the-art IT facilities to help assess your starting points, and identify a suitable course for you to join.

Our assessment process is very thorough to ensure you can see where your learning journey will take you. Your tutor will be provided with a very detailed profile of your strengths and areas which you need to work on during your course.

LSDC Opening Times

(Term time only)

Bournemouth Learning Centre (BLC)

Day	Time
Tuesday	14:30-17:30
Wednesday	13:00-16:00
Friday	13:00-16:00

Call 01202 451950 to book a place, we reserve the right to change days/times.



Get Learning online at www.glo-bal.co.uk

Bournemouth Adult Learning operates a Virtual Learning Environment (VLE) for all learners enrolled on current courses. There is a wealth of information available about Bournemouth Adult Learning as well as interactive quizzes to check your numeracy and literacy skills, support information and study skills. There is even a whole batch of free courses to help you with the Microsoft Office Suite.



For some of our accredited courses, a lot of handouts and support material will be available on the VLE, so access is very important. If you do not have access to a computer with internet connection at home, book free time in our LSDC (Page 8) or at your local library.

You can access much of the information as a guest, but to get the most from the environment visit www.glo-bal.co.uk and create an account; you choose your username and password.

Useful Contact Numbers

Bournemouth & Poole College	01202 205205
Poole Adult Learning	01202 262300
Christchurch Adult Learning	0800 262648
Careers Advice Service	0800 100 900
Dorset Adult Learning including Ferndown and Blandford	01202 893900
Brockenhurst College	01590 625500
Lymington Adult Learning	01590 679457
Ringwood and Fordingbridge Adult Learning	01425 472224
Arts University College	01202 533011
Bournemouth University	01202 524111
Connexions (13 - 19)	0800 3583888
ITEC	0208 994 4141
Training Development Agency	0845 6000991
University of the Third Age	01202 420700





Health and Safety

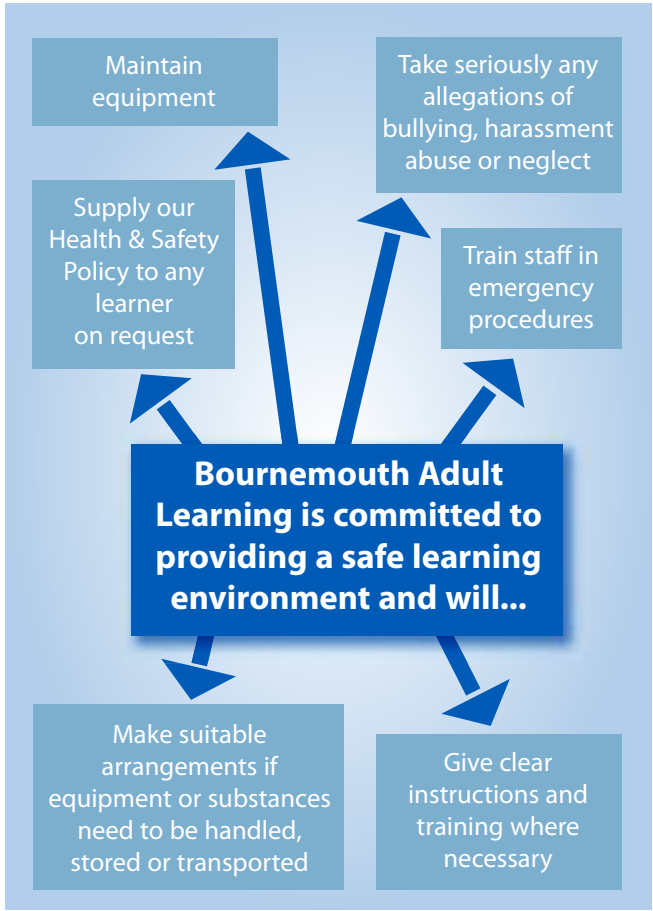
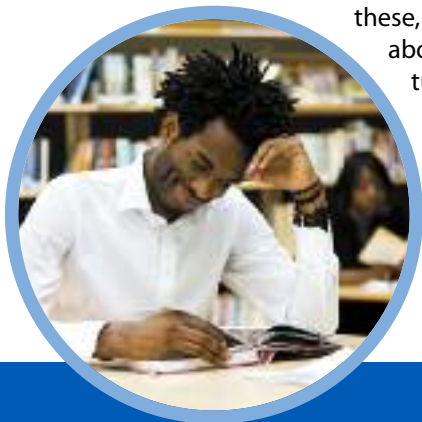
Find out how to be a safe learner. Visit www.safelearner.info/learners

Note: For the full Bournemouth Adult Learning Health and Safety Policy, contact the Learner Services team on 01202 451950.



