



**The Adult College of
Barking & Dagenham
Learner Handbook**

2023-2024

***Empowering our residents to be the best they
can be***

Welcome to the College

We are passionate about lifelong learning and community engagement. The Adult College of Barking and Dagenham and employment teams strongly believe that everyone deserves a chance so that no one is left behind whatever their life situation.

We believe that one of the best ways of helping and empowering you is to support you to help yourself through developing your skills and confidence, whatever your starting point.

You will be supported by qualified teaching, support and work teams to help you unlock your talent and fulfil your potential.

We provide an excellent, safe and supportive learning environment to enable you to achieve. We are delighted that you wish to find out more about the learning and work opportunities we are offering and look forward to working with you to support your current and future development.



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Term Dates

The College is closed for all public holidays.

Some courses do have different start/end dates to the main college dates.
Please talk to your tutor.

Term	Dates
<p data-bbox="143 619 157 646">1</p> 	<p data-bbox="389 568 988 603">18 September 2023 - 15 December 2023</p> <p data-bbox="396 638 981 671">Half Term 23 October - 27 October 2022</p> <p data-bbox="322 707 1056 778">Christmas Holiday 18 December 2023 - 8 January 2024</p>
<p data-bbox="143 914 157 941">2</p> 	<p data-bbox="449 919 927 954">8 January 2024 - 28 March 2024</p> <p data-bbox="387 989 988 1023">Half term 12 February - 16 February 2024</p> <p data-bbox="418 1058 958 1091">Easter Holiday 2 April - 12 April 2024</p>
<p data-bbox="146 1225 161 1252">3</p> 	<p data-bbox="477 1230 899 1265">15 April 2024 - 15 July 2024</p> <p data-bbox="454 1300 921 1334">Half term 27 May - 31 May 2024</p> <p data-bbox="443 1369 932 1402">College Term Ends 15 July 2024</p>

Mission Statement & Our Purpose



Mission Statement 2023-2024

We aim to provide lifelong learning opportunities for the communities of Barking and Dagenham, to enable the development of knowledge, skills, and wellbeing throughout life.

Our Objectives

To provide opportunities to acquire knowledge, skills, qualifications, enhance employability, and develop wellbeing.

To provide opportunities that will remove barriers to learning, employment and wellbeing for the whole community.

To partner with other local education providers, community groups and employers to make provision relevant to residents and local needs.

Whatever your starting point, the Adult College team are here to work with you, to support and empower you to grow in confidence and to develop your skills to progress on to further training, higher level qualifications or into sustainable employment.

The Adult College sits within the Barking and Dagenham Local Authority. We have a strong network of employers, community partners and agencies who support our work. We are committed to working with you to achieving successful outcomes in education, employment, and wellbeing.

These are the guiding principles and standards which every Barking and Dagenham Council employee brings to their working life every day.

Our DRIVE values are:

Deliver: the best outcomes for residents whenever we can.

Respond: to residents' needs in a helpful and friendly way.

Inspire: others and ourselves to achieve their best.

Value: residents when making decisions.

Engage: with residents and colleagues in the best way we can.

Alongside these values, The Adult College aims:

- To empower residents to help themselves to take their next steps in life. To support them to overcome barriers to learning and employment. To develop the skills and attain the qualifications they need to enable them to confidently take their next steps, actively participate in their community, and lead healthy and rewarding lives.
- To provide residents with support to become confident, resourceful and independent, and to access wider Council Services when needed.
- To offer a safe and accessible learning space, where service user and staff wellbeing is paramount.
- To ensure learners have access to high quality learning materials and digital resources to overcome the barriers of digital inequality and exclusion, so that no-one is left behind.
- To robustly maintain a culture of respect and fairness, where

discrimination is never tolerated and to disseminate and educate others to challenge discrimination in all its forms.

- To celebrate the progress and achievement of learners at every step, supporting learners to take pride in their achievements.
- To enable our staff to be the best they can be through training, mentoring and access to high quality skills and development opportunities; to encourage staff to develop their career pathway and strive for success.

About the College

Access

There is a lift at our Barking Campus. If the lift breaks down and you are not able to use the stairs, please contact Reception and they will be able to assist you.

