



LEARNER INFORMATION

Bristol City Council

Tel: 0117 510230

Email: lctinfo@bristol.gov.uk

www.communitylearningwest.net

North Somerset Community Learning Service

Tel: 01275 888402

Email: community.learning@n-somerset.gov.uk

www.n-somerset.gov.uk

This information can be made available in other formats.

community
learning west

LEARNER ENTITLEMENT



**Welcome to your course with
Community Learning West. Our aim is
to provide you with high quality,
friendly and accessible learning.**

**WE HOPE THIS WILL ENTHUSE, INSPIRE AND
ENCOURAGE YOU TO PROGRESS AND
CONTINUE WITH YOUR JOURNEY OF
PERSONAL DEVELOPMENT.**

YOU CAN EXPECT:

- To be treated with respect
- To feel welcome and valued
- An enjoyable learning experience
- Qualified experienced tutors
- Support to take part
- An accessible and safe venue
- Regular feedback on your learning
- Staff who listen and respond to your comments and suggestions
- Information, advice, guidance and support to go onto further courses and work
- Equality of opportunity, free from harassment and bullying
- An online learning offer in certain circumstances

WE EXPECT YOU TO:

- Come to every session and arrive on time
- If you cannot attend or are going to be late to the class, please tell your tutor.
- Help everyone feel safe and welcome
- Be respectful of the needs, culture and beliefs of others
- Follow health and safety procedures
- Help us improve our service by sharing your comments and suggestions with us
- Behave responsibly and safely at all times
- Report to your tutor or other staff any unacceptable behaviour
- Do not attend if you are suffering from respiratory tract infection/cough/cold
- Follow the group contract rules set at induction.

EQUALITY & DIVERSITY

We recognise the diversity in our learning community and value this as one of our great strengths.

FUNDAMENTAL BRITISH VALUES

We promote the Fundamental British Values which are:

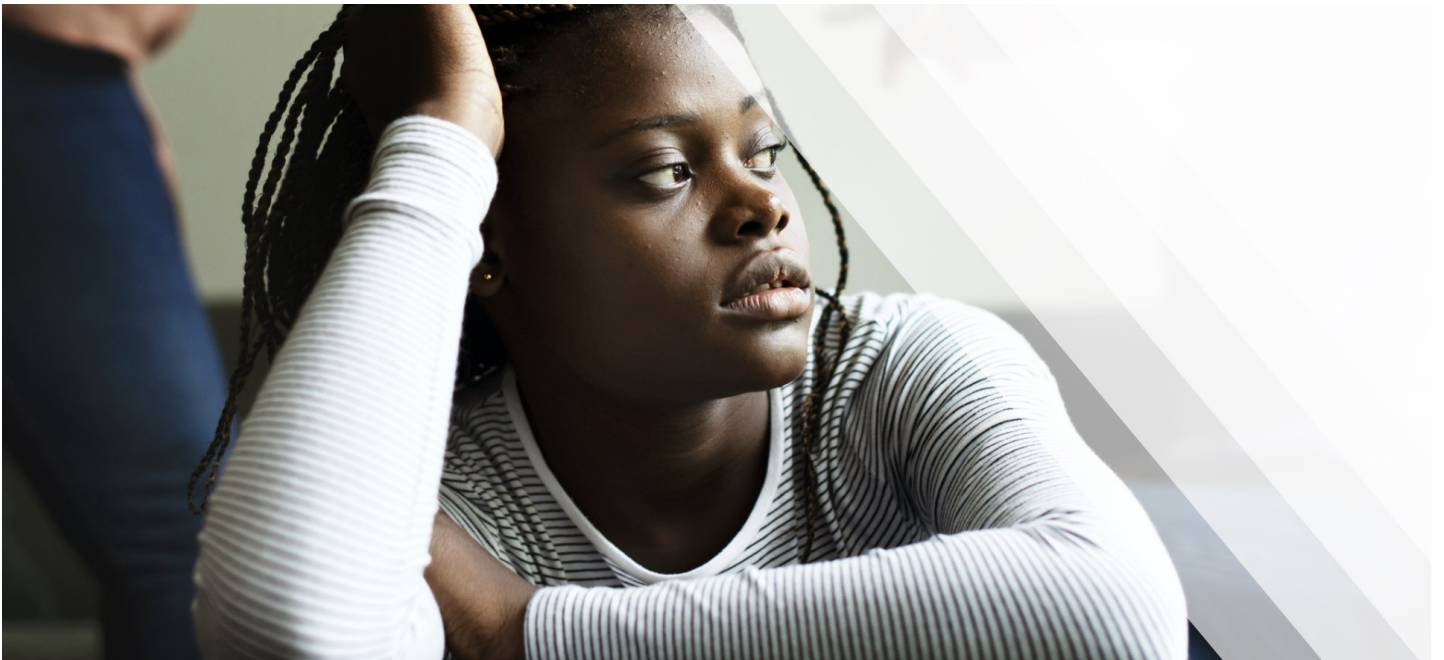
- Democracy
- The rule of law
- Individual liberty
- Mutual respect and tolerance

In our classes we ask all learners to respect the opinions of others and to treat each other as equals. Our classes will be as democratic as possible and will involve learners in decisions that affect their learning. We will talk more about these values during class, especially when topics are linked to them.



