

Cardiff & Vale
Caerdydd a'r Fro

Community Learning Partnership
Partneriaeth Dysgu Cymunedol

2019/20

Learning
for Work

Learner Handbook

DICE

Into Work

Learning
for Life

For learners of Cardiff Council's
Adult Learning Service



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Introduction

Thank you for enrolling on a course with Cardiff Council Adult Learning (AL) Service. This handbook will provide you with useful information and advice to help you get the most out of your chosen course. So keep it handy!

This learner handbook aims to give you information about Cardiff Council Adult Learning Service's '**Learning for Work**' (LfW), **DICE** (Disability Inclusion in Community Education) '**Learning for Life**' (LfL) and '**Into Work**' programmes. It will explain how we can support and guide you on your learning path. Adult Learning (AL) is committed to providing a learning service, where participation in learning is encouraged and rewarded and where people have equal opportunities to gain and improve the skills for life and work that are needed to prosper. Cardiff AL Service acknowledges, celebrates and values the diversities of all individuals within our communities and aims to provide a service that promotes inclusion and participation.

Cardiff Adult Learning Service works in partnership with other local learning providers within the

Cardiff and Vale Community Learning Partnership.



Aims

Adult Learning aims to support the development of skills, the improvement of health and well-being and encourages social engagement and integration by

- Providing learning opportunities for disadvantaged or under-represented groups or individuals
- Enabling progression into further/higher education, employment or other learning

Helping people to gain the skills they need to enter the workplace is a clear priority of the Learning for Work, DICE and Into Work programme.

Learning for Work

These courses are funded by the Welsh Government and are designed to support individuals to return to employment, training or further education. Courses are free to eligible learners.



Learning for Life

A wide programme of recreational courses for adults (age 16+) across Cardiff, including Arts and Crafts, Music, Gardening, Food, Yoga, Languages and lots more. Learning for Life also run after school and Saturday morning classes for children at Llanover Hall Arts Centre.

For more information call into Llanover Hall, 25 Romilly Road, Cardiff CF5 1FH or press option 2 on 02920 87 20 30

DICE (Disability Inclusion in Community Education)

Courses for adults with either an experience of mental health issues, a physical or sensory impairment and/or an acquired brain injury, or a learning difficulty. Most courses are funded by the Welsh Government for learners hoping to achieve a work-related qualification. In addition, DICE offers fee-paying recreational courses to improve health & wellbeing, social skills and confidence.

Into Work

The Into Work Service can deliver a variety of short job-related training courses. These courses are delivered in Hubs and other community venues on a monthly basis. For more information go to <https://www.intoworkcardiff.co.uk/>

Enrolment

Those eligible to enrol on free Welsh Government funded **Learning for Work** courses include:

Those who are not currently in education, training or employment and are in receipt of state benefits or support (excluding state retirement pension).

Those aged 50 plus, who are not in full-time employment and who are **actively** seeking work.

We also welcome enrolments from those with few or no formal qualifications. Referrals from Third Sector organisations and charities who are supporting individuals back into education are also welcome.



How to enrol on a Learning for Work course

We encourage our learners to enrol in person at enrolment events across the City, where you can find out more about the courses we offer, talk to a tutor and complete your enrolment form.

For dates and venues, please visit our new website

<https://www.adultlearningcardiff.co.uk>

Here you will also find information about the individual courses and if you need to bring anything to your first session.

In addition, Severn Road Centre is open for enrolment Monday to Thursday 10am to 2pm

How to enrol on a DICE course

- Enrol on-line <https://www.adultlearningcardiff.co.uk>
- Tel: Severn Road Adult Centre 02920 872030
- Visit: Severn Road Adult Centre, Canton CF11 9DZ
- Enrol in Hubs across the City.

Policies

Equal Opportunities

Cardiff AL Service welcomes all learners regardless of race, ethnic origin, language, gender, disability, age, sexuality, marital status, nationality, religious or non-religious belief, family background or any other individual characteristic, which may limit a person's opportunities in life.

Disability

Cardiff Council believes that learning can be fully effective if it is inclusive, however where a separate learning environment is considered to be more appropriate it will be provided.

Every effort will be made to make reasonable adjustments to ensure that people with disability have their say and take part in learning opportunities by:

- Talking with disabled people to find out about their learning needs
- Working with disabled people and their organisations to make sure that we continue to work towards inclusive learning



Recognition

Cardiff Council will also:

- recognise that some people have faced barriers in their previous experience of education
- value all people who take part as staff or learners
- attract more people to take part in activities offered by the Adult Learning Services and look for ways to improve the quality of the service that we offer.
- respond fully to enquiries, suggestions or any issues raised.