Car Parking

There are no car parking facilities available at either Campus for students. There are public car parks at London Road and Axe Street for our Barking campus and on-street parking for the Dagenham campus.

Childcare

There are no childcare facilities available at either campus. Please ensure you arrange childcare as children are not allowed to be in the college, except for Family Learning.

College Policies

The Adult College welcomes all, irrespective of race, disability, gender, age, sexuality, religion/faith or social, economic or employment situations. We value the diversity of our learners and believe everyone has the right to equal treatment. We promote and encourage learners to share our views. We want to remove any barriers to your success at the College. The College has many policies. Some of the key policies are:

- Equal Opportunities (for all groups)
- Health and Safety
- Safeguarding
- Examinations Policy
- Learner Conduct and Performance

All policies are available from Reception and Teams.

Emergency Procedures

In the event of fire, raise the alarm, exit the building. There is a notice in each classroom giving emergency exit routes and assembly points and your tutor will brief you on the emergency procedures in your campus as part of your induction. Please inform your tutor at the first session of your course if you have mobility issues which may affect your ability to evacuate the building during an emergency.

First Aid

In the event of an accident or dangerous occurrence inform your tutor or a member of staff immediately. You can contact a First Aider at Reception. ALL accidents or incidents, no matter how minor must be reported to a member of staff.

Food and Drink

Food and drink are not allowed in classrooms. We have a dedicated space in our lounges where you can eat and drink. We also have vending and hot drinks machines at both campuses.

Homework

There will be an expectation to complete research, practical work and written work outside of the classroom. If you do not complete work outside of the classroom this may affect your progress on your course.

ID badges

Learners are expected to wear their badges at all times around the college. Learners can be identified by their blue lanyards.

About the College

Learner Agreement

As part of the enrolment form you will have signed a learning agreement confirming the accuracy of the information provided, and that you will abide by the College rules and regulations. Any misconduct which the College deems to be in breach of the Learner Charter and Equality and Diversity principles shall be dealt with under the Learner Conduct and Performance Policy.

Learner Development

These are forms that are used to raise staff concerns about attendance, punctuality, meeting deadlines and behaviour. We keep a record of them in your file.

Learning Plan

One of the first things you will do when you begin your course is to begin to put together your own Individual Learning Plan (ILP). The ILP plays a vital role in your learning. The ILP is where you set and review targets and contains a record of discussions with your tutor in progress reviews, etc. It is part of your responsibility as a learner to 'own' your ILP, review it regularly and add to it throughout your journey.

Low Number Classes

There may be occasions when classes do not reach the minimum number of learners required to offer the course, and these courses may be closed before the first class (for classes with low enrolments). In the event that a class is closed, learners are encouraged to transfer to a suitable alternative class or we will arrange a full refund of fees paid.

Non Attendance and Withdrawal

If you cannot attend a class please message your tutor on Teams or ring the College on 020 8270 4722.

If you do not attend for four weeks consecutively and we have not heard from you, we will contact you to let you know you will be withdrawn from your course. We are unable to provide a refund if you are withdrawn after your course has started. If there is a medical reason why you cannot start or continue your course, please write to The Adult College of Barking and Dagenham (Barking Campus) including a medical certificate, to ask for special consideration.

Plagiarism

Plagiarism is the copying of words, ideas and labour of other people and giving the impression that they are your own. Always make sure that you provide full references to any materials that you draw on in your coursework. Using your own words demonstrates your knowledge and understanding. Learners who misuse AI sources, such as ChatGPT, and submit this work as their own words, will have committed malpractice, and may receive severe sanctions.

Reception

You will find a main reception area at each College campus, where staff will be happy to help.

Smoking

All College campuses are non smoking. Please do not smoke on College premises.

Adult College Values

We recognise our responsibility to ensure that our learners are well rounded, confident adults and responsible, open minded citizens with an appreciation of life in modern Britain.

The government set out their definition of British Values in the 2011 Prevent Strategy. In 2014, the Department of Education published guidance on promoting British Values to ensure learners leave college more confident and prepared for life in modern Britain.