COMMUNITY LEARNING WEST IS COMMITTED TO ACTIVELY PROMOTING EQUALITY AND DIVERSITY





REPORTING ABUSE, HARASSMENT, DISCRIMINATION:

You can tell us about something you are not happy about (e.g. bullying, online issues, threats, anti-social behaviour) or if you are in danger. You can talk to your development worker or tutor. You can also tell us in confidence: You do not have to give your name on the form. Go to our website safeguarding page: scroll down to-

[https://
communitylearn-
ingwest.net/
safeguarding](https://communitylearningwest.net/safeguarding)

Reporting an incident or concern

if you need to report an incident such as online bullying, anti-social behaviour, abuse, threats, or harassment you can fill in our [onlinr incident form](#). List of contact numbers for safeguarding incident [can be found here](#)

This will show you a form to fill in. Do not worry if you cannot complete all the boxes. The form will still get to us.



**PLEASE CALL 999 IN AN EMERGENCY
OR 101 IF LESS URGENT, FOR ADVICE
FROM THE POLICE**

KEEPING SAFE



PLEASE ACT IN A SAFE WAY AT ALL TIMES, RESPECTING THE HEALTH AND SAFETY OF YOURSELF AND OTHERS.

HEALTH AND SAFETY INCIDENT

This includes: Accidents, dangerous occurrences, including near misses and ill health.

How to get help: Tell your tutor immediately. They have a duty to respond to and report any health and safety incidents in the workplace using an incident/violence reporting form. In an emergency your tutor will call 999 and request help.

PREVENT AND ANTI-TERRORISM

This includes: Stopping terrorist attacks, to stop people becoming terrorists or supporting terrorism. This includes online material, websites, forums or behaviours, speeches, videos of a violent nature, posts inciting violence or messages to stir up hatred.

How to get help: Tell your tutor immediately. Call 999 immediately if you see suspicious vehicles or packages. You can also call the Anti-Terrorist hotline on 0800 789 321 or call 101 to speak to the PREVENT team.

DISCRIMINATION & HARASSMENT

This includes: Discrimination, i.e. can involve prejudice, oppression, stereotyping. Where people feel they are being treated unfairly because of their ethnicity, disability, gender, religion or sexuality.

How to get help: Harassment can be physical, verbal or non-verbal e.g. offensive pictures, graffiti or exclusion. If this involves another learner or someone in the community, tell your tutor. In an emergency they will call 999 and request help. You can also call the Hate Crime team on 0800 171 2272. If this involves a member of staff, you can get help by contacting the main office number on 0117 510230

ABUSE OF CHILDREN AND ADULTS

This includes: Something done intentionally or unintentionally to a child or an adult which violates their human and civil rights, including physical, sexual, emotional, financial, online, institutional or discriminatory abuse, and neglect, where people take away your rights to basic living needs e.g. food & water

How to get help: If you share information about abuse with your tutor or they observe signs of abuse (e.g. bruising, fear of going home) they cannot keep this confidential and they have a duty to report it to the designated safeguarding lead. Your tutor and our team will do all we can to help. Please see our safeguarding link on our website: Call 0117 903 6444 if you are concerned about a child or 0117 922 2700 if you are concerned about an adult at risk or who has care and support needs. For more information, please email our safeguarding lead on 07584 480616

VIOLENCE AND/OR AGGRESSION

This includes: Violence and aggression, including verbal, physical, threats and assaults. Bullying and intimidation, may involve offensive, abusive or intimidating behaviour that may be an abuse of power, position or knowledge.

How to get help: If this involves another learner or a member of the public, tell your tutor. In an emergency they will call 999 and request help. If this involves a member of staff, call the main office number on 0117 510230.

DATA & E-SAFETY

DATA PROTECTION

Personal information provided to us is kept on our Community Learning Database. Data is used to produce reports, monitor performance, improve quality and plan future provision.

The WECA / ESFA require us to send them learner data as part of our funding contract. They may use information in the delivery of their work including through the National Careers Service and the Learner Record Service.

Your information will not be passed onto other organisations for marketing or sales purposes. We may contact you after your course to find out what you are doing next or to ask for feedback on the course.