Safeguarding & Prevent

Anybody who works at Cardiff Council has a legal duty to report if they are concerned about the safety or wellbeing of a child, young person or adult at risk. So if you as a learner have any concerns about a vulnerable adult or child being abused or neglected, please speak to your tutor or a member of staff in confidence.

Cardiff Council Adult Learning is also actively involved in Prevent, one of four strands of the government's counter-terrorism strategy. This is a national Strategy, which aims to prevent people becoming terrorists or supporting terrorism.

If you feel somebody is trying to draw you towards sharing extreme opinions and beliefs, which make you uncomfortable or you are worried about a vulnerable person who is attending one of our courses, please talk to your tutor or a member of staff.

Learners, who wish to gain more information on PREVENT can access an online training module <https://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html>

Learner Support

To make us aware that you need additional support, please complete the details on the enrolment form and/or speak to a member of staff during enrolment and/or your tutor.

What sort of help can we provide?

- Changing of classrooms, if required, to facilitate access by learners with mobility issues.
- Hearing support available in some circumstances



- Loop system
- Large print materials
- Extra time for exams/assessments

Childcare Facilities

Severn Road Centre has crèche facilities available for some sessions. Please enquire if crèche is available when you enrol on your course. Crèche places are subject to availability and we cannot guarantee to provide childcare.

Have Your Say

Learner Involvement

Course Representatives

Cardiff Council AL strives to provide the best learning experience for you - our learner. Who better to ask about what we are doing well and what we could improve than you – our learner.

We are aiming to identify one learner in every course to represent the interests of their fellow learners. This Course Rep will be an important link between learners and staff. Course Reps will

- be point of contact for learners for any course-related issues;
- pass on feedback from the class to the tutor and/or Learner Involvement Officer
- share information from the Learner Involvement Officer with the class
- have the opportunity to represent learners at a learner forum

Verifiable transferrable skills Course Reps can acquire are for example, communication, organisation, giving feedback, meeting skills, digital skills etc.

There is also an opportunity to access an accredited **Volunteering in Adult Learning** course.

Course reps are supported at all times by the Learner Involvement Officer.

We also encourage our learners to have their voice heard in our **Learner Voice Survey**, which will be carried out at the end of February 2020. All learners will be informed about the results and resulting actions.



A Learner Voice suggestions box is located at all times in the hall at Severn Road Centre!

For any learner involvement queries and information about the volunteering course contact Chris Sutherland 02920 872030

Learner Charter

Cardiff Council Adult Learning value our learners as individuals and encourage them to contribute to our Learning for Work programme.

We put the learner at the centre of the learning process.

Based on the principles outlined in the 'Adult Learning in Wales 2017' document and Cardiff Council's Equal Opportunities, Disability, Health & Wellbeing, Health & Safety and Safeguarding policies

you can expect from us that we will:

- treat you with respect and without discrimination
- give you clear and relevant information about our courses
- make reasonable adjustments that allow you to access learning and ensure that you are given the right support
- provide a welcoming and safe learning environment
- provide resources and materials to help you learn
- deliver courses at an appropriate level of accreditation
- ensure that our tutors are suitably qualified to teach you as an individual, offering a variety of teaching and learning styles
- give you constructive feedback to help you to improve your skills and understanding
- give advice on a suitably challenging progression path by signposting you to further learning or into work
- listen to your comments, compliments, concerns and complaints and inform you of any actions taken
- involve you in your learning through our Course Representatives scheme
- protect your personal information you shared with us



We expect from you that you

- treat staff and fellow learners with courtesy and respect regardless of culture, ability, disability, race, religion, gender, sexual orientation, age or social class. Behaviour that abuses or threatens others is not welcome at Cardiff Council AL.
- inform us if you decide not to start the course so that your place can be given to another learner on the waiting list.
- inform us if you cannot attend a session.
- arrive promptly and/or inform us if you will be late.
- observe health & safety advice and procedures.
- be aware of our Safeguarding and Prevent strategy
- use all computing and internet access safely and appropriately.
- keep your mobile phone switched off during sessions unless there is a valid reason to be contactable at all times.
- talk to your tutor about your progress and anything that may affect your learning.
- complete your workbook and/or activities at the standard required to achieve the accreditation.
- give us feedback to help us improve our service

To achieve an accreditation you are required to attend at least 80% of the course.

After **two unexcused absences** at the start of a course, your place will be given to the first person on the waiting list.

