



THE ADULT COLLEGE LEARNER HANDBOOK *2024-2025*

Empowering our residents to be the best they can be

Barking &
Dagenham

THE ADULT
COLLEGE

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Welcome

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.

Our Mission Statement:

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 are to:

- Provide opportunities to acquire knowledge, skills, qualifications, enhance employability, and develop wellbeing.
- Provide opportunities that will remove barriers to learning, employment and wellbeing for the whole community.
- Partner with other local education providers, community groups and employers to make provision relevant to residents and local needs.



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.



Autumn 2024
Start
Tuesday 17th
September

Autumn Term Holidays

Monday 28th October

-

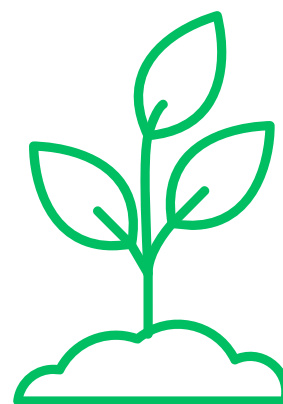
Friday 1st November

Monday 16th December

-

Friday 3rd January

End
Friday 13th December



Spring 2025
Start
Monday 6th
January

Spring Term Holidays

Monday 17th February

-

Friday 21st February

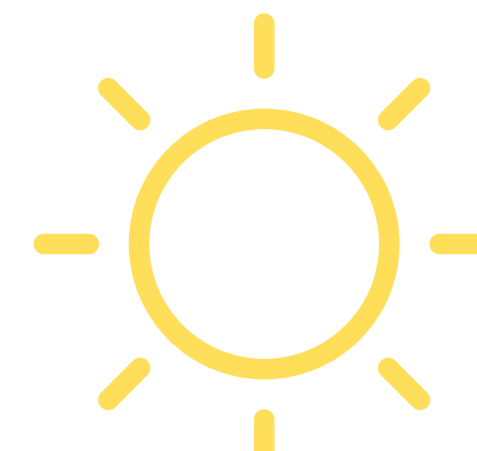
Monday 7th April

-

Thursday 17th April

Bank Holiday
Friday 18th April

End
Thursday 3rd April



Summer 2025
Start
Tuesday 22nd
April

Summer Term Holidays

Monday 26th May

-

Friday 30th May

Bank Holidays
Monday 5th May
&
Monday 26th May

End
Friday 18th July

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 teal 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, ensure you leave your name, class code and telephone number.

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



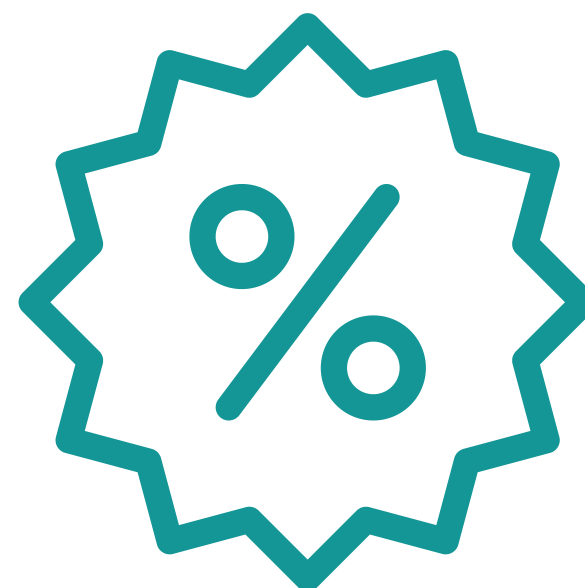
Laptop Loan



Loan Bursary Fund



**Learner Support Fund
including Childcare,
Equipment & Travel Costs**



Reduced Fees

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.