The five elements of British values are as follows:

- Democracy
- The rule of Law
- Individual liberty
- Mutual respect
- Tolerance of different faiths and beliefs.

These new regulations sit alongside the requirements of the Equalities Act, which also applies to all educational institutions.

We are dedicated to promoting values which ensure that you develop a strong sense of social and moral responsibility. We prepare you for life in modern Britain by further developing your

understanding of democracy, the rule of Law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs. It is our aim to:

- ensure that you are able to contribute effectively to the wider community, using the skills and knowledge you acquire or develop further during your time with the College.
- help you to become valuable and rounded members of society who treat each other with respect and tolerance regardless of background.
- promote the basic values of democracy, the rule of Law, individual liberty, mutual respect and tolerance for those of different beliefs and faiths, celebrate differences and promote diversity.
- ensure you understand the importance of respect and leave College fully prepared for life in modern Britain.

The Adult College has an Equalities, Diversity and Inclusion Committee whose responsibility is to promote awareness and education of key dates and celebrations. This is to support and celebrate the diversity of learners and staff at the College.

How Can We Support You?



Advanced Learner Loan



Laptop Loans for Learners



Loan Bursary Fund



Learner Support Fund including Childcare, Equipment & Travel Costs

Financial Support Eligibility Criteria

Your household income must be below £30,000.00 (This includes all income for example: wages, self-employment income, all benefits, pension, etc.

Advanced Learner Loan

Loan eligibility does not depend on your income and there are no credit checks.

You will have to start repaying your loan when your income is over the 'threshold' amount.

For more information contact the team on:

AdultCollegeEnquiries@lbbd.gov.uk or
020 8270 4722.



Reduced Fees

Safeguarding

The safeguarding officer is here to ensure that our learners are happy, healthy and safe. If you are worried about something in your own life, or a fellow learner, you can talk to your tutor, or ask to speak to a Safeguarding Officer.

Yvonne Bennett is the Designated Safeguarding Lead within the College. To contact the Designated Safeguarding Lead visit reception, or call reception on **020 8270 4722** or adultcollegesafeguarding@lbbd.gov.uk

There are posters throughout the college displaying a photographs of the Safeguarding Team with contact details.

We all have our part to play in safeguarding.

We expect you:

- To respect other people's rights to safety;
- To treat each other with respect, dignity and care;
- Not to threaten to hurt or abuse others;
- Consider carefully how you use social media and the Internet.

Further advice is on display in our classrooms.

Safeguarding Team



Safeguarding Lead
Yvonne Bennett
020 8227 3140
07812 291606



Deputy Safeguarding Lead
Abby Jokomba
020 8187 2809



Saeda Almalkawi
020 8227 5272



Carol Chaplin
020 8227 3157



Natasha Chew
020 8227 5258



Queenie Chow
020 82704722

WELFARE OFFICER

Your Welfare Officer is Natasha Chew



The Welfare Officer is responsible for promoting safeguarding within the College and working with others to ensure a safe and inclusive environment is achieved

If you have any issues that you need assistance with, contact Natasha via the email below:

AdultCollegeWelfare@lbbd.gov.uk

DIGITAL SKILLS SESSIONS

If you need time on a computer or support with your coursework, book a slot in one of our drop-in sessions.



Enrol Now

Ripple Road
09:30 -12:00

19/09/23
31/10/23
09/01/24
20/02/24
16/04/24
04/06/24

Parsloes Avenue
12:30-15:00

20/09/23
01/11/23
10/01/24
21/02/24
17/04/24
05/06/24

Exams



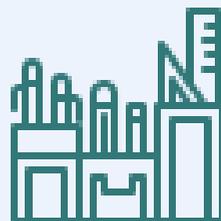
It is important that you attend all exams and arrive at least 30 minutes beforehand.



Ensure you have photo ID i.e., Passport or full driving licence.



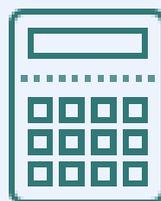
All phones must be switched off, not just on silent.



Any equipment must be in a clear pencil case.



Please ensure that any pens are ink - no gel pens.



You can bring your own calculator.

