



Your course details

Learner Name

Tutor Name

Course Title

Venue

Day & Time

Welcome Pack

Our promise

Thank you for choosing to learn with Adult Skills and Community Learning

Our promise

We promise that wherever possible we will:

- Provide a safe, welcoming and suitable place to learn
- Give clear information and advice to make sure you are on the right course
- Offer you help and support for your learning, such as help with reading or providing information in large print
- Provide a range of courses at different levels, with clear progression routes
- Provide opportunities for you to give your opinion and to make a contribution
- Listen and respond to your ideas and suggestions
- Make sure you receive advice and guidance about other learning opportunities
- Give you feedback for support and encouragement
- Make sure that everyone is treated fairly and equally in line with our policy

- Give you the opportunity to improve your English and maths at a level that is right for you
- Support you with any problems that affect your learning or attendance

Following your enrolment we will provide you with learner ID which will entitle you to a range of discounts with local businesses. Ask your tutor for details.

Achieve your potential and more through learning and development with our fantastic courses.

Our ask

We want to make sure that everyone feels welcome on all our courses, so we ask you to:

Our ask

- Be courteous, considerate and respectful at all times
- Tell us if you are harassed or teased in any way, about: your learning, age, gender, appearance; religious beliefs or political views; where you come from; any learning difficulty and/or disability
- Attend all sessions or you may lose your place. If you can't attend your class, text or call us to tell us why
- Inform your tutor or call us if there is anything which could affect your learning or attendance (e.g. health or work circumstances). We can offer support to help you stay on track
- Arrive punctually, be prepared to learn and turn your mobile phone to silent for the duration of the class
- Inform your tutor if there is anything which could affect your learning or attendance (e.g. health or work circumstances)
- Let your tutor know if you are leaving the course, or if there are any changes to your personal details (address, phone number, status)
- Follow the learner code of conduct displayed in your classroom

If you can't attend your class, please let us know. You can do this in any of the following ways:

07860 041578

01226 775270 or 01226 775271

adultlearning@barnsley.gov.uk

www.barnsley.gov.uk/adultlearning

@BarnsleyASCL

– send us a Direct Message on Twitter

Barnsley Adult Skills & Community Learning

– send us a Personal Message on Facebook

We are committed to the promotion of British values in all our learning programmes.

British values are:

Democracy



We are able to have our say.

The Rule of Law



We help develop fair rules for our class.

Mutual Respect



We work together to support one another.

Individual Liberty



We can make our own choices with learning.

We are committed to helping all learners stay safe online. Following these internet safety rules can help to keep you safe online.

Choose smart passwords.



Check your privacy settings to protect your personal information.



Watch out for phishing scams, especially when online shopping or managing your bank accounts online.



Guard your personal data.



Information and advice for learning and work

We can support you with careers advice, exploring your next steps or any worries you may have about attending or completing your course.

How to contact us



Elaine Oliver and Sandra Power are here to help you throughout your learning journey. You can contact us for an informal, confidential chat at any stage of your learning.

We can also help with:

- Writing or developing your CV
- Completing job application forms
- Preparing for interviews
- Job search support and techniques
- Accessing other learning providers
- Finding volunteering opportunities
- Finding the right support for a particular problem

Ask your tutor to pass on your details or ask for them through our reception: 01226 775270

Alternatively contact them directly:

Elaine Oliver

✉ elaineoliver@barnsley.gov.uk

Sandra Power

✉ sandrapower@barnsley.gov.uk

“I enjoyed taking part in the class and meeting new people. I found it very informative, helping me make a decision about my next steps.”



Marking and feedback

On our programmes, we mark your work for English as well as subject content.

We mark for English because this will help you to succeed on your programme and at work.

We use signs to help you identify and correct any mistakes in your use of English. All staff use these signs when marking your work.

At the start of the programme we will also underline or circle any mistakes to provide extra help in spotting what you need to correct.

We will also give you written feedback on what you need to do to improve your English.

The signs we use are:

sp – spelling mistake

gr – grammar mistake

pu – punctuation error

ww – wrong word

awk – awkward expression, could be worded better

? – not sure what this means, you need to make it clearer

Your tutors will try to avoid:

- vague positives (e.g. simply ticks or general comments such as 'Good')
- vague negatives (e.g. unexplained crossing out of sentences)
- highlighting errors only
- spoiling the appearance of your work
- absence of feedback to clarify the marking and the action needed

During your course we will ask you to comment on your experiences, but you can contact us at anytime if you want to give a suggestion, pay a compliment or make a complaint.

Ask your tutor about the variety of ways you can do this or contact adultlearning@barnsley.gov.uk or www.barnsley.gov.uk/complaints. A range of learner surveys are carried out throughout the year, this feedback will help us to make improvements. In addition to providing feedback, you also have the opportunity to become a:

Learner Champion

A learning champion uses their positive learning experience to encourage others to see how learning could benefit them. As a Learner Champion you might:

- Promote learning to others
- Engage and inspire new learners
- Take part in promotional activities
- Talk about your learning experiences to others

Volunteer

As a volunteer within our service we offer you an opportunity to volunteer alongside tutors and support within our wide variety of classes. Through this experience you can:

- Increase your self-confidence and social skills
- Improve your wellbeing
- Learn valuable job skills
- Improve your career experience
- Connect with new friends and contacts

If you would like more information about either of the above roles please contact Liz Paling at lizpaling@barnsley.gov.uk to arrange a meeting.

Your invoice for any fee payable will arrive by post soon after you have enrolled. Payment can be made online, on the telephone, by bank giro, by direct debit or by standing order.

Online

You can make a payment online or via your smartphone at:
www.barnsley.gov.uk/pay

Please quote your payment reference starting with 9000 on your invoice.

Telephone

24 hour automated telephone payment line: 0845 0758518.

Please have ready your payment reference starting with 9000 on your invoice.

All cards are accepted with the exception of American Express and Diners.

Please note: Paying by Credit Card may incur a charge of 2.2%, debit cards are free.

Bank Giro Credit (Cash or Cheque)

Complete the slip at the bottom of your invoice and take it with payment for the full amount to any Barclays bank.

Direct Debit

Contact Barnsley Council on 01226 787787 to set up a direct debit.

Standing Orders

To set up a standing order contact your bank and quote the following Barnsley Council bank details:

- Bank name: Barclays Bank plc, 27 Church Street, BARNSELY. S70 2AJ
- Sort Code: 20-04-50
- Bank Account Number: 83651142
- The payment reference starting with 9000 on the invoice

IMPORTANT







If you are claiming for a fee reduction or a fee remission, please ensure you provide your most recent benefit evidence at the start of your course otherwise you will be liable for full course fees.

If you decide to leave your course within the first two weeks you will be liable for a fee equivalent to 10% of your course fee.

Any cancellation after two weeks will result in full fees being charged to you.



Get in touch

-  01226 775270
-  adultlearning@barnsley.gov.uk
-  www.barnsley.gov.uk/adultlearning
-  @BarnsleyASCL
-  Barnsley Adult Skills & Community Learning
-  Adult Skills & Community Learning
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