Safeguarding Team

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, call reception on **020 8270 4722** or email **adultcollegesafeguarding@lbbd.gov.uk**

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

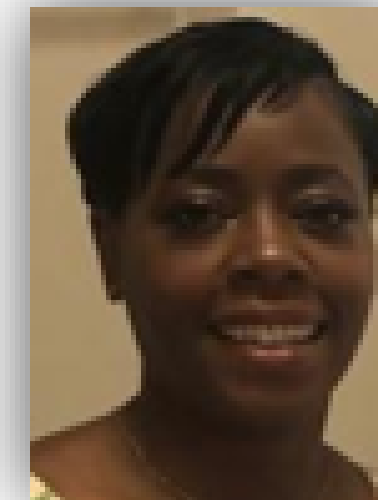
We all have our part to play in safeguarding.

We expect you:

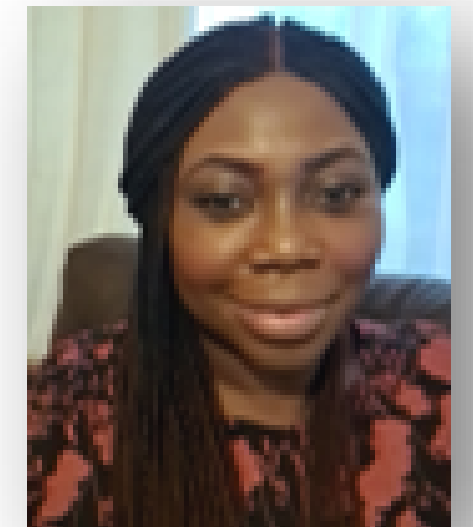
- To respect other people's rights to safety;
- To treat each other with respect, dignity and care;
- Not to threaten to hurt or abuse others;
- Consider carefully how you use social media and the Internet.

Further advice is on display in our classrooms.

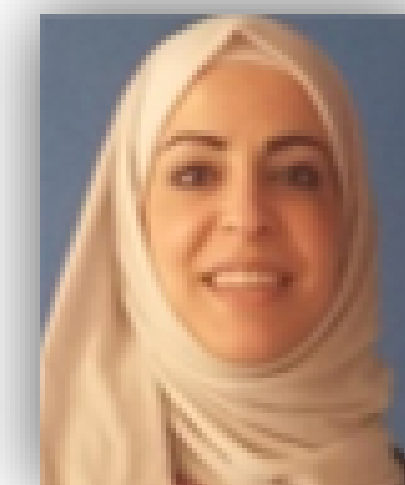
Safeguarding Team



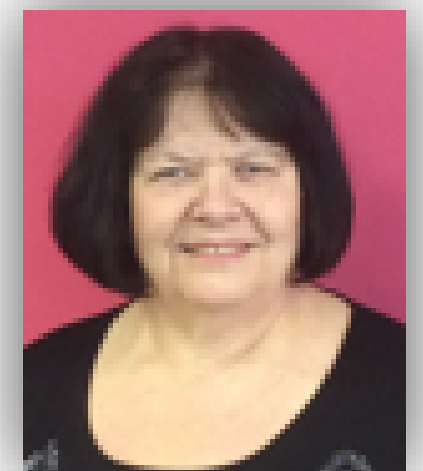
Safeguarding Lead
Yvonne Bennett
020 8227 3140
07812 291606



Deputy Safeguarding Lead
Abby Jokomba
020 8187 2809



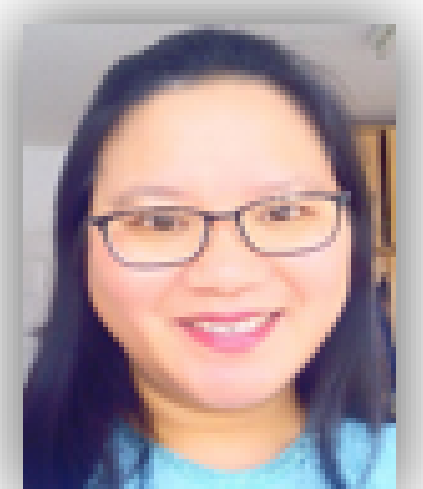
Deputy Safeguarding Lead
Saeda Almalkawi
020 8175 6575



Carol Chaplin



Natasha Chew



Queenie Chow

Welfare Officer

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

Welfare Support is available including:

- childcare concerns
- emotional support
- coping with your studies
- housing issues
- money worries
- referrals to counselling services, food banks and other support agencies

If you have any issues that you need assistance with, we are here to help.