Learner Charter

Here at the Adult College we aim to:

- Help you choose a programme of study that suits your needs and offer advice and information to assist you.
- Provide a variety of enrolment methods and guidance sessions.
- Give you comprehensive information about the courses we offer and the fees we charge via the prospectus, course information sheets, and the website.
- Deal with all applications fairly and efficiently.
- Provide high standards of teaching from appropriately qualified teachers.
- Review the work of our tutors regularly.
- Have classes that start on time.
- Return your work promptly.
- Give feedback (verbal and/or written) on your progress.
- Keep you informed about our performance.
- Provide courses which fulfil the requirements of the relevant examination bodies.
- Give fair and impartial assessments.
- Consult you on your views.
- Maintain appropriate confidentiality.

What we expect from you:

So that you can make the most of your time with us, we expect that you will make a full commitment to your course by:

- Taking responsibility for selecting and obtaining information about your course before joining.
- Coming prepared for your course.
- Attending College regularly, and letting us know when and why you can't attend.

- Studying to the best of your ability.
- Being punctual for classes.
- Taking responsibility for your own learning and asking for extra support if you need it.
- Behaving in a way which shows consideration for other members of the College.
- Respecting the property of the College, staff, and other learners.
- Submitting required work on time, or negotiating new deadlines with your tutor.

We expect you:

- To respect other people's rights to safety.
- To treat each other with respect, dignity and care.
- Not to threaten to hurt or abuse others.



Getting involved

The Adult College wants you to make the most of your time at college. At the college staff are committed to supporting the continuous improvement of the courses and services we provide. One of the ways in which we can do this is by listening and responding to the views of our staff and learners. There are lots of different ways in which you as a learner at the Adult College, can get involved and have your say about how the college operates.

Why?

You get to make decisions, guide, and change things that will affect you and other learners at the college now and in the long-term future. You will develop a wide range of interpersonal skills such as communication, time management, public speaking, negotiation and team building, to name but a few! It looks great on a CV or UCAS application.

The college will provide training to support you in these roles which will also help you in other aspects of your life.

How?

Become a Student Governor.

There are 2 student governors who serve on the Advisory Body of the college. Your role is to put across learner views about how the college operates.

Participate in Learner Forums/ Focus Groups

We hold three forums a year where you will have an opportunity to share your comments, thoughts and ideas on the college. Look out for dates and times around the college.

Brew Events

These sessions happen every half term at both sites and are an opportunity for you to have a cup of tea or coffee with us to share your college experience.

Student Surveys - How was it for you?

Throughout the year you will be asked to give your views about your college experience. The surveys take place on-line and you will be kept informed of the results and how the college has responded to your views. You will also be asked your views about your course. Lessons are observed during the year and at the end of an observation you will be asked about your own experience of the course. This is another chance for you to let us know constructively your thoughts.

Compliments, Comments and Complaints

We welcome all your suggestions and comments and want to know if things are going well, or if there is a need for improvement. You can contact us by completing a Compliments, Comments or Complaints Card, or contacting Kate Taylor, Quality Manager, directly by email on kate.taylor@lbbd.gov.uk

If you have a serious complaint or are unhappy with the outcome of speaking with your tutor, please complete a CCC card. Your complaint will be investigated and we will respond within 5 working days. CCC cards can be found around the college next to black suggestion boxes.

Learner Success & Journey

Learner Nominations

Each month, tutors will nominate learners who have worked hard and are committed to learning.

We will occasionally come into the classroom to take videos, photographs and interview you during your learning journey at the Adult College, or in the Job shop.

Please let your tutor know if you would prefer not to be photographed.



Celebration of Achievement

During the Summer term, we hold an Award Event to celebrate the achievements of our learners, volunteers and teaching staff during the academic year. Both staff and learners are invited to submit nominations. Nominees are encouraged to bring along family and friends to celebrate.

Learner Journeys

Our learners are able to share their personal achievements and the impact of being a learner has had on their lives. These are displayed on notices around the college and on our website.



London Learner Survey

After you have completed your introductory course and enrolled on your main programme of study you will be required to complete the London Learner Survey.

1 Enter the survey online



Scan the QR code with your phone or tablet, or...

