

# LEARNER ENTITLEMENT

*Our mission is to promote Community Learning on the Isle of Wight by providing learning opportunities for adults and by encouraging and supporting the development of links between individual learning, the family, the local community and social and economic regeneration.*

This guide sets out the standards of service you can expect us to provide for you whilst taking part in an Isle of Wight Council Community and Family Learning Course. It also sets the standards of conduct expected to ensure that all participants have an enjoyable and educational experience.

## ► ***Before you start -***

You will be able to access information on the range of courses on offer which suit your experience, qualifications, interest and needs. Courses are available at different starting levels and some can lead to a formal qualification.

You can expect to be told full details about the course - What will it cover? Do I need to prepare anything extra before the course starts? (ie. any materials or special clothing), what fees are charged? Are you entitled to help meeting the costs? Will there be any homework? What time does the course start and finish? Is childcare available?

You will be offered the opportunity to discuss any specific personal needs to support you in your learning.

## ► ***At the first session -***

Once you are on a course, we will make sure that everything is in place to give you the best possible chance of success. Your first session will include an induction to your course and venue which will include: -

- Housekeeping procedures including health and safety, fire drills, location of refreshment and toilet facilities, times of breaks in lessons
- Course length and hours of attendance; how many weeks duration
- Details about your tutor, their relevant qualifications and experience
- The learning aims for the course and what you are looking to get out of it
- How your progress will be monitored
- Other facilities available ie learning resources, advice and learning support

## ► ***As a learner we expect you -***

- To show respect for all other learners, tutors, staff and visitors
- Not to use offensive language or behave in a way that makes others feel uncomfortable
- Not to consume or sell alcohol or illegal drugs
- To smoke only in authorised locations
- To attend classes on time and notify your tutor before any absence
- To take care of property, equipment and ICT facilities
- To turn off mobile telephones during lessons where they may disrupt others
- To follow all health and safety procedures

### ► ***During the Course -***

Working with your tutor you will continually have the opportunity to monitor and record your progress. You will be able to discuss any additional support or further resources you might need at any time.

### ► ***At the end -***

When you finish your course, we will make sure you have everything you need for your next step including information and advice on further learning opportunities. You will have the opportunity to reflect and feedback on your learning experience.

### ► ***Compliments and Complaints***

In order to constantly improve our service to the community we appreciate your comments and feedback on how well we are doing or how we could do better. If at any time you want to offer feedback about the service you are getting you can talk to your tutor or alternatively contact the Community and Family Learning Service direct – Telephone 817280, fax 817281, email [acl@iow.gov.uk](mailto:acl@iow.gov.uk) or you can complete a comments form online at [www.iwight.com](http://www.iwight.com).

### ► ***Equality and Diversity***

The Community and Family Learning Service is committed to widening and improving access to learning. We are working to identify and remove barriers to learning. We will ensure that all reasonable adjustments are made to ensure that learners are treated fairly and that they are not placed at any substantial disadvantage. To ensure equality of opportunity for all, we confirm that: -

- no person will suffer unlawful discrimination by reason of his or her race, nationality, ethnic origin, gender, marital status, income level, disability, religious belief/faith, sexual orientation, hours of work, age or trade union membership.
- equality of opportunity is actively promoted in the workplace and individual differences are appreciated and valued
- all individuals are entitled to fair treatment, dignity and respect
- the needs and aspirations of all people are important and worthy of respect.

### ► ***Online / Virtual Learning Environment***

Did you know that the Community and Family Learning Service has a virtual learning website called 'Moodle'. Most courses have support, handouts, extra materials and interactive elements on 'Moodle' which can be used during and after your course to enhance your experience.

Type this web address into your browser: -

**<http://moodle.iwcommunitylearning.ac.uk>**

Ask your tutor for details of your username and password.