

Welcome to



Learner Induction Information



Thank you for choosing CALAT



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Health & Safety

Fire Procedure

If the fire alarm sounds:

You will be escorted from the building via the nearest fire exit to the assembly point.

You must stay with your group until you reach the assembly point.

Listen to and follow all instructions given. They are for your safety.

Do not enter the building again until told to do so by a fire warden..

Safeguarding

If you think you or someone else has been hurt or abused by another person, either at home, in the learning centre, at work or in the community, or is at risk of extremism please talk to your tutor or any other member of staff or go online to www.croydon.gov.uk/sgap

Equalities & Diversity

CALAT is committed to the advancement of equality and diversity throughout all of its activities and centres of learning.

We encourage everyone to respect other people with particular regard to the protected characteristics of the Equalities Act 2010

Learner Support and Accessibility

We support people with a disability or learning difficulties

Please let your tutor know if you have support requirement or if we can make any reasonable adjustments to help you

All our learning venues are fully accessible

IT access and Data Protection

MOODLE

CALAT use a web-based learning environment called MOODLE.

MOODLE is where students can view information, quizzes, assignments and course news.
Students can upload assignments for their tutors to assess.

MOODLE also gives you an opportunity to discuss homework via chat –rooms and forums.

Not all of these resources are offered for every course. You will be informed by your tutor if your course is available on MOODLE.

IT access and Data Protection

How CALAT will use your information in accordance with Data Protection law

CALAT are committed to protecting and respecting your privacy when you use our services. All your personal data is treated in strict confidence and dealt with in accordance with Data Protection Law in particular the General Data Protection Regulation (GDPR). To ensure that the service you receive is effective, we may need to share your information with our partner organisations. This data sharing, among other things, supports our funding and financial planning; monitoring performance and our educational attainment policy; enables us and our partners to produce statistics and research; determine the destinations of our learners after they have completed courses with us; and evaluate Government and European funded programmes. Your personal data may be converted ('anonymised') into statistical data in such a way that ensures that you cannot be identified from it .

CALAT collect personal information about you to pass on to the Department for Education and the Education and Skills Funding Agency (ESFA). The EFSA's Privacy Notice is published on the CALAT website: www.gov.uk/government/publications/esfa-privacy-notice and in the CALAT brochure..

IT access and Data Protection

How CALAT will use your information in accordance with Data Protection law (continued)

The information collected on your enrolment form is a requirement to fulfil the funding contract with the ESFA and will be retained for 20 years from the point of enrolment so that the ESFA can claim match funding from the European Social Fund (ESF). The ESF supports and invests in a number of projects aimed at raising skills and job prospects.

Your data will also be used to enter you for exams with awarding bodies. CALAT also collect your data to share internally with the Council's Finance Department to process standing orders and refunds, and to access the Discretionary Learner Support Fund. Anonymised data is also used to report to the CALAT Governance Board, the Council's Senior Management Teams and Ofsted. Your information may also be shared internally with the Council's Complaints Team, Business Intelligence Team, the Finance Team and others so that they can carry out their roles and support our service.

IT access and Data Protection

How CALAT will use your information in accordance with Data Protection law (continued)

Data Protection Law gives you a number of rights to control what personal information is used by us and how it is used by us. Additional information about your information rights is listed in the Council's Corporate Privacy Policy which can be found on the Council's website at: <https://www.croydon.gov.uk/democracy/data-protection-freedom-information/Dpguidance>

You will be contacted after you have completed your programme of learning to establish whether you have entered employment or gone onto further training.

Your data is stored on a secure database and this form will be destroyed after 3 months.

This statement is correct at the time of going to print any updates will be published on the CALAT website.

IT access and Data Protection

ACCEPTABLE USE POLICY

The ICT Acceptable Use Policy prohibits learners abusing the ICT facilities. Use of ICT facilities is monitored and inappropriate use will result in learners being excluded from all CALAT centres in accordance with The CALAT Contract.

Learner Consultation

CALAT want to hear what you have to say about your experience as a learner.

We want your suggestions and feedback on a wide range of subjects.

See the student notice boards and your termly e-newsletters for more information and for dates of learner consultation events.

You will also have the opportunity to give us your feedback on your course by the learner evaluation forms.

You can have your say at anytime by using our online contact form:

<http://www.calat.ac.uk/contact-us/>

From November to May you can also register your views through the Learner View Survey. We will provide you with the contact details at the appropriate time.

We will respond to feedback throughout the year via 'You Said, We Did' displays in the centre

Communications

We will send you a termly e-newsletter via email so please make sure we have your correct email address.

If you have any stories, suggestions or ideas for content for the newsletter we'd really like to hear from you. Please contact:

johnny.hoskin@croydon.gov.uk

Social Media

Please follow us on:



@CALATCroydon



CALAT Croydon

The CALAT Contract

As a **learner** you have a right to:

A safe and healthy learning environment, access to all learner services including additional learning support and, if eligible, financial assistance to help with the cost of your studies

Appropriate learning materials and equipment

Regular reviews of progress, opportunities to develop and recognition of achievement

Equality of opportunity and treatment with respect, with a serious response from CALAT if you are discriminated against.

Information on all our policies, including the CALAT learner code of conduct

The full Charter for Learners can be found on our website

The CALAT Contract

As a **learner** we expect you to:

Arrive on time and attend your classes regularly

Tell us if there are any important changes in your life, for example if you move house

Respect the values of others and their right to learn

Participate in learning surveys to let CALAT know how we can improve

Adhere to the CALAT code of conduct

Adhere to the CALAT computing, internet and email acceptable use policy

Learners on accredited courses are expected to take the relevant accreditation

The full Charter for Learners can be found on our website

Further Information

Full copies of all policies can be obtained from your Centre Office and through our website

www.calat.ac.uk