You can contact the Welfare officer in confidence via email or telephone:

AdultCollegeWelfare@lbbd.gov.uk

020 8270 4722



Natasha



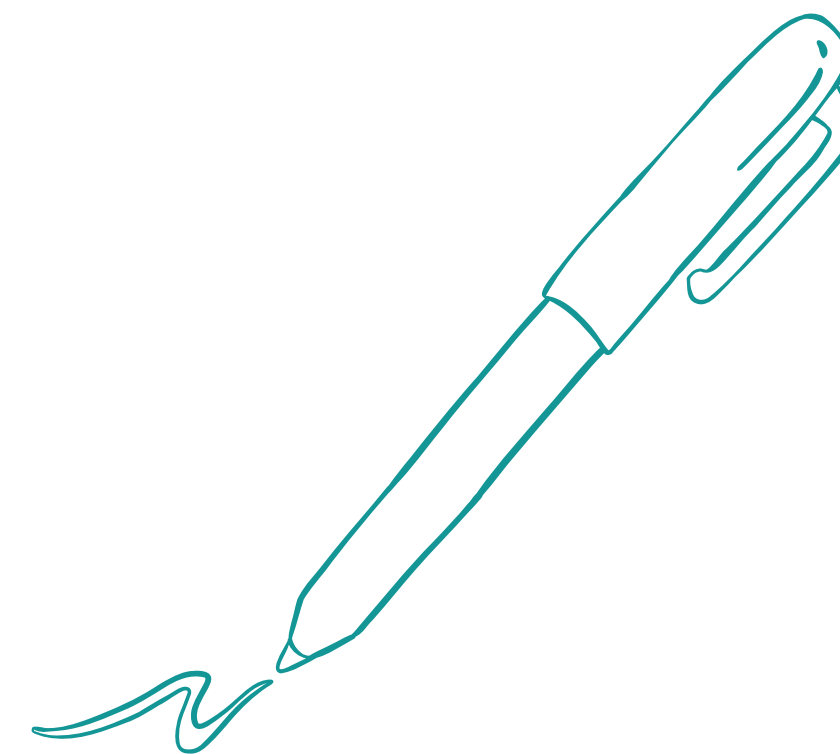
Exams



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



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



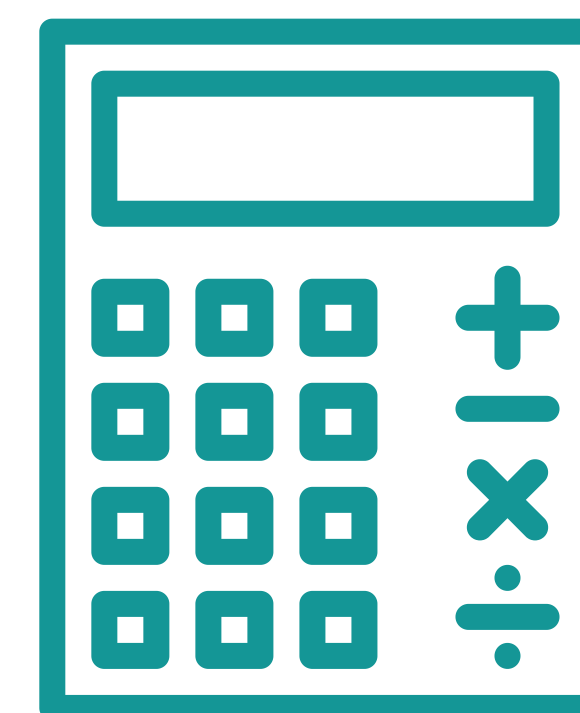
Please ensure that any pens are ink - no gel pens.



