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**Family And Community Education**

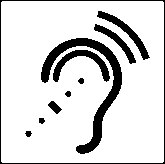
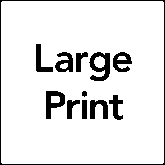
**Learner Handbook**

**2021/2022**





The information contained in this handbook can also be made available in other formats, e.g., audio tapes, large print, Braille.



**The handbook is also available in other languages, including**

 **** 

**For further information please telephone 🕿 0151 443 5400**

[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&frm=1&source=images&cd=&cad=rja&uact=8&docid=LQp2IWu-oc6QWM&tbnid=qKPHo1OfU5JuDM:&ved=0CAUQjRw&url=http://logodatabases.com/facebook-logo.html&ei=FzoIVLXsCMHLaP6SgeAJ&bvm=bv.74649129,d.d2s&psig=AFQjCNHJESfPys5yVgW8-kxZ3K9jY4bYiw&ust=1409911685711455):KnowsleyFACE

**Facebook**: Faceforwardpartnership

**Twitter:** @FACEForwardpartnership

**Website:** [www.knowsleyface.co.uk](http://www.knowsleyface.co.uk) Photograph permissions granted \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Equality and Diversity**

Knowsley Family And Community Education is committed to providing a learning environment that is free from discrimination, harassment and victimisation and opposes all unlawful or unfair forms of discrimination, harassment and victimisation on the grounds of:

|  |  |  |
| --- | --- | --- |
| * Age * Disability * Gender | * Gender reassignment * Marriage & Civil Partnership * Pregnancy & Maternity | * Race * Religion / Belief * Sexual Orientation |

Each year the service publishes its Equality and Diversity Strategy which sets out the actions the service will address to ensure that it meets its obligations relating to equality of opportunity. A copy of the service’s Equality and Diversity Strategy are displayed in classrooms and are available upon request from Alex Horrocks on 0151 443 5400 or by email: [Alex.Horrocks@knowsley.gov.uk](mailto:Alex.Horrocks@knowsley.gov.uk)

**Lesbian, Gay, Bi-sexual, Transgender, Queer or Questioning and Intersex (LGBTIQ+)**

In 2019, the Office for National Statistics published a report identifying the proportion of the UK population aged 16 years and over identifying as heterosexual or straight decreased from 94.6% in 2018 to 93.7% in 2019

* An estimated 2.7% of the UK population aged 16 years and over identified as lesbian, gay or bisexual (LGB) in 2019, an increase from 2.2% in 2018
* Between 2018 and 2019, the number of men identifying as LGB increased from 2.5% to 2.9% and women identifying as LGB increased from 2.0% to 2.5%
* Younger people (aged 16 to 24 years) were most likely to identify as LGB in 2019 (6.6% of all 16 to 24 year olds, an increase from 4.4% in 2018); older people (aged 65 years and over) also showed an increase in those identifying as LGB, from 0.7% to 1.0% of this age category
* Between 2018 and 2019, the proportion of people who identified as LGB increased for England (2.7%, up from 2.3%) and Scotland (2.7%, up from 2.0%), however Wales (2.9%) and Northern Ireland (1.3%) remained stable; among English regions, people in London were most likely to identify as LGB (3.8%, an increase from 2.8%

[Sexual orientation, UK - Office for National Statistics (ons.gov.uk)](https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/bulletins/sexualidentityuk/2019#main-points)

Service Policies, Statements and Guidance – Knowsley FACE

|  |  |
| --- | --- |
| [www.equalityhumanrights.com](http://www.equalityhumanrights.com)  [www.galop.org.uk](http://www.galop.org.uk)  [www.gendertrust.org.uk](http://www.gendertrust.org.uk)  [www.gires.org.uk](http://www.gires.org.uk)  [www.glaad.org](http://www.glaad.org) | [www.justlikeus.org](http://www.justlikeus.org)  [www.mindout.org.uk](http://www.mindout.org.uk)  [www.stonewall.org.uk](http://www.stonewall.org.uk)  [www.switchboard.org.uk](http://www.switchboard.org.uk) |

For further information, advice and support visit the following websites:

**Dates for your diary:**

|  |  |
| --- | --- |
| 16-23 September: Bisexual Awareness Week | 26 October: Intersex Awareness Day |
| 23 September: Celebrate Bisexuality Day**Related image** | 7 November: Trans/Transgender Parent Day |
| 8 October: International Lesbian Day | 8 November: Intersex Day of Remembrance |
| 10 October: World Mental Health Day | 13-19 November: Trans/Transgender Awareness Week |
| 11 October: National Coming Out Day | 20 November: Transgender Day of Remembrance |
| 20 October: International Pronouns Day | 1 December: World Aids Day |
| 21 October: Spirit Day | 8 December: Pansexual Pride Day |
| 24-30 October: Asexual Awareness Week | 10 December: Human Rights Day |

****

**LGBT Helpline: 🕿 0300 330 0630**

If you need to report any abuse that you have experienced and/or witnessed, please contact Alex Horrocks on 0151 443 5400 or by email: [Alex.Horrocks@knowsley.gov.uk](mailto:Alex.Horrocks@knowsley.gov.uk).

|  |  |
| --- | --- |
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September 2021

On behalf of Knowsley **F**amily **A**nd **C**ommunity **E**ducation (**FACE**), we would like to welcome you to another year of study which we hope you will enjoy.