To let us know if you cannot attend a course/session please call

029 20 872030

or e-mail us adultlearningquery@cardiff.gov.uk



Accreditation

On many courses, you will have an opportunity to gain an accreditation; this may be through building a file of work during the course, taking an online exam or doing an exam in the class. At the beginning of the course, your tutor will tell you if it is accredited and how you will do this.

Accreditation Certificates

If you successfully complete the accreditation, you will receive a certificate from the Awarding Body. These will be claimed by the Accreditation Officer and may take up to 6 to 8 weeks to arrive. When your certificate arrives, you will be notified by a text message to come and collect it from reception in Severn Road Community Education Centre. Unfortunately, **certificates cannot be posted**. If you wish to pick up a certificate on someone's behalf, you must have their written permission and bring proof of identification.

Enquiries and Appeals

If you have a query about your accreditation or are unhappy with an assessment decision made by your assessor, you have the right to enquire about or appeal against the decision.

Appeals Procedure

- **Appeals must be made within 3 working days of receiving your results.**
- The learner will need to discuss their concerns with their tutor. If the learner would prefer not to discuss the matter with their tutor, they can speak to the Accreditation Officer or Community Education Officer. We will try to resolve the issue at this stage.
- If it is still not possible to resolve the issue, the Accreditation Officer will explore what has happened between the learner and the tutor and try to find a solution. If this is not possible, the Awarding Body will be contacted and an appeal started with them, following their procedures. The Accreditation Officer will give guidance on this.
- All communication will be documented.

A step-by-step guide and the Enquiry and Appeals Form can be found on our Accreditation guide on our website at www.cardiff.gov.uk/learn.



Open Badges

Open Badges are, in the broadest sense, a form of digital recognition for accomplishments and work completed.

Many of the unaccredited courses offer no form of recognition for the achievements made by learners during a course, and Open Badges afford us the opportunity to address this. We have adopted this form of accreditation due to the increasing global demand for Open Badge qualifications and its relevance in current Industry. Examples of current accreditors or employers seeking badges include Google, Microsoft, Admiral and IBM.

Learners will receive their badge via email and on their corresponding MyMantl account, where they will be stored with a description of the work or achievement that the badge is recognising. These badges can then be linked to on digital CVs, in emails or indeed QR codes for potential employees to look up and gain instant insight into a learner's learning experience and learnt expertise.

Unlike physical accreditation certificates, Open Badges can be issued instantly upon completion of the required work and can help to provide a sense of progression throughout a course.

In addition to being able to be used for achievements, Open Badges can also be used to recognise smaller learner goals, particularly attendance, with particular relevance to DICE classes where they can help to encourage learners to attend all sessions in order for them to receive a perfect attendance badge.

What Next?

If you are unsure what to do after your course has finished, there are many options available to you. You can discuss options for further progression and accreditation related to your course with your tutor or the Severn Road team. You could also receive advice and information on courses available from other providers in further and higher education. Alternatively, you can contact Careers Wales on **0800 028 4844**, or visit their website at www.careerswales.com for advice and guidance.



TERM Dates

LfW and DICE LfW courses:

Term 1:

Monday 16/09/2019 - Friday 06/12/2019

Half term: Monday 28/10/2019 – Friday 01/11/2019

Term 2:

Monday 13/01/2020 - Friday 03/04/2020

Half term: Monday 17/02 – Friday 21/02/2020

Term 3:

Monday 20/04/2020 - Friday 10/07/2020*

Half term: Monday 25/05/2020 – Friday 29/05/2020

*2020's May Bank Holiday will be Friday 8th May. All Friday classes in term 3 will therefore end on Friday 17th July!



Contacts

If you have any problems or queries, the Cardiff AL team based at Severn Road Centre can provide advice and guidance. They can help you fill in your enrolment form, confirm your eligibility for the course and signpost you to the right course suitable for you.

The centre is open **Monday-Friday 9am - 4pm**

Address: Upper Floor, Seven Road Junior School, Severn Road, Canton, CF11 9DZ

Phone: **02920 872030**

E-mail: adultlearningquery@cardiff.gov.uk

Website: <https://www.adultlearningcardiff.co.uk>

Contacts:

Learning For Work programme: **Marie Tanner**

DICE programme: **Jill Thomas**

Learning for Life Programme: **John Hobson**

Accreditation Officer: **Rachel Earp**

Digital Officer: **Katie Rappell**





Learner Notes







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<https://www.instagram.com/learningcardiff/>



<https://www.pinterest.co.uk/ALcardiff/>