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





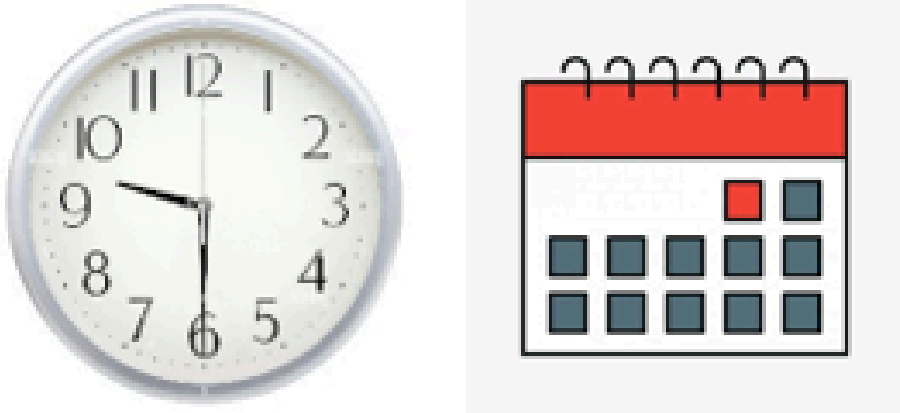



Any equipment must be in a clear pencil case.



You can bring your own calculator.

Learner Charter

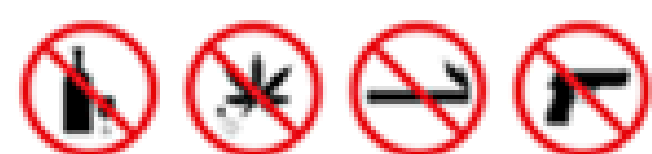
Please respect your place of learning and follow a few simple rules:

PLEASE DO...		PLEASE DON'T	
	<p>Try to attend all your classes.</p> <p>If you cannot attend, email your tutor with a valid reason.</p>		<p>Don't miss learning - it will impact on your progress and achievement, and you could be withdrawn from your course.</p>
	<p>Arrive on time for classes.</p> <p>Meet course work and/or homework deadlines.</p>		<p>Don't worry in silence, if you are struggling, talk to your tutor.</p>
	<p>Follow College staff instructions if they ask you to do something.</p> <p>We have your health, safety and wellbeing at heart.</p>		<p>Don't put yourself, or anyone else, in danger.</p>

Learner Charter

	Respect everyone. Be considerate and respectful towards staff and learners at all times.		Threats, discrimination, bullying, abuse, harassment, violence and bad language is NOT tolerated.
	Remember this is a place of learning and should be kept clean, tidy, and quiet for everyone to share.		Don't damage the reputation of the College through anti-social behaviour, the use of emails, or social media.
	Follow the Acceptable User Policy on your laptop or computer, including on social media, eStudy and the internet.		Don't download offensive, extremist, violent, criminal or anti-social material at any time.
	Attend if you have agreed to take part in an assessment or an examination.		Don't cheat or plagiarise in course work or examinations.

And finally...



- ❖ NO SMOKING OR VAPING ON ADULT COLLEGE SITES.
- ❖ PLEASE DO NOT BRING ALCOHOL OR DRUGS INTO COLLEGE.
- ❖ DO NOT ATTEND COLLEGE IF YOU ARE UNDER THE INFLUENCE OF ALCOHOL OR DRUGS.
- ❖ DO NOT CARRY DRUGS ON YOUR PERSON OR USE DRUGS ON COLLEGE SITES.
- ❖ ILLEGAL OR OFFENSIVE WEAPONS - THESE ARE BANNED FROM ALL COLLEGE SITES.

THANK YOU!

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.

If you are unsatisfied with the outcome of the colleges process, you can escalate your complaint to the GLA at Skillscomplaints@london.gov.uk.