We have produced this handbook for you which we hope you will find useful. The handbook sets out our commitment to you to deliver a first-class service during your programme of study. Please spend some time reading the contents of the handbook which is in an A-Z format.

Since March 2020, in response to the Covid-19 pandemic, the Service delivered its provision remotely using online software such as Zoom, Edmodo and Google Classroom etc. This mode of delivery will continue during this academic year with the addition of scheduled face to face sessions when appropriate and safe to do so, in accordance with Government guidelines.

During face-to-face sessions, it will be essential that all learners follow the service’s latest Covid-19 Guidance – please see pages 22-23 for further information.

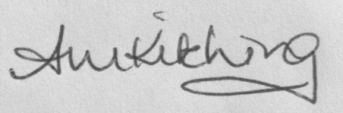
We believe success is ultimately achieved through hard work and commitment and through feedback from learners.

To ensure that you have the best chance of succeeding, it is important to commit to attending every class. We will help you do this. If you need help or support at any stage during your course, please contact any member of staff (see list on pages 7-8).

Please visit our website for details of all the courses on offer [www.knowsleyface.co.uk](http://www.knowsleyface.co.uk).

Finally, may we take this opportunity to wish you every success in your chosen course.

Yours sincerely



Angie Kitching

## Head of Adult and Community Education

[www.knowsleyface.co.uk](http://www.knowsleyface.co.uk)

[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&frm=1&source=images&cd=&cad=rja&uact=8&docid=LQp2IWu-oc6QWM&tbnid=qKPHo1OfU5JuDM:&ved=0CAUQjRw&url=http://logodatabases.com/facebook-logo.html&ei=FzoIVLXsCMHLaP6SgeAJ&bvm=bv.74649129,d.d2s&psig=AFQjCNHJESfPys5yVgW8-kxZ3K9jY4bYiw&ust=1409911685711455)

**KnowsleyFACE**

**Introduction to Knowsley Family And Community Education**

Knowsley Family And Community Education (FACE) is Knowsley Council’s Adult and Community Education Service, and we seek to provide a friendly and supportive service where adults can learn in non-threatening environments. We offer affordable and accessible adult education provision throughout the Borough and want all learners to fulfil their learning potential.

We deliver a mix of remote learning classes and some classroom-based provision in a range of venues across Knowsley when possible.

**Vision:** Learning for Life

**Mission:** FACE supports individuals to engage in the widest range of learning opportunities to improve confidence, raise self-esteem, build personal, creative and social development, support with the challenges of modern life, reduce social isolation and improve employability and skills.

FACE encourages individuals to be aware of and achieve their own potential to progress successfully in learning, work, health, leisure and life.

**Objectives:**

1. Strengthen communities to support groups or individuals who are in greatest need of learning
2. Enhance employability by developing specific skills required in the labour market, in particular English, Maths and Digital Skills (Modern Technologies)
3. Develop individuals through learning to improve health, resilience and well-being
4. Support families by promoting and developing family learning, positive parenting and increasing parental engagement

**Safeguarding**

We believe that all adults have a right to enjoy life that is free from violence and abuse, a right that is enshrined within the Human Rights Act 1998. As part of Knowsley MBC’s Safeguarding Adults Policy, our Service is committed to providing learning opportunities in safe environments. All Knowsley FACE staff possess enhanced Disclosure and Barring Service (DBS) clearance.

## We operate a whole service approach to safeguarding learners; addressing our responsibilities to ensure the safety of all our learners. In addition to the Council’s Safeguarding Policy, the service has a Safeguarding Policy – you can request a copy of the policy by contacting Alex Horrocks 🕿 443 5400 or by email: [Alex.Horrocks@knowsley.gov.uk](mailto:Alex.Horrocks@knowsley.gov.uk)

**Disclaimer for all Supporting Teaching and Learning courses**

We reserve the right to review registration and/or participation on this course if full disclosure of any disability or difficulty is not made either at the enrolment stage or at any subsequent stage. If a disclosure is made, eligibility and/or suitability for the course will be assessed against justified academic standards.

**Disclosure and Barring Service (DBS) check**

As part of the Service’s safeguarding arrangements **all** learners who are enrolled on Supporting Teaching and Learning **must undergo** DBS clearance as a condition of enrolling on this course and will be required to cover this cost.

**Knowsley Safeguarding Children Board**

You can access all the latest information about Safeguarding in Knowsley on the Knowsley Safeguarding Board’s website: [www.knowsleyscb.org.uk](http://www.knowsleyscb.org.uk).

The Knowsley Safeguarding Children Board is an independent statutory body responsible for ensuring that individuals and organisations work effectively together to safeguard children in Knowsley. They make sure that arrangements work effectively in bringing about better outcomes for all children.  Whilst the primary aim is to safeguard children, there is also a requirement to safeguard vulnerable young adults and to raise awareness of Safeguarding as it is everyone’s responsibility.

