

Lifelong Learning



COURSES DESIGNED WITH YOU IN MIND.

Learner Information



Dear Learner

Welcome to learning with Sheffield City Council's Lifelong Learning, Skills and Communities. This booklet tells you what you can expect from us and what we expect from you, when you learn on a course that is provided by our organisation.

There are many reasons to learn. You may want to:

- gain a qualification
- extend your existing skills
- help your children with their schoolwork
- prepare for further learning or a qualification
- gain skills for a job or promotion at work
- gain skills to become more active in your community
- improve your health and well-being.

Your learning may be provided directly by us or by one of our many partners.

Wherever you learn and for whatever reason, we hope you will enjoy yourself and achieve success.

Dee Desgranges, Assistant Director

Lifelong Learning, Skills and Communities,
Sheffield City Council



What you can expect from us

As a learner with Lifelong Learning, Skills and Communities you have the right to expect:

- welcoming friendly and respectful treatment from all staff
- extra help and support for learning if you need it
- a safe place to learn free from bullying and discrimination
- regular assessment and reviews of your progress
- advice and information about other courses, programmes and apprenticeships and support to move on
- tuition and support from appropriately qualified and experienced tutors
- a timely response to your concerns or complaints.

What we expect from you

To make the most of your learning and to make sure that other learners in your group can learn successfully, we ask you to:

- respect other learners, their beliefs and customs
- attend regularly and on time
- tell your tutor if you are unable to attend or wish to leave the course, programme or apprenticeship
- follow the tutor's instructions and observe the health and safety procedures
- work with your tutor to review and record your progress and achievement
- help us to improve our service to you by telling us what you think about your course, programme or apprenticeship.

SKILLS
TRAINING

Equality and diversity

Sheffield is a multi-racial, multi-cultural and multi-faith city. We value and celebrate the diversity that exists amongst the citizens of Sheffield. We want to make sure that everyone can fully participate in the social, cultural, political and economic life of the city.

The council opposes all forms of discrimination on the grounds of race, gender, sexual orientation, age, religion and belief and disability. We recognise that discrimination creates barriers to achieving equality for all people.

We are committed to working with the people of Sheffield, to develop and deliver high quality training and learning programmes that meet the needs of everyone in the city.

Our commitments

When we plan our training and learning programmes, we will:

- design them to meet the diverse needs of all our communities
- make sure that they do not negatively discriminate against particular groups
- make sure all staff, learners, contractors and community groups are aware of our equality policy
- actively encourage the involvement of Sheffield's diverse communities in decision making and developing training and learning programmes
- actively consult with all sections of the population of Sheffield.

When we deliver training and learning programmes we will:

- make sure that they are relevant to the people of Sheffield and take into account different needs
- provide information about training and learning programmes that is clear, accurate and accessible to all

- treat all learners positively, regardless of sexual orientation, race, gender, disability, age, religion or belief
- respond seriously to, and investigate, complaints of bullying, harassment, discrimination or victimisation.

All employees will be aware of this commitment and take responsibility to promote equality and challenge discrimination.

Fees

Family Learning, English and Maths courses are free. There is a small charge for Community Learning and those courses with qualifications. However, if learners are in receipt of means-tested benefits the course can be free although a payment for administration costs will be charged to all on Community Learning courses.

For information on fees please speak to your tutor or contact Lifelong Learning, Skills and Communities on (0114) 266 7503 or email: lifelonglearningandskills@sheffield.gov.uk



Learner support

Some learners need additional support to help them learn. We ask learners to identify their support needs at enrolment and to discuss them with their tutor. We will then put a support plan in place. If we cannot meet your needs ourselves we will work with you and other support agencies to develop an appropriate support plan.

Childcare

Some learners have childcare needs. We ask learners to identify these before enrolment so that we can work with partners to arrange childcare. We will always try to fund appropriate childcare support in place where we can.

Health and safety

We have a duty to make sure that everyone is safe while they are learning or training. Your tutor will inform you about:

- health and safety procedures
- arrangements for leaving the building in case of an emergency
- any risks associated with the learning that you are taking part in.

We ask you to follow health and safety guidance and tell your tutor about any health problems that may affect you whilst you are learning or training. This is especially important if you are taking part in physical activity or may need help if you become unwell, because of a health condition.

If you are involved in an accident or incident while training please tell your tutor immediately so that he/she can ensure that the accident or incident is reported.

Tell us what you think

We value your comments, compliments and complaints about how we run our courses programmes and apprenticeships. Help us to improve our service by giving us feedback.

Please tell us

We would love to hear from you if you:

- have had a good training or learning experience with us
- have suggestions that would help improve our service
- are unhappy with your training or learning or your tutor
- feel that have been treated unfairly or have been discriminated against
- have not received the training or learning that you signed up for.

How to tell us

- complete the questionnaires that will be given to you
- talk to your tutor
- complete the online form at www.sheffield.gov.uk/tellus

We will respond to your comments, complaints and compliments.

What next?

When you have finished your course, programme or apprenticeship we hope that you will move on to further learning. Your tutor will be able to advise you on other learning opportunities. You may also think about gaining some specialist advice on training or learning or consider how the new skills you have gained will help you to find a job or improve your prospects at work.

Your tutor may be able to arrange for an information, advice and guidance worker from the National Careers Service to visit your class or for you to visit an advice centre to receive individual advice

The organisations listed at the end of this booklet can provide information about further training or learning and/or the skills needed for particular jobs.

Useful contacts for information on further learning opportunities

Sheffield Futures, adult information on learning or careers.

Tel: 0114 201 2838

Connexions

Tel: 0114 201 2914

The Sheffield College

Tel: 0114 260 2600

Northern College

Tel: 0122 677 6000

Longley Park 6th Form College

Tel: 0114 262 5757

National Careers Service

Tel: 0800 100 900

Lifelong Learning, Skills and Communities
145 Crookesmoor Road,
Sheffield, S6 3FP

Tel: 0114 266 7503

Email: lifelonglearningandskills@sheffield.gov.uk

This document can be supplied in alternative formats, please contact 0114 266 7503

Sheffield City Council
www.sheffield.gov.uk/lifelonglearning



When you have finished with this document please recycle it

80% recycled

This document is printed on 80% recycled paper