If you want to find out about new courses or opportunities please make sure you 'opt' in to future contact about courses and opportunities on your enrolment form.

Further information about the use of and access to your information is available on the Education and Skills Funding Agency and WECA website:
WECA data protection policy:

<https://www.westofengland-ca.gov.uk/wp-content/uploads/2019/02/Data-Protection-Policy.pdf>

www.bit.ly/esfanotice



USE OF DIGITAL TECHNOLOGY

We want you to feel comfortable to develop your digital skills in a friendly and supportive environment.

YOU CAN EXPECT:

- A chance to try new technology in a relaxed environment
- Access to good quality equipment and instructions
- Advice to help you use technology safely in class as well as tips on using your own equipment at home
- Opportunities to ask questions and the chance to voice concerns
- Help to understand ways you can continue learning at home

WE EXPECT YOU TO:

- Take responsibility for your work, photos and videos and ask if unsure when sharing or saving online
- Not save photos or videos to shared devices as our equipment is used by many other learners
- You log out from online accounts and do not save passwords
- Respect the privacy of others; do not take or share photos and videos of other learners without their consent



YOUR FEEDBACK

Community Learning West welcomes your feedback. We would like to know what we are doing well and what we can do better. We take all comments and complaints seriously to help us to constantly improve our service.

COMMENTS AND COMPLIMENTS

We would love to hear from you if you have enjoyed one of our courses. Perhaps you want to praise a tutor or would just like to tell us about something that we have done particularly well. It would be great to hear how our courses have helped you progress. Our telephone email address is on the right

COMPLAINTS

If you are unhappy with our service for any reason, please let us know by talking to your tutor or development worker. If they can't help, please see page 12 and 13 regarding making a complaint.

LEARNER VOICE

We encourage our learners to get involved, support our work and steer how we do things. We have opportunities such as volunteering as a learning ambassador, attending meet the manager sessions or taking part in feedback meetings through our learner voice sessions. Speak to your development worker to sign up.



If you wish to speak directly with a member of our management team we would be more than happy to hear your comments or concerns:



QUALITY, EDI AND SAFEGUARDING

Suzanne Beard
Team Leader: Quality
07584480616
suzanne.beard@bristol.gov.uk



CURRICULUM & DEVELOPMENT WORKERS

Julie St Jean Dick
Community Learning Development Manager
07469413348
julie.st.jean.dick@bristol.gov.uk



E-SAFETY AND TECHNOLOGY

James Bruton
Team Leader Digital Learning
07464531860
james.bruton@bristol.gov.uk



ACL MANAGER

Angela Marshall
Adult and Community Learning Manager
07584480613
angela.marshall@bristol.gov.uk



Community Learning
The Park, Daventry Rd, Bristol, BS4 1DQ



Tel: 0117 510230

COMPLAINTS & INCIDENTS

Your complaints are important to us, they help us improve the work that we do. So if you're unhappy with one of our services, we'd like to know. Most complaints are dealt with using the Community learning complaints form or the Council's non-statutory complaints procedure.

STAGE 1

Download and complete the complaints form from our website or ask your tutor or development worker for a paper copy:

www.communitylearningwest.net/complaints

We'll establish that your feedback is a complaint and get back to you quickly.

STAGE 2

If you're not happy with our response, we'll carry out a further investigation. You'll get a response within 20 working days.



COMPLAIN DIRECTLY TO THE COUNCIL

www.bristol.gov.uk/complaints-and-feedback/other-complaints-and-feedback

PHONE

You can call 0117 922 2723, Monday to Friday from 10am to 4pm.

VISIT


Visit one of our Citizen Service Points. There is one located at 100 Temple Street, Bristol.