# Safeguarding adults

Many adults, especially older people and those with a physical or learning disability, rely on other people to help them in their day-to-day living.  If you are a victim of abuse or suspect somebody else is being abused here are details about what you can do to get help - Contact Knowsley Access Team 🕿 0151 443 2600.

**Who is at risk of abuse?**

A vulnerable adult may be at risk from people they know such as a relative, friend, neighbour, or paid carer. Sometimes people can be abused by a stranger. Abuse can happen anywhere, but it is likely to happen in your own home, in a residential or nursing home or in a day centre or hospital.  
  
**What is abuse?**

Abuse can be:

* Hitting, slapping and pushing
* Shouting or swearing, humiliating, ignoring or harassing
* Unwanted touching, kissing and sexual intercourse
* Money or property taken without consent or under pressure
* Not being cared for properly or denied privacy, choice or social contact
* Treating a person in a way that does not respect their needs including race, culture and ethnic background, age, sex, religion, disability and sexuality

## **What should I do if I suspect abuse?**

Safeguarding adults is everybody’s business. If you are concerned that a vulnerable adult may be a victim of abuse, please contact one of the numbers listed below. They will deal with your concerns in the strictest of confidence and their trained staff will carry out a careful and sensitive enquiry. If you are a victim of abuse or want to report the possible abuse or neglect of a vulnerable adult, please use one of the following contact numbers.

**For all referrals**

Contact Knowsley Access Team 🕿 0151 443 2600.

**Policy and procedure queries**

If you have any queries regarding policy and procedures contact the Safeguarding Adults Unit on 🕿 0151 443 4260 or email [KnowsleyAccessTeam@knowsley.gov.uk](mailto:KnowsleyAccessTeam@knowsley.gov.uk).

**Prevent Duty**

All further education providers have a duty to safeguard their learners. Prevent is about safeguarding learners to keep them both safe and within the law. The Prevent Duty is not about preventing students from having political and religious views and concerns, but about supporting them to use those concerns or act on them in non-extremist ways.

**What is the Prevent Duty?**

[Section 26 of the Counter-Terrorism and Security Act 2015](http://www.legislation.gov.uk/ukpga/2015/6/section/26/enacted) places a duty on certain bodies, listed in Schedule 3 to the Act, to have "due regard to the need to prevent people from being drawn into terrorism".

**The Four P’s – Pursue, Prevent, Protect and Prepare**

The Government’s Counter Terrorism Strategy CONTEST is designed to reduce the risk from Terrorism, so people can go about their daily lives freely and withconfidence.

* **Pursue**

to stop terrorist attacks

* **Prevent**

to stop people becoming terrorists or supporting terrorism

* **Protect**

to strengthen our protection against a terrorist attack

* **Prepare**

to mitigate the impact of a terrorist attack

**What is Extremism?**

The Government has defined extremism in the Prevent strategy as: "vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs." This also includes calls for the death of members of the British armed forces.

**What are British Values?**

British values are defined as:

* **Democracy**
* **The rule of law**
* **Individual liberty**
* **Mutual respect and tolerance for those with different faiths and beliefs**

Institutions are expected to encourage students to respect other people with particular regard to the protected characteristics set out in the [Equality Act 2010](http://http:/www.legislation.gov.uk/ukpga/2010/15/contents).

For further information visit:

[www.gov.uk/government/publications/channel-guidance](http://www.gov.uk/government/publications/channel-guidance)

[www.gov.uk/government/publications/prevent-duty-guidance](http://www.gov.uk/government/publications/prevent-duty-guidance)

**Venue Safety**

As part of its commitment to safeguarding, all teaching venues have safeguarding plans in place including accessible entrance via an intercom system, visitor signing in log, and all staff and tutors have current DBS clearance and are identified through their service ID badges. All venues have also been risk assessed for safety with regards to COVID-19 and all appropriate health and safety measures are in place.

**E-Safety Policy and Cyber Security**

The internet provides enormous opportunity to enhance the learner’s learning experience. The internet offers endless supplies of additional learning resources available for tutors to enrich their delivery. Whilst the service encourages staff, tutors and learners to make full use of this readily available resource to improve service delivery, it should be remembered that correct and safe use of the internet should be maintained at all times.

Some useful tips to keep you safe:

* Never share passwords with friends or colleagues
* Never share personal details over the internet unless you are sure it is safe to do so
* Always respect others – be careful what you say online and what images you share with others
* Think before you send – whatever message you send can be made public very quickly and may stay online indefinitely
* Be aware of scammers – Think before you click

**Cyber Bullying**

Cyberbullying is the use of digital-communication tools (such as the Internet, mobile phones and social media) to make another person feel angry, sad, or scared, usually again and again. Examples of cyberbullying include sending hurtful texts or instant messages, posting embarrassing photos or videos on social media, and spreading mean rumours online or via mobile phones.