Safeguarding

We do not want any of our learners to experience bullying (including cyber-bullying), harassment, abuse or neglect, and have a 'zero tolerance' policy. If you experience or witness any of these, or have concerns about someone, tell your tutor or contact the Safeguarding Officer on 01202 451950.





What We Expect From Learners

It is the responsibility of all learners and staff to ensure that classes are conducted in a friendly and safe environment. It is a condition of attending classes that learners behave according to the Bournemouth Adult Learning Code of Conduct.

- Treat learners and staff with respect at all times
- Arrive at class on time
- Advise the Learner Services team if you are unable to attend a session or decide to withdraw from a course
- Respect the privacy of other learners
- Respect other people's opinions and allow their expression
- Adhere to the rules of the centre regarding eating and drinking in the classroom
- Please bring your own pens, pencils and paper along with any other equipment that is required
- Tell your tutor of any special requirements or difficulties you may have
- Be aware of the Health and Safety Policy
- Follow the tutor's instructions when using any equipment
- Respect the property of Bournemouth Adult Learning, staff and other learners
- Switch off mobile phones
- Attend all sessions
- Complete all homework, assignments and coursework set by the tutor
- Enter for and attend examinations for which you are studying
- Bournemouth Adult Learning does not accept responsibility for any learner's personal property
- There are no storage facilities available
- If you buy goods from your tutor, this is viewed by Bournemouth Adult Learning as a private arrangement

Data Protection

The information you provide will be processed by Bournemouth Adult Learning for the purposes of providing you with courses. The Council may hold the information that you provide in both computerised and manual recording systems. Information will be held and used in compliance with the Data Protection Act 1998. Your information will not be used for marketing or sales purposes. You are able to see a copy of the information held about you. For further information about this please ask for a copy of the Council's data protection leaflet or visit the Council's web site at www.bournemouth.gov.uk.



Classroom Visits by Lesson Observers

Bournemouth Adult Learning wants you to enjoy your learning experience, achieve your goals and be motivated to progress. Part of our quality assurance process is the observation of all tutors to assess and confirm their practice in helping you through your learning journey. All members of the observer team are experienced tutors themselves and have also been trained in observation techniques. We value feedback from all learners and would ask that you complete course evaluations as honestly and comprehensively as you can in order that we can improve our quality of service and

teaching and learning experience. The observer will arrive unannounced at any point during the class. They will normally stay for a period of 45 minutes, will focus on the teaching and learning activities and, where possible avoid disruption to the class. However the observer may take the opportunity to have a very brief discussion with your tutor and also with you. Lesson observations and any subsequent development activities your tutor undertakes are part of our ongoing commitment to give you the best possible learning experience here at BAL.



Use of Computers

For the benefit of all learners using the computer facilities, we require you to observe the following:

Please:

- Ensure your tutor sets you up with a www.glo-bal.co.uk log in (see page 9).
This will aid and enhance your learning with BAL.
- Observe IT user protocols on glo-bal
- Listen to your tutor's instructions at all times
- Observe Health and Safety regulations
- Inform your tutor immediately of any errors, faults or messages appearing on your PC
- DO NOT attempt to repair any faults yourself.
- DO NOT unplug cabling, keyboards, mice or projection equipment
- DO NOT use the internet for viewing or transmitting any material which may be regarded as offensive or in violation of UK laws or regulations, ie copyright material, material judged to be threatening, or pornographic
- DO NOT print from the internet without prior agreement from your tutor

- Due to a malicious virus we do not allow learners to bring USB sticks, or CDs for use in BAL equipment. In the case of examination courses or NVQs, your tutor will make arrangements for the use of these items.

Please note:

We have a range of adaptive hardware such as large key keyboards, roller mice and large monitors for learners with additional needs.





Fees and Costs

The course fee is for:

- Tuition
- Exam / Materials

Learners who receive income based benefits may be entitled to pay a reduced fee. You will need to provide proof when you enrol.

There will be extra costs if you:

- Do extra examinations not covered in your course fee
- Need to purchase extra equipment or materials

See full Terms and Conditions on pages 16-19 for full details.



