



## Learn and Train Enrolment Information Guide 2017 / 2018

### THE LEARN AND TRAIN ADMINISTRATION OFFICE

Coleridge Community College Radegund Road, Cambridge CB1 3RJ

Telephone: 01223 712340

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

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

#### DAYTIME Opening hours during school term:

Coleridge Community College office is open Monday to Thursday 9.00am – 4.00pm and Friday 9.00am—2.45pm

#### In term time only —EVENING office hours:

Parkside Community College: Monday 5.45pm – 8.15pm (1st and last session of term ONLY)

Trumpington Community College: Tuesday 5.45pm— 8.15pm

Coleridge Community College: Wednesday and Thursday 5.45pm—8.15pm

**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:** Lorraine Carlton and Sally Burton

**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 a few 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 :

**AUTUMN** Staggered start from Monday 11 September 2017 *Half-term* 23 October - 27 October 2017

**SPRING** Monday 8 January 2018 *Half-term* 12 -16 February 2018

**SUMMER** Monday 23 April 2018 *Half-term* 28 May - 1 June 2018

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 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 initial assessment and ILPs to record progress and achievement.
- 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
- First Aid

## 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 2 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.
- Comply with Health and Safety recommendations for protective footwear and clothing when attending specific classes

## 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.
- 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.
- Examinations—If you withdraw from a course or do not complete course work or other requirements for any examinations or external assessments for which you were granted a free entry, you will be required to reimburse the full fees. In the event of ill health a doctor's certificate will be required. If you pay for your examination and withdraw or do not attend for 6 weeks prior to the examination, you will not be allowed into the examination unless a doctor certifies the absence.

### 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.

### Safeguarding statement

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.

### 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.

## 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.
- Severe Weather Conditions: Please check our website or tune into the local radio to find out if the school is closed.
- Accident / Incidents within the college: Your tutor will contact the member of staff responsible for health and safety during delivery of your course. All incidents / accidents MUST be reported. In some cases the case might be followed up; depending on time and location. The office may require contact the following working day.
- Free Parking is available in the evening at both centres. During the day spaces are extremely limited in the car park – street parking is available a short walk away. If you require accessible parking please contact the centre concerned to reserve a space.

## Enrolments

- For full course information: <http://adult-education.parksidefederation.org.uk/>
- We are able to accept bookings over the phone, please have your credit/debit card to hand.
- Places on any courses are only secure upon receipt of the FULL payment.
- Loyal Learners receive 5% discount towards the cost of any course in the 2017/18 academic year, to qualify for the discount full payment must be received before the enrolment deadline. For full terms and conditions contact the office.
- Postal bookings with fees are welcome (please DO NOT send cash), make cheques payable to Parkside Federation Academies.
- Bookings via email MUST NOT contain card payment details.
- Bookings are welcome throughout the year.
- Courses with fewer than the relevant number of learners may have the option of continuing on payment of supplementary fees.
- Upon booking your place you will receive learner information about college support and signposts to policies and regulations. If you do not have an email address please pick up a copy of the terms and conditions from the Adult Learn and Train office.
- On the first day of your course you will be given an enrolment form to complete. All sections are required. The college is funded through the skills funding agency and relies on the funding that each form draws down. If learners opt not to complete this form fully an additional 20% fee would apply (replacing the government funding element).

## Fees

- Fees are payable in full when you enrol. We accept all major debit and \*credit cards (\*50p charge), cheques (made payable to Parkside Federation Academies), or cash (in person).
- Please note should you choose to withdraw from the course you will still be liable to pay any outstanding instalments.
- Refunds will be paid in full when a class is closed at the discretion of the College, or if you cancel your enrolment at least two weeks before the course starts. If you decide to cancel less than two weeks before the course starts you will receive a 50% refund. Unfortunately we cannot offer a refund if a course has already started.
- Concessionary fees are available if you: are in receipt of the “Guaranteed Credit” element of the Pension Credit, or are in receipt of a means tested benefit. To be eligible to claim the advertised concessionary price learners need to supply their National Insurance Number and photocopied proof of a document relevant to the benefit and academic year.

## Learner Information

- If you have supplied your email address, you will receive a confirmation email following your enrolment. If you have not received this, please contact the Adult Learn & Train team on 01223 712340 or [learnandtrain@parksidefederation.org.uk](mailto:learnandtrain@parksidefederation.org.uk). If the course is cancelled, we will contact you to offer an alternative or a full refund.

**Cambridgeshire County Council** supports a wide range of Adult Learning opportunities across Cambridgeshire, including courses, clubs, community groups and family learning opportunities.