For more information, visit the following websites:

[Cyberbullying: What is it and how to stop it | UNICEF](https://www.unicef.org/end-violence/how-to-stop-cyberbullying) / [www.unicef.org](http://www.unicef.org)

[www.nationalbullyinghelpline.co.uk/](http://www.nationalbullyinghelpline.co.uk/)

[www.saferinternet.org.uk](http://www.saferinternet.org.uk)

[Service Policies, Statements and Guidance – Knowsley Face](https://knowsleyface.co.uk/service-policies-and-documents/)

**Who’s Who in Knowsley FACE and Contact Numbers**

**Family And Community Education Team**

based at New Hutte Neighbourhood Centre, Lichfield Road, Halewood, L26 1TT

Sherwood Drive (

|  |  |  |
| --- | --- | --- |
| **Contact** | **Role** | **Telephone No.** |
| **Lesley Brownlow**  email: [lesley.brownlow@knowsley.gov.uk](mailto:lesley.brownlow@knowsley.gov.uk) | Community Education Performance Officer | 🕿 0151 443 5398  🕿 07919 298514 |
| **Jackie Croft**  email: [jacqueline.croft@knowsley.gov.uk](mailto:jacqueline.croft@knowsley.gov.uk) | Lead Education Officer | 🕿 0151 443 2067  🕿 07825 677131 |
| **Cathy Cummings**  email: [cathy.cummings@knowsley.gov.uk](mailto:cathy.cummings@knowsley.gov.uk) | Data/Exams Support Worker | 🕿 0151 443 5385  🕿 07385 347595 |
| **Michelle Daly**  email: [michelle.daly@knowsley.gov.uk](mailto:michelle.daly@knowsley.gov.uk) | Lead Education Officer | 🕿 0151 443 5389  🕿 07810 053971 |
| **Tony Delaney**  email: [tony.delaney@knowsley.gov.uk](mailto:tony.delaney@knowsley.gov.uk) | Community Education Officer | 🕿 0151 443 5388  🕿 07919 298513 |
| **Tracey Evans-Rittenberg**  email: [tracey.evansrittenberg@knowsley.gov.uk](mailto:tracey.evansrittenberg@knowsley.gov.uk) | Business Quality and Performance Manager | 🕿 0151 443 5384  🕿 07825 145126 |
| **Sandra Feerick**  email: [sandra.feerick@knowsley.gov.uk](mailto:sandra.feerick@knowsley.gov.uk) | Community Education Standards Manager (Deputy) | 🕿 0151 443 5387  🕿 07825 117474 |
| **Alex Horrocks**  email: [alex.horrocks@knowsley.gov.uk](mailto:alex.horrocks@knowsley.gov.uk) | Strategic Health and Education Manager | 🕿 0151 443 5400  🕿 07717 301356 |
| **Angie Kitching**  email: [angie.kitching@knowsley.gov.uk](mailto:angie.kitching@knowsley.gov.uk) | Head of Adult And Community Education | 🕿 0151 443 5422  🕿 07500 765018 |
| **Ange Powell**  email: [angela.powell@knowsley.gov.uk](mailto:angela.powell@knowsley.gov.uk) | Community Education Performance Officer | 🕿 0151 443 5386  🕿 07870 884266 |

**Family Learning Parenting Service Team**

based at Westvale Primary School, Melverley Road, Kirkby, L32 0RQ

|  |  |  |
| --- | --- | --- |
| **Contact** | **Role** | **Telephone No.** |
| **Pam Brown**  email: [pam.brown@knowsley.gov.uk](mailto:pam.brown@knowsley.gov.uk) | Community Education Performance Officer | 🕿 0151 443 4501  🕿 07919 111224 |
| **Ann Curley**  email: [ann.curley@knowsley.gov.uk](mailto:ann.curley@knowsley.gov.uk) | Parent Support Worker | 🕿 0151 443 4503  🕿 07825 117482 |
| **Gill Downey**  email: [gill.downey@knowsley.gov.uk](mailto:gill.downey@knowsley.gov.uk) | Family Learning Co-ordinator | 🕿 0151 443 4503  🕿 07717 727592 |
| **Sharon Fitzgerald**  email: [sharon.fitzgerald@knowsley.gov.uk](mailto:sharon.fitzgerald@knowsley.gov.uk) | Parent Support Worker | 🕿 0151 443 4494  🕿 07825 117499 |
| **AnnMaria Miller**  email: [annmariamiller@knowsley.gov.uk](mailto:annmariamiller@knowsley.gov.uk) | Parent Support Worker | 🕿 0151 443 4503  🕿 07825 117482 |
| **Victoria Powell**  email: [victoria.powell@knowsley.gov.uk](mailto:victoria.powell@knowsley.gov.uk) | Parent Support Worker | 🕿 0151 443 4503  🕿 07825 117487 |

**Term Dates**

|  |  |
| --- | --- |
| **Autumn Term – week commencing** | |
| 23 August 2021 | Window opens for on-line enrolments |
| 6September 2021 | Induction and Assessment session for GCSE and accredited courses |
| 13 September 2021 | Accredited courses start |
| 20 September 2021 | Induction and Assessment session for all community learning (CL) courses |
| 27 September 2021 | All community learning courses start |
| **25October – 29 October 2021** | **Half term week (1 week)** |
| 17 December 2021 | Academic term finishes for Christmas Break (3 weeks) |
| **Spring Term – week commencing** | | |
| 10 January 2022 | Courses start this week | |
| **21 February 2022** | **Half term week (1 week)** | |
| 8April 2022 | Academic term finishes for Spring Break (2 weeks) | |
| **15 April 2022** | **Good Friday** | |
| **18 April 2022** | **Easter Monday** | |
| **Summer Term – week commencing** | | |
| 25 April 2022 | School Academic term begins | |
| **2May 2022** | **May Day Bank Holiday** | |
| **30 May 2022** | **Half term week (1 week)** | |
| **2and 3 June 2022** | **Spring Bank Holiday / Platinum Jubilee Bank Holidays** | |
| 22July 2022 | Academic Year ends | |

**Adult Learner Charter**

This charter sets out a commitment for any adult learner who chooses to study on taught learning programmes with Knowsley FACE. It sets out our commitment to meeting duties under the Equality Act 2010.