Examination/Assessment arrangements

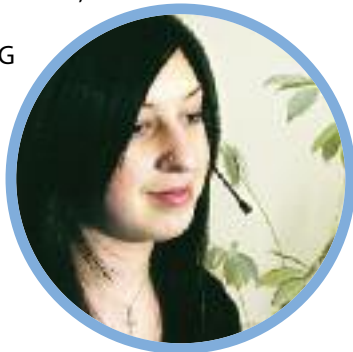
- In the majority of cases, your exam, entry and registration fee is included in your course fee
- If you have missed your exam, and you can produce a medical certificate, in some cases you will be allowed to sit the exam at a later date
- There are no refunds for exam costs once registration with the appropriate examining board has taken place
- You cannot take the same course/qualification twice, unless you pay a higher course fee
- For an additional fee, in some cases, you may be able to re-sit the exam again
- Everyone enrolled on courses that have an accredited exam or award must be prepared to sit the exam or undertake the work required to achieve the award
- Portfolio assessed courses – Many of our courses are now assessed by the production of a portfolio of work which you will develop during the course and may include examples of your work, assignments, reflective logs etc. Time will be spent in class compiling the portfolio, in addition to further work at home

Customer Service and Complaints Policy

Acting in accordance with policies operating within Bournemouth Borough Council, Bournemouth Adult Learning (BAL) aims to provide a high-quality learning experience to all customers. Feedback is actively encouraged from everyone to identify improvements that can be made. This includes suggestions and complaints.

There are various ways you can put forward your comments and suggestions which are listed below:

- Email bal.enquiries@bournemouth.gov.uk
- Write to the Learner Services team at the Bournemouth Learning Centre, Ensbury Avenue, Bournemouth BH10 4HG
- Speak to any member of staff who will be happy to pass your Comments, Compliments and Suggestions on to the Learner Services team



- Complete one of our slips in the Learner Services Office at Ensbury Avenue and post it in the “Comments, Compliments and Suggestions” box
- Email the Learner Services Team via the link on the Virtual Learning Environment (VLE) (for learners already enrolled on a BAL course) www.glo-bal.co.uk



Bournemouth Adult Learning also recognises that from time to time things may go wrong and is committed to ensuring that any complaints are dealt with in an open and objective manner so that we can put it right quickly and take action to prevent it happening again.

A full copy of the Complaints Process can be viewed on our website at www.bournemouth.gov.uk/adultlearning or contact the Learner Services team on 01202 451950.

Our Complaints policy aims to be:

- Easily accessible and well published
- Simple to understand and use
- Fair, with a full and impartial investigation
- Confidential to staff and learners
- Informative, providing information for management for the improvement of the service





Terms and Conditions

Admission

The Adult Learning Manager reserves the right to assess the learner's suitability to benefit from the proposed course. Completion of an enrolment form and payment does not guarantee a place on a course.

The Service reserves the right to insist upon any learner discontinuing attendance at any course or venue.

Eligibility to Attend Courses

Learners under 15 will not be permitted to attend adult learning courses. Learners aged 15-16 in the final year of compulsory secondary schooling may be admitted to certain vocational courses if written permission from their Head Teacher is provided and the Adult Learning Manager is in agreement. In these rare circumstances an individual fee would apply. This fee would be significantly higher than the published fees as the Adult Learning Service would not be in receipt of any funding from the Skills Funding Agency. Residency rules apply to Skills Funding Agency funded courses.

Changes in Class Arrangement

Courses are arranged on a basis of estimated demand. The Adult Learning Manager may change the syllabus, the day and time of any session and may cancel sessions where:

- Enrolment or attendance is considered inadequate.
- The course tutor is unable to continue teaching and no suitably qualified replacement tutor is available.

Where a session has to be postponed the Service will re-schedule the session and no refund of the

Learner's fee will be made. Where the remainder of the course is cancelled, the Service's liability is limited to a pro-rata refund of the learner's fee.

Stationery, Textbooks, Craft Materials etc.

On most courses learners are expected to provide the textbooks, stationery and materials required for their courses. Please refer to the Course Information Sheet.

Smoking

Adult Learning in Bournemouth & Poole conforms to the Borough's of Bournemouth and Poole Smoking Policies and the requirements of national legislation. Smoking is not permitted in or on any of our venues.



