

Welcome Guide

Learner information

2018 / 19



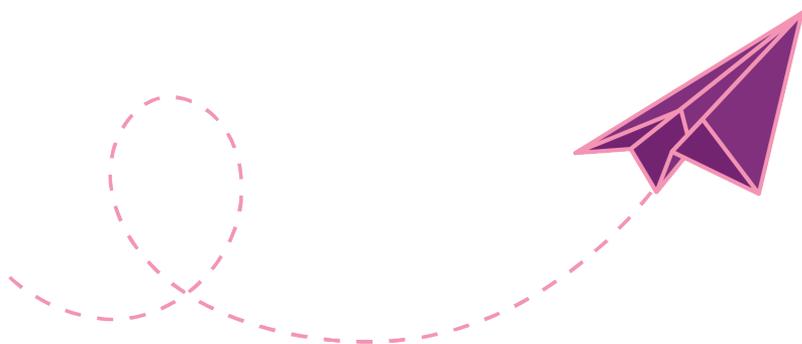
Education & Skills
Funding Agency

Delivering for Croydon

CROYDON
www.croydon.gov.uk

Our core values

- Equality of opportunity, diversity and inclusiveness
- Trust, fairness, mutual respect and helping others
- Safe, healthy and sustainable learning and work environments
- Achievement of personal potential (social and family responsibility, good citizenship and independent living)
- Achievement of skills (skills for employment and progress to jobs or further study)
- High expectations and high performance.



Term dates

Autumn 2018:	Monday 3rd September to Friday 21st December
Half term:	Monday 22nd October to Friday 26th October
Spring 2019:	Monday 7th January to Friday 5th April
Half Term:	Monday 18th February to Friday 22nd February
Summer 2019:	Monday 23rd April to Tuesday 23rd July
Half Term:	Monday 23rd April to Friday 23rd July

Welcome

Welcome to the new academic year and thanks for choosing to study with CALAT.

Over the years people have enrolled with CALAT for all sorts of reasons but, why ever they are here, they come to us with a lifetime of experience coupled with a real desire to succeed and as adults recognise the transformational power of what they are undertaking.

Now that you have been successful in getting a place on the course this is where the real work begins. This is your opportunity to decide on the desired outcome and the commitments you will be making to ensure you complete the course successfully.

Through adopting a range of supportive habits and approaching your work and studies in a positive way you will achieve your goals.

My 5 top tips for success are:

- Attend all lessons in order to build momentum and boost active engagement.
- Be on time for your classes to avoid disrupting your fellow learners.
- Set yourself individual learning goals to track your progress and keep an eye on areas where you need to direct your focus.
- Consolidate your learning through reading, research, homework and asking questions.
- Focus on and appreciate all of the things that you are doing well.

Thank you again and enjoy the coming academic year.

Anesa Kritah

Head of Service for Employability and Skills Delivery

Equality and 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, such as visual impairment, mobility problems, mental health difficulties or learning difficulties such as dyslexia.

Please let your tutor know if you have support requirement or if we can make any reasonable adjustments to help you. If you want to discuss your support needs in a confidential setting please speak to your tutor or call:

020 8604 7061.

We can also provide additional learning support and study skills for learners with disabilities and/or specific learning difficulties.

Our tutors can provide additional support in the classroom, such as 1-1 sessions after class, additional help with assignments, support with English if not your first language, or extra support with English, Maths and study skills to build learners' confidence and independence, as well as teaching learning strategies including preparing for examinations. Please talk to your tutors if you have not already approached the Learner Support team on enrolment to your course.

All our learning venues are fully accessible.



Safeguarding and staying safe

Safeguarding our learners, staff and visitors is an important issue, CALAT is committed to providing a secure environment for students, where learners feel safe and are kept safe. All staff at CALAT recognise that safeguarding is everyone's responsibility irrespective of the role they undertake or whether their role has direct contact or responsibility for learners or not.

You have right to feel safe where you learn and it is the responsibility of every learner and every member of staff:

- To respect other people's right to safety
- Not to hurt or abuse others
- Not to threaten others.