**Initial Enquiry, Advice and Guidance** - we will:

* Respond to any enquiry as soon as possible
* Support your enquiry with impartial information and advice with reference to guidance where appropriate. This is to help you with your choice of learning programme and to ensure it matches your achievements to date, your abilities, your aims and aspirations
* Be able to refer you for financial, personal and careers advice on a confidential basis
* Ensure any course details or prospectuses are:
* clearly written in an appropriate language
* free from bias
* made available in alternative formats
* reflect commitments to promoting Equal Opportunities
* challenging of stereotypes and promote positive and non-stereotypical role models

**Fees, Enrolment/Application/Online Registration Process** -we will:

* Provide a straightforward website on which you can enrol on the course of your choice
* Provide comprehensive telephone support, advice and guidance, to make your enrolment process straightforward and welcoming
* Issue details of course fees, administration fees, certification or examination fees associated with your chosen course of study
* Provide support for any learner with individual needs
* If you have been a previous learner with us, you may have to contact Ange Powell on 07870 884266 to register

**Induction** - we will:

* Carry out an effective induction within the first week of joining your course – this may be over the telephone, online or face to face depending on the level of your programme
* Provide this Learner Handbook at the start of your course including straightforward guidance about what you are entitled to and what to expect from attending your course
* Make handbooks available in alternative formats in response to need. This is likely to be an electronic version unless otherwise requested

**Initial Assessment and Personal Learning Records** -we will:

* Carry out screening to assess any additional support needs where appropriate
* Ensure that any initial assessment of your needs is carried out with care and consideration
* Provide you with information regarding your course and any assessment arrangements e.g., Course Information sheet, Course Aims or Scheme of Work
* Negotiate key learning and personal objectives with you, taking into account your previous knowledge and experience
* Agree your Personal Learning Record with you

**Teaching and Learning** - we will:

* Deliver well-planned, organised and clearly structured classes/workshops to engage and sustain your interest
* Adopt varied teaching methods to reflect different learning styles
* Ensure that course materials are free from bias and reflect the different backgrounds and interests of different social/ethnic groups
* Give constructive feedback on your work
* Provide additional support if required
* Ensure teaching and learning is monitored by Quality Assurance through observing classes in order to maintain and improve standards
* Ensure adequate notice is given if classes are cancelled

**Review of Progress** - we will:

* Work with you to review your progress on a regular basis and to revisit your key learning and personal objectives
* Ensure any reviews are non-threatening and handled sensitively
* Ensure you know what you are doing, how you are doing it, what is going well and what needs to be improved
* Ensure your ongoing progress is recorded

**Gathering Views** - one of the most effective ways of judging the quality of what we do is by listening to our learners, staff and partners. We will:

* Seek your views and our tutors’ views both informally and formally at regular times throughout your course of study
* Evaluate and respond to feedback we receive in order to make improvements
* Communicate what you say and what we do
* Respond to any complaints in a responsible and timely manner

**Completion and Achievement** - we will:

* Inform you of your overall achievement which takes into account attendance throughout your course, progress made towards your agreed learning and personal objectives and any other contributions made as recorded by your tutor
* Inform you of any completed assessments or examination results if your chosen course of study required you to be externally assessed
* Issue you with Certificates of Participation or Achievement (where applicable) in a timely manner

**Exit and Progression** - we will:

* Provide you with information about progression opportunities throughout your chosen course of study in order to encourage your personal and career development, for example the next level in your chosen subject, further education, job search advice, higher education. This information will include opportunities at different providers
* Provide support and guidance if you decide your chosen course is not appropriate to your needs

**Your commitment to us** -you agree to:

* Attend regularly at designated times and inform tutors of any unavoidable absence. We strive for you to achieve 100% attendance but expect you to maintain a minimum of 95% attendance as we recognise there may be an occasion where you are unable to attend due to sickness or other personal reason. Maintaining regular attendance contributes to you successfully remaining on your course
* Behave in an appropriate manner which respects others
* Complete all work set by your tutor which will contribute to you achieving high success in your studies
* Abide by appropriate health and safety requirements
* Respect the individual rights and beliefs of others
* Use any computer facilities responsibly avoiding access to any material that is liable to cause offence to others or that could bring our service into disrepute or result in legal action
* Respect No Smoking policies in any of our centres
* Keep mobile phones turned off in classrooms and learning environments

**A to Z of Information for Frequently Asked Questions**

**Accredited and Non-accredited**

**Accredited** means that at the end of your course you will receive a certificate from a recognised Examination or Awarding Body. It does not mean you have to sit an exam or test in all cases, but that the work you produce is marked or assessed to the standards set by the Examination or Awarding Body. All our Further Education provision is accredited.