Type the link into the browser address bar on your phone, tablet, laptop or computer:



Or if you got an email about the survey, you can [click the link](#) to start!

2 Choose your language

Click the language you want to do the survey in, then click 'next'

3 Answer the questions



You can use the **touchscreen** on your phone or tablet

Or you can use a **mouse or keyboard** on your laptop or computer



Study Skills

Don't let revision be a grind! Exams and tests can be a stressful time for most of us. However if you follow these simple tips it could prove to make the difference.

01

Make Revision Notes! It's easier to remember what you yourself have written down.

02

Find a quiet place to revise. Your bedroom, college or the local library are always good.

03

Turn off your phone and sign out of social media. Remove temptation and focus on the task in hand.

04

Short spurts of revision around 20 to 25 minutes are most effective. Take a short break every hour. Make a drink, grab a snack or go for a walk.

05

Ask some friends over for a revision session. Talk about the subject in hand and test each other.

06

Give yourself some fun time each day. How about revision till 8 then TV and games till 10. However, always ensure you get a good 8 hours of sleep each night.

07

Eat well. Good food = a happy brain. Try and eat: wholegrain foods, bananas, blueberries, blackcurrants, broccoli and oily fish.

08

Don't panic! To a certain degree nervousness can help you perform.

09

Don't leave it to the last minute. Create and utilise a revision plan. Start a few weeks before your exam and work towards goals set in your revision plan.

10

Enjoy it! Embrace the experience. It might not seem like fun at the time, but you will only be here once. Make the most of it!

Talking Therapies Barking and Dagenham

An NHS therapy service

We can provide support with:

- Feeling stressed
- Feeling anxious
- Low mood
- Sleep difficulties
- Relationship difficulties



Over 18 and registered with a GP in
Barking and Dagenham?

You can make a referral here:

Call 0300 300 1554 opt 3

Or Scan QR Code



Are you looking for Work?

Can the Job Shop help me?

The Job Shop is a free, confidential information, advice and guidance service designed to assist you in securing employment, improving your skillset or potentially widening your career options. You may be looking for work after raising a family, caring for a family member, having been made redundant, trying to find your first job, or being long / short term unemployed and in need of support and guidance.

The Job Shop provides the following services:

- Information, advice and guidance on a 1:1 basis and via virtual sessions.
- Better-off calculations and in-work benefit advice.
- Support in removing barriers to employment e.g. childcare responsibilities.
- Education and training assessments and referrals to relevant provision.
- Access to specific IT application training – Microsoft Teams.
- Setting short and long-term employment focussed goals.
- CV and covering letter preparation.
- Application form filling and Personal Statement guidance.

- Interview techniques / mock interviews.
- Use of computers with Internet access for job searching - appointment based only.
- Telephone, photocopying and scanning facilities - appointment based only.
- Dedicated apprenticeship and construction teams.
- Dedicated support for council tenants.
- Dedicated employer engagement team, working with local employers to provide residents with local opportunities in-work support package.



Sustainability

Going Greener at the Adult College

Along with Barking and Dagenham Council, the Adult College is committed to reducing our carbon footprint, minimising waste, and becoming carbon neutral by 2030.

To do this we need your help. Working together with our learners and staff on how to live greener and cleaner in the environment, socially and economically, is vital to achieve our goals. These are called Green Skills, and it only takes one or two small changes to be made by each person to make a huge impact. Take a look around our college sites at all the information and top tips for moving towards a more sustainable lifestyle, how you can develop your own green skills and actively contribute to the whole Borough aim of being carbon neutral by 2050.

The Borough has set out it's Green Agenda to make Barking and Dagenham a better place to live for all its residents, with safer, cleaner streets, energy saving housing, purer air quality, and

greener open spaces, which everyone can enjoy into the future.

But YOU can START NOW! Remember to recycle your waste in the appropriate bins at the College, choose recycled paper for your notebooks or better still, save it to your laptop! Try to keep plastic items to a minimum – use your own refillable water bottle rather than buy a new one every day. Green your environment with houseplants or plants in your garden to improve air quality and mental wellbeing; recycle clothing, buy less, and go vegetarian one a day a week! Walk or cycle to College if you can - keeps you fitter and reduces emissions! Together we can make a big impact on our planet and secure the future for generations to come.