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.



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.



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.



London Learner Survey



IFF Research

SUPPORTED BY
MAYOR OF LONDON

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.

To access the survey, click on the link:
<https://www.iffresearch.com/LLS/ekku>

If you take part in the survey and provide your contact details you can enter a prize draw to win an iPad. The draw will take place after the end of each month, and the winner will be selected at random. See [here](#) for full terms and conditions.

**Take part in the London Learner Survey
for the chance to win an iPad!**

We'd love to understand how studying in and around London can change people's lives.

**If you are aged 19 or over, go to:
<https://www.iffresearch.com/LLS/ekku>
Or scan the QR code to take part!**



The survey takes about 10 minutes and is available in different languages.

If you complete the survey, you can enter a prize draw to win an iPad!

What is the survey about?

The survey asks about why you want to study, your health, your job (if you have one) and how you feel about other things in your life like working, volunteering and spending time with different kinds of people.

We will also ask you for your contact details so we can get back in touch with you after you finish your course to find out if anything has changed. We promise you will not receive any spam or marketing emails from us.

We ask these questions so we can find out if doing this course changes anything about your life – for example getting a new or different job, meeting different kinds of people, or helping you to feel more confident or happy.

All your answers will be stored securely by IFF Research, who are the research agency hosting the survey. Your learning provider won't be able to see your answers.

By taking part you will help to improve adult courses for all Londoners.

Thank you for helping with this important survey!

If you have any problems completing the survey, please speak to your [tutor](#) or go to www.londonlearnersurvey.co.uk/learner for information.

Are you looking for work?

B&D Works is the Council's free service to help Barking & Dagenham residents get a job, improve skills and widen job and career options, offering support online and in our two community Job Shops.

What we offer

Help with CVs, job applications and interview techniques

Training to improve your chances of landing your dream job

Exclusive access to suitable job opportunities across a wide range of sectors

Dedicated employment coaches

Access to computers to help your job search

A specialist team supporting people with disabilities or health conditions

Advice about benefits, childcare and other issues affecting your household

A free recruitment service for employers

"I feel like I am more motivated and more confident thanks to the Job Shop.

Thank you for helping me find the confidence to search for new roles that I would never have thought of."

Register your interest using our [online form](#).

Alternatively, you can register your interest and book an appointment in-person at one of our two community Job Shops, open Monday to Friday from 9am to 5pm

You may have noticed that we've refreshed our brand to B&D Works. We hope you like it. But don't worry – we haven't changed and you can still find us by popping into one of our friendly Job Shops.

We've also built a new website to help you find the latest local learning, work and business opportunities.

Check it out at <https://bdopportunities.org/>

Barking Job Shop

Ground floor

Barking Learning Centre

2 Town Square Barking IG11 7NB

barkingjobshop@lbdd.gov.uk

020 8724 8870

Dagenham Job Shop

Ground floor

Dagenham Library

1 Church Elm Lane

Dagenham

RM10 9QS

020 8724 8877

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.



Teams for Online Learning Courses

Need a bit of help with using the online MS Teams pages for your classes? Enrol onto one of the FREE workshops below to have a tutor show you what to do, help make sense of the Teams pages, or answer questions.