You may feel nervous about taking an accredited course because of lack of confidence, being out of learning for a long time, frightened of being assessed, having to pay etc. Help and support is available throughout your course to ensure you achieve!

**Non-Accredited** means that there is no external assessment at the end of your course, but you will receive an internal certificate of achievement or participation. These courses are usually shorter in time and once completed, you will be encouraged and supported to progress to a different or higher-level course (which may be accredited or non-accredited). We consider our non-accredited provision to be our main CL (Community Learning) provision.

**Additional Support for your Course**

We can provide support in different ways, but **it is important that you “disclose” any specific requirements that you may have**. You may disclose formally or informally:

* During Initial Advice and Guidance
* As part of the enrolment/registration process
* At Induction using the “How Can We Help You?” Form at the back of this handbook
* On your Personal Learning Record
* By speaking to your Tutor or Curriculum Lead at any time if assistance is needed.

Additional Learning Support is available to support any learner who may have specific needs which could include requiring specialist equipment/resources, specialist teaching support, specialist software, support with learning difficulties, e.g., dyslexia, dyscalculia, dyspraxia, visual impairment, hearing impairment or other. It can also support any learner who requires materials in alternative formats, e.g., Braille, audio tape, large print.

Please let us know **at the start of your course** if you have any additional needs so that we may support you in your learning.

If you are studying on an accredited course, we may also be able to support with the costs of books, materials, transport and childcare.

If you require support, ask your Tutor or Lead Education Officer for further advice and guidance or you can speak directly with Tracey Evans-Rittenberg, Business, Quality and Performance Manager on 🕿 0151 443 5384. Tracey will provide assistance in completing the “How ***Can We Help You***?” Form at the back of this handbook. Completed forms need to be returned to: Tracey Evans-Rittenberg, Business, Quality and Performance Manager at the Directorate of Children and Family Services, Family And Community Education, New Hutte Neighbourhood Centre, Lichfield Road, Halewood, Knowsley, L26 1TT.

🕿 0151 443 5384 or e-mail [tracey.evansrittenberg@knowsley.gov.uk](mailto:tracey.evansrittenberg@knowsley.gov.uk)

**Advice and Guidance (see also Progression)**

The first step to take in seeking advice and guidance is to talk with your Tutor or your Community Education Officer. We have trained Information, Advice and Guidance (IAG) Officers on hand. They will be able to help you with information about adult education, adult directions and further opportunities available to you. Contact any of the IAG Officers detailed below: -

|  |  |  |
| --- | --- | --- |
| **IAG Officer** | **Telephone number(s)** | **Email address** |
| Lesley Brownlow | 🕿 0151 443 5398 🕿 07919 298514 | lesley.brownlow@knowsley.gov.uk |
| Jackie Croft | 🕿 0151 443 2067  🕿 07825 677 31 | jacqueline.croft@knowsley.gov.uk |
| Ann Curley | 🕿 0151 443 4503  🕿 07825 117482 | ann.curley@knowsley.gov.uk |
| Michelle Daly | 🕿 0151 443 5389 🕿 07810 053971 | michelle.daly@knowsley.gov.uk |
| Tracey Evans-Rittenberg | 🕿 0151 443 5384  🕿 07825 145126 | tracey.evansrittenberg@knowsley.gov.uk |
| Sharon Fitzgerald | 🕿 0151 443 4494  🕿 07825 117499 | sharon.fitzgerald@knowsley.gov.uk |
| AnnMaria Miller | 🕿 0151 443 4503  🕿 07825 117482 | annmaria.miller@knowsley.gov.uk |
| Vicky Powell | 🕿 0151 443 4503  🕿 07825 117487 | victoria.powell@knowsley.gov.uk |

If you need more in-depth guidance there are a number of professional organisations that can offer you free and impartial information and advice about:

* Learning opportunities
* Career development
* Returning to work or education (and much more)

‘National Careers Service’ can give you local contact details for colleges, organisations, full careers advice and guidance services and course search facilities. There is a helpline and a website. There are also a number of advice lines that offer other kinds of help – e.g., help with benefits or legal matters. Some offer help in other languages.

# Advice in Other Languages

AsylumAid - Helpline 🕿 0207 354 9264

AsylumAid - Asylum Seeking [www.asylumaid.org.uk](http://www.asylumaid.org.uk)

Citizen’s Advice Bureau [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

# Job Centre Plus (Business Link)

Job Centre Plus Helpline (Business Link) 🕿 03800 055 6688

Job Centre Plus Online (Business Link) [www.gov.uk/browse/business](http://www.gov.uk/browse/business)

# Next Step National Helplines

Action Hearing Loss 🕿 0808 808 0123/Text: 0808 808 9000

“Find a local Adviser” Service www.findcourses.co.uk

National Careers Service 🕿 0800 100 900

RNID Typetalk (Liverpool) 🕿 0151 709 9494

Text Relay 🕿 0800 500 888

# Specialist Advice

DirectGov Young People (Connexions) www.direct.gov.uk

Learn Direct [www.learndirect.com](http://www.learndirect.com) or

🕿 0800 101 901

SKILL Helpline (for learners with

Disabilities) 🕿 020 7250 8180

SKILL Website [www.disabilityrightsUK.org](http://www.disabilityrightsUK.org)

UCAS (University Entrance Advice) [www.ucas.ac.uk](http://www.ucas.ac.uk)

**Access to Fair Assessment Policy**

**Assessment Statement:**

* As an educational service we provide a variety of qualifications which offer our learners the opportunity to succeed and achieve their full potential by the most appropriate and direct route possible.
* The service has an Assessment Policy which is based on the concepts of equality, diversity, clarity, consistency and openness.
* We will make every effort to ensure that our assessment processes and procedures are implemented in a way which is reliable, fair and non-discriminatory.