HOW TO ACCESS RM UNIFY

STEP 1

Switch on the computer and monitor
Wait for the computer to load

STEP 2

Insert username and password
then read and accept any policies

STEP 4

Once you have logged into the system
Click on Windows on the start bar
Select core programmes

STEP 3

Select Google Chrome
Select RM unify or type in
www.rmunity.com

STEP 5

Enter your username and
password as below onto the RM
Unify launch pad then click on
Sign in

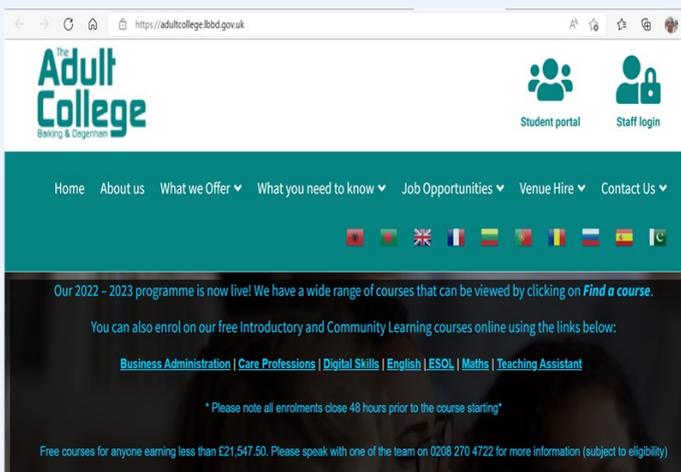
STEP 6

Follow the screen prompts such as
Save and Launch
You will be able to access Microsoft
Office 365, a personal email
account and One Drive.

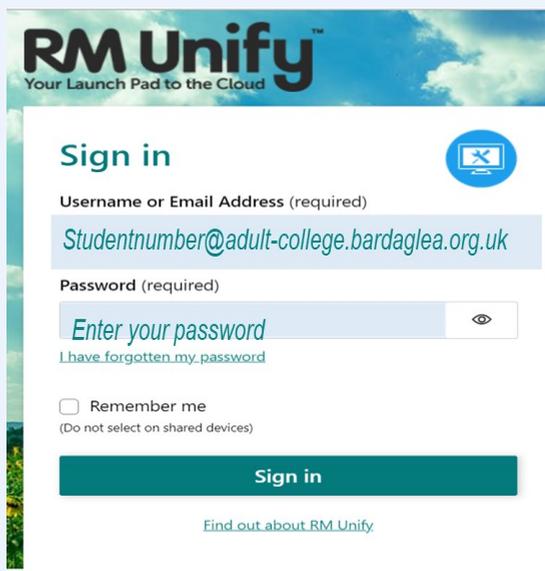
- If you need support or require help with ICT speak to your tutor
- You can access Teams on your phone or personal device by downloading the app.
- If you experience any problems book a session at the Digital Support Sessions.

RM Unify Getting Started online

- Type rmunify.com into your browser or go to adultcollege.lbbd.gov.uk and select **Student Portal**



- Enter your **username** and **password** as below onto the RM Unify launch pad
- Select Sign in
- Follow the screen prompts such as Save and Launch
- You will be able to access Microsoft Office 365, a personal email account and One Drive
- If you need support or require help speak to your tutor or a member or staff on reception.



Our Sites & Contact Information



The Adult College - Barking



The Adult College - Dagenham



127 Ripple Road, Barking

IG11 7PB



287, 368, 5, 62, EL1, EL2
and EL3



Barking station
(7 minute walk)



No onsite parking



241 - 247 Parsloes Avenue,
Dagenham, RM9
5DF



145, 364, 5, 62, EL2



Dagenham Heathway
(15 minute walk)



No onsite parking

Contact the College



0208 270 4722



adultcolleeenquiries@lbbd.gov.uk



adultcollege.lbbd.gov.uk



127 Ripple Road, Barking, IG11 7PB

241 - 247 Parsloes Avenue, Dagenham, RM9 5DF