WRITE TO

Freepost RTKJ-SGBZ-ULSH
Customer Relations (100 TS)
PO Box 3176
Bristol
BS3 9FS

ALTERNATIVE FORMATS

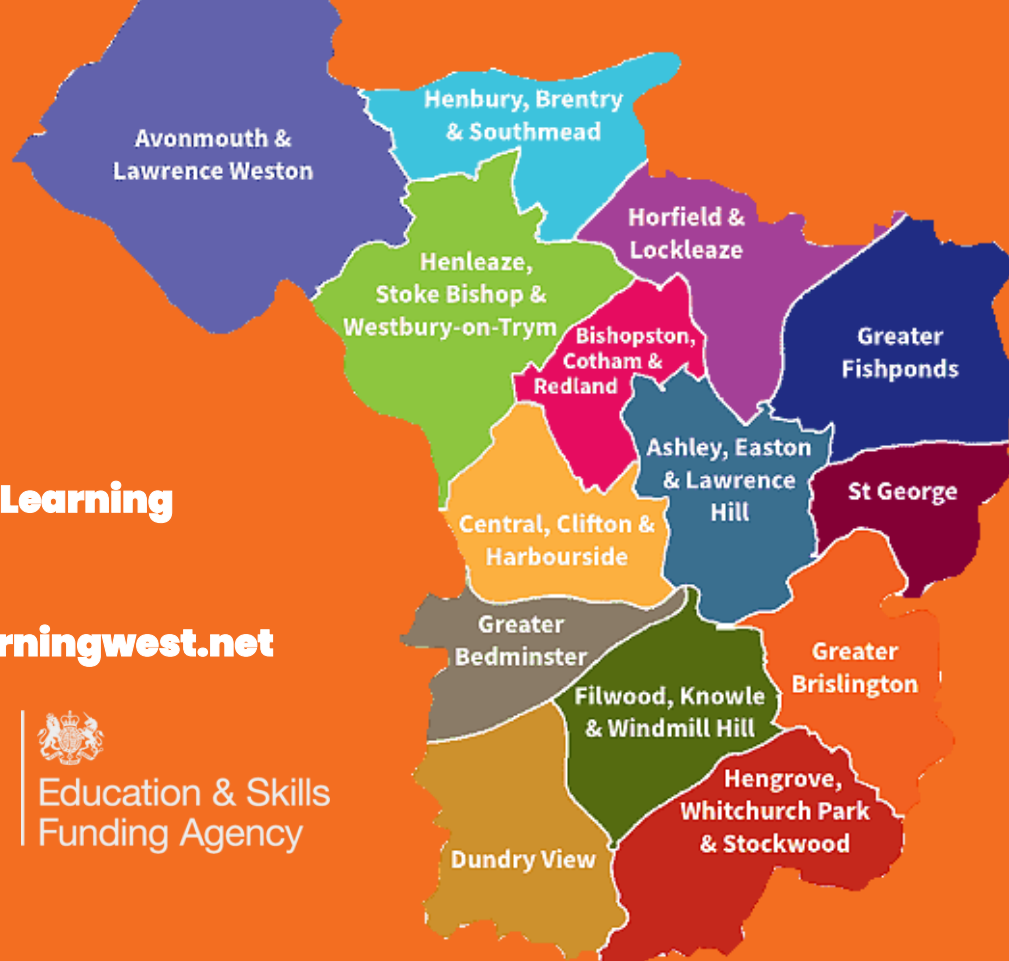
Other language, braille, larger print or on audio tape, are available on request



IF YOU EXPERIENCE UNACCEPTABLE BEHAVIOUR, INCLUDING HARASSMENT, PLEASE REPORT IT IMMEDIATELY TO YOUR TUTOR OR ANOTHER MEMBER OF STAFF. THEY WILL HELP YOU COMPLETE THE

UNACCEPTABLE BEHAVIOUR

If you feel you are being subjected to unacceptable behaviour/harassment please consider telling the person to stop what ever it is they are doing that is causing distress. They may be unaware of the effect of their actions. You may want to talk this through with a friend before taking any action. If it is too difficult to tell the person yourself you may want to ask a friend or a member of staff to act on your behalf.



 **Bristol-Community-Learning**

 **@Letinfo**

 **www.communitylearningwest.net**



European Union
European Social Fund
investing in jobs and skills

**WEST OF
ENGLAND**
Combined Authority



Education & Skills
Funding Agency

Knowle West, Filwood, Earls Court	lucy.fieldhouse@bristol.gov.uk 07788353446
Bedminster and Redcliffe	bryony.sims@bristol.gov.uk 07721512583
Hartcliffe, Whitchurch Park, Bishopsworth	helen.richards@bristol.gov.uk 07760990855
Avonmouth, Lawrence Weston, Sea Mills, Shirehampton, Henbury and Brentry	carol.griffiths@bristol.gov.uk Tel. 07341882755
Southmead, Lockleaze and Horfield. St Pauls	richard.davies@bristol.gov.uk 07788353420
Eastville, Easton and Lawrence Hill	edwina.provansal@bristol.gov.uk 07825315820
St Anne's, Broomfield, Brislington, Olbury Court, Fishponds, Hillfields	catherine.landon@bristol.gov.uk 07785702454
Sub-contracting	veronique.bontemps@bristol.gov.uk 0117 90 30065
North, St Werburgh's	shani.smith@bristol.gov.uk 07775227352
Citywide	colin.young@bristol.gov.uk Tel. 07901235436
ESOL Conversation Clubs	agnieszka.kaziszyn@bristol.gov.uk Tel. 07768 500673
Multiply Project	Lorraine.vasili@bristol.gov.uk Tel. 07721702872