**Accessing the Policy:**

* Learners have access to this policy in their **Learner Handbook**. Tutors, assessors and Internal Verifiers have access to this policy in this document (**Service Minimum Standards Framework 2021-2022)**.
* The service will review this policy annually and revisions may be made in response to feedback from learners, tutors, assessors, internal verifiers and external organisations.

**What our learners expect from us:**

**Fair assessment**:

* We aim to ensure that all assessment of work is carried out fairly and in keeping with an awarding body’s requirements
* All portfolio-based work will be assessed fairly against the qualification standards
* Our assessors will be fully trained or gaining their assessor qualifications under the strict guidance and support of experienced assessors
* All internal assessments will be carried out fairly and according to awarding body instructions
* Externally marked tests and exams will be in line with the requirements of the awarding body

**Our learners would also expect:**

* To have a full induction onto a new course and be given information that can be shared with individual support personnel when necessary
* To be fully informed about the programme learning outcomes, performance criteria and other processes and procedures of learning and assessment
* To be provided with appropriate assessment opportunities during the course and feedback on the quality of the work
* Work to be marked within two weeks of submission by the learner
* The service to apply any necessary special considerations, equivalents and exemptions as sanctioned by an awarding body

**Cheating/Plagiarism**

**“A fair assessment of learner’s work can only be made if that work is entirely the learner’s own”**

As such, learners can expect us to inform an awarding body if:

* Found guilty of copying, giving or sharing information or answers, unless part of a joint project
* They use an unauthorised learning aid or device during a test or examination
* They copy another learner’s answers during a test or examination
* They communicate with others during a test or examination

**All allegations of cheating and plagiarism will lead to a full investigation which will follow the guidance of the relevant awarding body.**

If a learner feels he/she has been wrongly accused of cheating or plagiarism, they should be referred to the Complaints Policy.

**Assessment and Assessment Appeals**

Throughout your course, your Tutor will frequently make checks on your learning – formally and informally. You will be given regular feedback about how you are doing and be asked to comment about your own progress.

If, at any time, during your course you are assessed and are unhappy with any of the feedback provided – and your course is accredited (see Accredited), you have the right to appeal using the following process:

**Appeals Procedures**

It is the responsibility of Knowsley FACE to make all students aware of the appeals procedure and give them access to a copy of this procedure (in Learner Handbooks).

The Internal Moderator/Verifier for each programme of study is responsible for managing the formal appeals process. If deemed necessary, a panel should be set up comprising of at least one member who is independent of the assessment process.

Written records of all appeals will be maintained by Knowsley FACE. These will include a description of the appeal, the outcome of the appeal and the reason for that outcome. A tracking document will be used to follow the course of an appeal, allowing it to be time tracked and verified at each stage.

**Grounds for Appeal**

A student/candidate would have grounds for appeal against an assessment decision in the following situations. This list is selective and not exhaustive.

* The work is not assessed according to the set criteria, or the criteria are ambiguous
* The final grade of the work does not match the criteria set for grade boundaries or the grade boundaries are not sufficiently defined
* The internal verification procedure contradicts the assessment grades awarded
* There is evidence of preferential treatment towards other students/candidates
* The conduct of the assessment did not conform to the published requirements of the Awarding Body
* Valid, agreed, extenuating circumstances were not taken into account at the time of assessment, which Knowsley FACE was aware of prior to the submission deadline.
* Agreed deadlines were not observed by staff
* The current Assessment Plan was not adhered to
* The decision to reject coursework on the grounds of malpractice

For accredited courses, any learner who is dissatisfied with any assessment feedback they undergo as part of their learning programme has the right to appeal using the following process:

**STAGE 1**

Learner makes a written appeal against assessment decision to the Internal Moderator/Verifier for the course.

**STAGE 2**

Internal Moderator/Verifier may request another Assessor (if available) to assess the learner’s work, in order to test for any anomalies in the assessment process and to gain an independent view.

The Internal Moderator will undertake a thorough review of the first and second assessor’s decisions and will report the outcome to the learner. A copy of the outcome will be retained on the Centre file.

**STAGE 3**

If a resolution is not reached or the learner is unhappy with the Internal Moderator’s decision, the learner must report this in writing to the Head of Adult And Community Education, Knowsley Family And Community Education, New Hutte Neighbourhood Centre, Lichfield Road, Halewood, Knowsley, L26 1TT. The Head of Adult And Community Education will undertake a thorough investigation and report the outcome to the learner and retain a copy on the Centre file.