If you have a concern, have witnessed or have knowledge of abuse please contact your tutor or the Safeguarding Officer or you can:

Email: csab@croydon.gov.uk Telephone: **020 8726 6500**

Employability support

Looking for work can be challenging and at times rather than doing this on your own you can get further support from Croydon Works – this is a Job Brokerage Service, offering a free recruitment service for Croydon residents and employers. They can connect you with local jobs and training opportunities, please visit their website: www.croydon.works.co.uk

For careers advice such as help with CVs, completing application forms or making a decision as to what to do next you can contact the National Careers Service on 0800 100 900 or visit their website:

www.nationalcareersservice.direct.gov.uk

The National Careers Service provide information, advice and guidance to help you make decisions on learning, training and work.

Prevention of radicalisation

As an education provider CALAT has a duty to prevent people from being drawn into extremism and radicalisation. This is called Anti-Radicalisation and forms a key part of the government's Prevent strategy to counter terrorism. As an education provider CALAT has a duty to prevent people from being drawn into terrorism and radicalisation

To fulfil this duty CALAT will not accept expressions of extremist views of any kind or source from learners, staff or visitors to our centres. In addition we are committed to safeguarding our learners who may be vulnerable to radicalisation. We will follow the procedures as set out by Croydon Council and Croydon's Safeguarding Children's Board's agreed processes and criteria for safeguarding individuals vulnerable to extremism and radicalisation and ensure that they are given appropriate advice and support.

CALAT ensures that fundamental British values are actively promoted throughout your course. These are: democracy, rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.

If you have a concern or are worried about anything related to the issues above please contact the CALAT Safeguarding Officer or your tutor.

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.



Learner feedback

CALAT actively seeks to involve learners and other users in all aspects of its service delivery. We believe that listening and engaging with learners and other users and responding to feedback is a key method of improving the quality of provision and outcomes.

CALAT uses this feedback to plan improvements to the service and the learner experience. The following methods of consulting with learners are currently in place:

- Course Evaluation forms
- Observation of teaching and learning
- Complaints, compliments and comments forms
- Surveys and questionnaires
- Learner consultations

* All policies available on request from the centre office.

Enrolments and advice

You can view all our courses in our directory or online at www.calat.ac.uk.

The most up to date information will be on the website.

We have a policy of looking at class enrolments prior to the beginning of the course and throughout the academic year. If a class does not recruit enough learners to make it viable, it will be closed.

Social media

You are encouraged to follow CALAT through our social media channels on:



@CALATCroydon



CALAT Croydon

ICT 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. In particular, learners are **not allowed** to:

- Access or view websites which contain pornographic or offensive material.
- View, send or retrieve inappropriate files.
- Use e-mail or any social media in an inappropriate manner, for example to send menacing, abusive or harassing communications or to attach illegal files. This applies to emails sent from a CALAT site or sent to CALAT staff or learners from another location.
- Use the CALAT learning platform, MOODLE, in an inappropriate way, for example to post abusive messages on a learners' forum.
- Download, add or remove software and/or take any action that could destroy, modify or abuse hardware or software.
- Use a computer for any form of illegal activity, including music, gambling and software piracy.
- Attempt, successfully or not, to gain access to another persons email files or data.
- Change or attempt to change the settings on any computer except with Tutor supervision.
- Use their own memory stick, CD / DVD Rom or any other storage device without running a virus check first.
- Use chat rooms, play games, listen to audio or any other inappropriate use of the internet except with Tutor supervision.
- Use mobile phones, video and digital cameras to take any pictures of video film of learners or CALAT employees and visitors without their knowledge and permission having been first obtained.
- Post video or photographic material obtained during your course (i.e. videos of fellow learners or other people) on to YouTube, Facebook, or any other public site, unless it is part of your course and is posted to a private area within the relevant site and has the agreement of all involved.



ICT policy (continued)

You will be made aware of online security during your course and will agree to abide by any rules or requests made by CALAT in order to keep you and fellow learners safe online, as well as the regulations of the sites you access.

Tutors may request permission to use your personal email address to communicate with you and you will need to supply it to gain access to Moodle. Please note that this is at your discretion and every effort will be made to keep this secure.

Some tutors will allow use of your own devices (e.g. smart phones or tablets) during the class and some courses will in future encourage this. Please note that you bring your device at your own risk and that you will never be required to bring a device.

During classes where mobile devices are used please note the following:

- Mobile devices are to be used only for work relevant to the class and not for personal communication.
- All the points above should be followed while using your own device during a class.

Please do not send friend requests for your facebook or other social media accounts (such as twitter). Tutors will not accept these requests. Your accounts are personal and for your own safety you should limit them to your own family and friends.