Damage to Equipment & Premises

The cost of repair of property known to have been damaged by a learner shall, on demand, be paid to the Borough of Bournemouth or Poole by the learner responsible for such damage.

Loss or Damage to Personal Property

All property, including clothing, electronic goods, bicycles and motor vehicles, brought to any Adult Learning premises by a learner shall remain throughout, at the sole risk of the learner. Neither Borough of Bournemouth or Poole nor the adult learning service accepts any responsibility.

How Much will it cost?

Course fees

Fees are exempt from VAT.

Learners should be aware that course fees, as quoted, are subject to overall review only in exceptional circumstances.

Places on courses are not transferable to any other person.



Concessionary Course Fees

Please note concessions may be available to people in the groups listed below. Before a place is confirmed you will be required to show proof of your entitlement when you enrol. If enrolling by post a copy of your evidence must be sent with your application.

There are no concessions available on some courses. Such courses are clearly identified.

Course numbers prefixed with A. Concessions may be available for anyone aged over 18 as of 31 August 2010.

People who are receiving any of the following income-based benefits:

- Housing or Council Tax Benefit
- Job-Seekers' Allowance
- Income Support
- Employment Support Allowance
- Working Tax Credit*
- Disabled Persons' Tax Credit*
- Guaranteed Pension Credit*

- and their unwaged dependents (as defined by the Benefits Agency) are entitled to pay the reduced fee marked CF (Concessionary Fee).

*Learners are eligible where the household gross annual income must be £15,276.00 (gross) or less. Information and Guidance about tax credits are available on 0845 300 3900.

Learners aged 16-18 as of 31 August 2010

Entitled to free courses on all course numbers prefixed A.

Help with fees

For Fees over £100 it may be possible to pay 60% of the course fee before the start of the course and the remaining 40% to be paid in two instalments. Details are available on request.

Course numbers prefixed with A

The Skills Funding Agency provide a 'Learner Support Fund' for learners who wish to take a certificated course. The funding may cover exam fees, childcare, travel or material costs.

Courses prefixed with P

For learners aged over 18, the same concessions apply as courses prefixed with an A. There are also concessions on these courses for Access to Leisure & Learning card holders.

Examination and awarding body registration fees

Examination and awarding body registration fees and administrative charges are included in the cost of the course.



GCE courses have been designed to allow you to achieve either the AS only, or the A2 only. Learners wishing to take more modules than given in the course details must pay for the additional examination fees.

Learners are reminded that it is their responsibility to ensure that they are entered for the correct examination by the deadline date set.

All courses except those prefixed with Z are heavily subsidised by the Skills Funding Agency and it is a requirement that all assignments are completed and exams are attended as detailed in the Course Information Sheets.

Late entries

If a learner misses the final examination entry deadline and wishes to make a late entry the learner will be required to pay a £10 centre administration fee and the awarding body late fee.

Conditions of refunds

An appropriate proportion of fees may be refunded in the following circumstances:

- A class is closed due to low attendance and/or where the numbers of learners does not justify continuation of the class.
- A Learner is unable to continue for medical reasons; a learner must supply a medical certificate or letter from their Doctor within 3 weeks of the last class attended.

Withdrawal from Courses

Learners may obtain a refund of the course fee they have paid in the following circumstances:

- **Courses which are advertised to run for 3 or more sessions**
A request is received prior to the second lesson taking place.
- **Courses which are advertised to run for less than 3 sessions**

A request is received at least 10 days before the start of the course.

Please note: Examination fees are non-refundable.

Refund Charges

An administration charge of £10.00 will be levied for all refunds where a learner withdraws from a course.

Learners should not turn up for the first session without enrolling.

Please retain this information for reference purposes.

Please be aware that by enrolling on a course, learners are accepting all of these Terms & Conditions.

All information correct at time of printing June 2010.



- 1 Oakmead College of Technology
- 2 Bournemouth Learning Centre (BLC)
- 3 Glenmoor School
- 4 Moordown Community Centre (MCC)
- 5 Bournemouth Library
- 6 Russell Cotes Museum
- 7 Springbourne Community Room

- 8 Bournemouth Indoor Bowls Centre (BIBC)
- 9 Morley Road Deaf Centre
- 10 Avonbourne School
- 11 Beaufort Community Centre
- 12 Kinson Hub
- 13 Kinson Community Centre