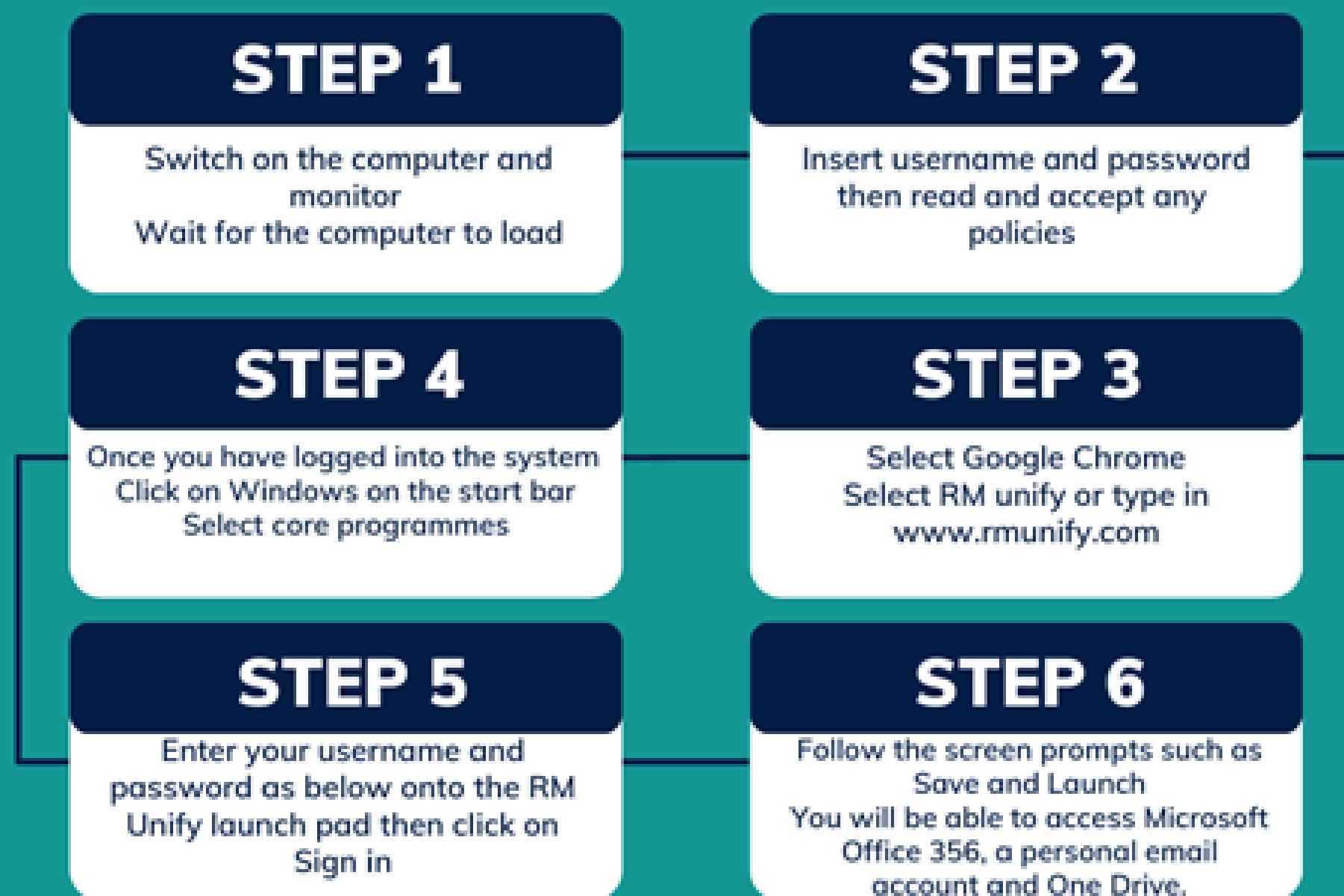
You can also bring your own device if you want help with using Teams on your own phone or laptop.

1021PT	Wed 2nd Oct	10.00-12.00	Parsloes
1022PT	Wed 9th Oct	1.00-3.00	Parsloes
1023T	Wed 23rd Oct	10.00-12.00	Ripple
1024PT	Fri 29th Nov	12.30-2.30	Parsloes
1025PT	Fri 17th Jan	9.30-1130	Parsloes
1026T	Tues 25th Feb	1.00-3.00	Ripple
1027T	Tues 6th May	1.00-3.00	Ripple