As new technology becomes available, we will review this policy to ensure that both learners and CALAT are kept digitally aware and safe.

Learners are reminded that they must abide by Government legislation relating to ICT, for example The Computer Misuse Act, Copyright laws, Data Protection Act.

In the event of hardware failure, software failure, or virus outbreaks, CALAT cannot be responsible for any damage occurring to a learner's property.

The CALAT contract

Your learning entitlement

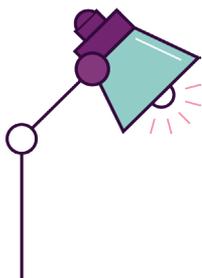
As a learner we want your time with us to be enjoyable, stimulating and successful.

You have a right to:

- A wide choice of courses with up-to-date information, advice and guidance and sources of financial help.
- A step-by-step introduction to the course.
- Teaching and learning methods to meet your needs, with teaching by experienced and qualified staff using a varied range of learning styles, including e-learning.
- Extra help and support if appropriate, and an individual learning plan when needed.
- Appropriate learning material and equipment.
- Regular reviews of progress, opportunities to progress and a recognition of achievement.
- Equality of opportunity and treatment with respect, with a serious response from CALAT if you are discriminated against.
- A safe and healthy learning environment, and access to all learner services including the canteens, reception and information areas.
- Opportunities to comment on the quality of the service.
- Information on all our policies, including the CALAT Learner Code of Conduct.*
- Access to the CALAT Examination Policies & Procedures.*

Your learner responsibilities

When you join a course you will be asked to complete necessary paperwork in order that we can claim the government funding that subsidises your course.



CALAT contract (continued)

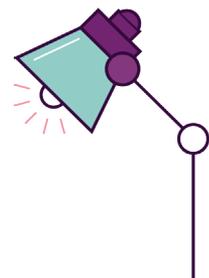
We expect you as a learner to

- Take responsibility for your own learning and to talk with your tutor if you think you are not achieving your learning goals.
- Seek additional support if you think you need it.
- Arrive on time and attend your class regularly.
- Tell us if there are any important changes, for example, if you move house.
- Respect the values of others and their right to learn.

Additional learner responsibilities

- Do not accept any form of discrimination and report it if it happens.
- Respect property belonging to others, including that of CALAT.
- Comply with health and safety requirements. *
- Participate in learning surveys to let CALAT know how it can improve.
- Switch your mobile phone off during classes and refrain from taking food and drink into classrooms.
- Adhere to the CALAT Learner Code of Conduct. *
- Adhere to the CALAT Computing, Internet & E-mail Acceptable Use Policy. * Failure to do so will result in you being excluded from CALAT Centres.
- Comply with the policies and procedures of the organisation when attending courses on premises belonging to organisations other than CALAT.
- Learners on accredited courses are required to take the relevant accreditation.

*** All policies available on request from the centre office.**



Help with fees and childcare

Our **Discretionary Learner Support Fund** can pay for 90% of your course and exam fee up front and can pay your childcare (OFSTED registered) costs while you are attending classes at CALAT.

If you are on a low income paying the full fee and on a course leading to a qualification, you may be eligible to apply for the Discretionary Learner Support Fund.

When you enrol on the course – 90% of the course fee (including any exam fee) will be deducted up front, you will only need to pay 10% of the total fee at the time of enrolment. If the costs of your course after the 90% has been deducted is £120 or more you can pay the remainder by Standing Order to help spread the cost of the course. You can download a form online from the CALAT website: www.calat.ac.uk/help-with-fees or pick up a form from one of our Centres. When you have completed the form please take the form (along with all the other required documentation) to one of our CALAT centres so your request can be processed when you enrol.

The fund could help pay towards the cost of course tuition fees, exam fees, course materials and childcare. A new application will need to be submitted for courses that are one term but may have connected modules or levels over the subsequent terms. Childcare Access Fund Forms are available at the Centre Offices.

Adults with learning difficulties or disabilities (ALDD) may be eligible to apply for support with travel costs.

For details of eligible courses please use the CONTACT US form on our website at: www.calat.ac.uk or ask at one of our receptions.

Please be aware, if you receive access funding but do not complete the course you will be liable to pay back the full access fund amount that you were granted.



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 ESFA's Privacy Notice is published on the CALAT website:

www.gov.uk/government/publications/esfa-privacy-notice and in the CALAT brochure. 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.

Data protection (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.