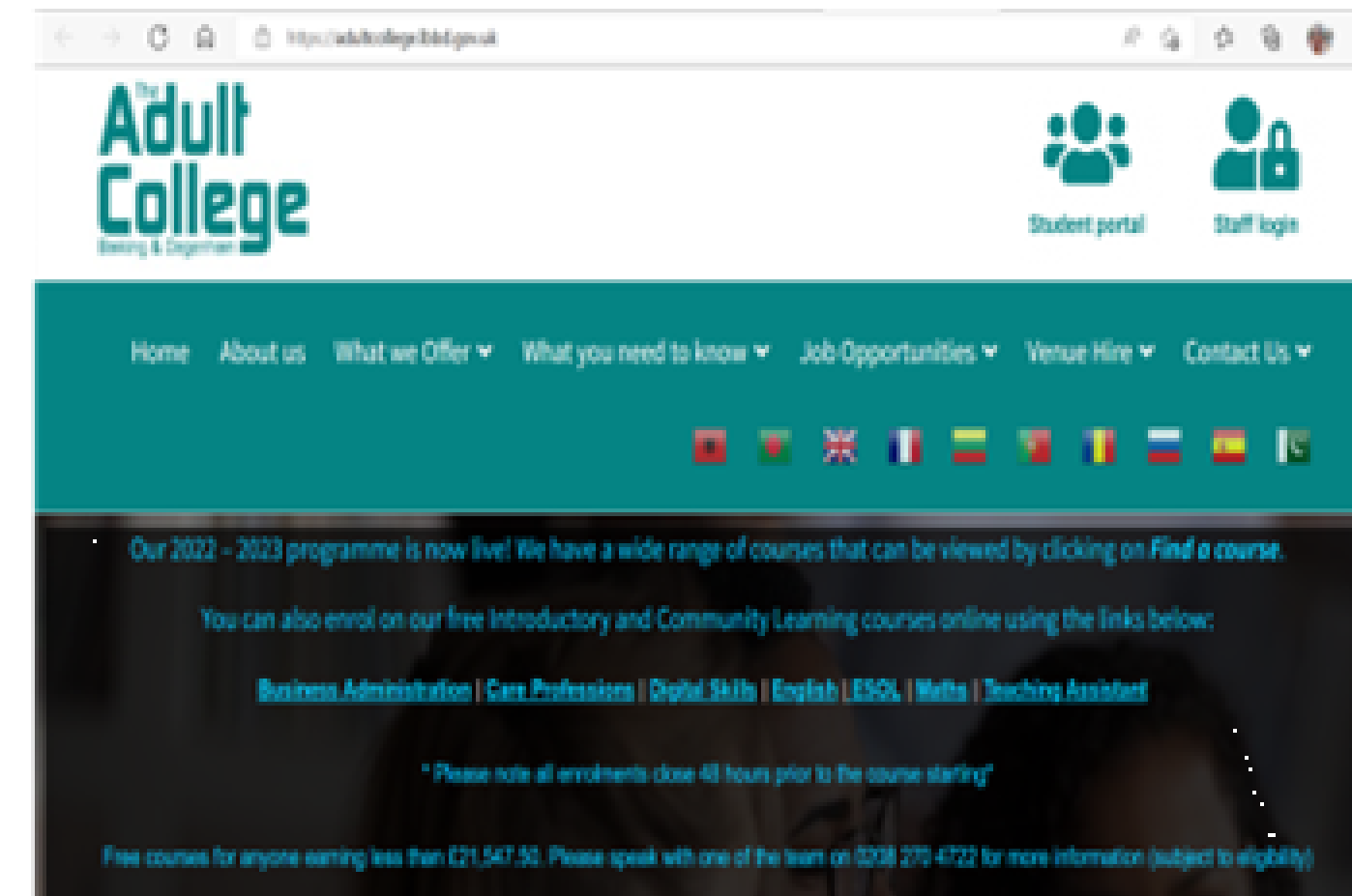
RM Unify & Getting Started

HOW TO ACCESS RM UNIFY



- 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.

- 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 356, 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.



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