**STAGE 4**

If a resolution is still not reached or the learner is unhappy with the Head of Adult and Community Education’s decision, the learner must report this in writing to the External Moderator.

The External Moderator will undertake a thorough review of all the investigations and decisions made and will report on the outcome. The External Moderator’s decision is final. A copy of this will be sent to the learner and a copy will be retained on the Centre file.

There may be an occasion when you may wish to submit an appeal to an Awarding Body following the outcome of an exam. In this instance, learners are required to make their appeal in line with the Joint Council for Qualifications appeals process. A copy of this document is available from your centre upon request. Further information about making an appeal to an Awarding Body can be found at [www.jcq.org.uk](http://www.jcq.org.uk) or [www.ofqual.gov.uk](http://www.ofqual.gov.uk).

**Attendance**

Attending regularly is important for staying on the course. We ask that if you are unable to attend for whatever reason, you contact your Tutor or a member of the FACE team before the class. We will contact you by letter or phone to enquire about any absence and offer assistance if needed. To ensure you have the best chance of succeeding, we ask that you maintain a minimum level of attendance of **95%** with an aspiration to achieve 100%.

**If you have three consecutive absences, we will be required to withdraw you from your course in line with our funding regulations.**

**Under no circumstances must learners bring their child/ren into any lesson.**

**Car Parking**

Parking is available at individual centres. Please note the following rules:

* Cars are left at the risk of the owner
* No liability is accepted for loss or damage however caused whilst on the Centre’s car park
* Disabled parking bays should be used only by those learners with a disability
* Cars must be parked in marked bays
* Parking on double yellow lines is prohibited
* Any one-way system should be adhered to

**Code of Conduct (Harassment and Bullying)**

Both Tutors and Learners are required to act in a manner that demands respect. Therefore, any person who contravenes this Code of Conduct will face investigation and/or possible exclusion. We do not tolerate any form of behaviour that could constitute harassment, bullying or discrimination.

* **Harassment** is any conduct that is unwanted by the recipient or affects the dignity of an individual or groups. This could include threatening, unwelcome, unacceptable or abusive behaviour, insulting language through jokes, gossip or slander
* **Bullying** is intentional intimidation or belittling through the misuse of power or position which leaves a person feeling hurt, upset, vulnerable or helpless. This is often where you are placed in a position where if you don’t do something, a threat hangs over you

You are requested to inform staff of any incidents that occur within the centre's boundaries.

**Community Learning**

Community Learning is about learning for personal development and enjoyment. It is also learning that is developed with local residents and other learners to build the skills, knowledge and understanding for social and community action.

Community Learning is about:

* Learning to know – becoming inspired, discovering and exploring, developing a passion for learning, acquiring knowledge and understanding of ourselves, our immediate world and beyond
* Learning to do – gaining skills, confidence, competence and practical abilities
* Learning to live together – learning tolerance, mutual understanding and interdependence, sharing the experience of learning with family and friends
* Learning to be - developing ourselves, our mental and physical capacity, wellbeing and autonomy, and our ability to take control of our lives and influence the world around us

The benefits of Community Learning:

* Builds communities of active, confident, enthusiastic, critical, creative people, who also help others to learn
* Promotes empowerment, civic participation and engagement
* Contributes to mental and physical well being
* Enables individuals and groups to prepare for, and respond, to change
* Supports choice and diversity
* Supports social contact and independent living for older people and people with learning difficulties or disabilities
* Stimulates all aspects of people’s lives, promoting intergenerational learning and improving employment prospects

What might Community Learning include:

* It encompasses a huge variety of activities: it could be a dance class at a church hall, a book group at a local library, cookery skills learnt in a community centre, a guided visit to a nature reserve or stately home, researching the National Gallery collection on-line, writing a Wikipedia entry or taking part in a volunteer project to record the living history of particular community
* People participate for enjoyment and are driven by their desire for personal fulfillment or intellectual, creative and physical stimulation.  Such activity also contributes to the health and well-being of communities by building the confidence and resilience of the individuals involved
* The social relationships that develop as a result of this informal learning can provide networks of support and solidarity.  For the low-skilled and under-confident, informal learning can be an important steppingstone to further learning and a more skilled future

**Knowsley Family and Community Education**

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**Concerns and Complaints Process**

**STAge**

**1**

Raise your concern or difficulty with a member of staff orally or in writing so that he or she can discuss your concern/difficulty with you and have a chance to put things right. You can expect your concern to be acknowledged within 5 working days of receipt by telephone, email or letter and you should receive a response and an explanation with 15 working days.

**STAGE**

**2**

If your concern or difficulty cannot be resolved informally, then you can make a formal complaint in writing.  You should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking.  You can expect acknowledgement within 5 working days of receipt by telephone, email or letter and a response within 15 working days.  Although our aim is to resolve all matters as quickly as possible, inevitably some issues may be complex and require longer to be fully investigated.  Consequently, timescales given for handling and responding to complaints are indicative.  You will be informed if a matter requires more detailed investigation.

If you are not satisfied with the response to your complaint, then you can write to the Head of Service for the complaint to be reviewed.  You should set

out the details of your complaint, the consequences for you as a result and the remedy you are seeking.  You can expect acknowledgement within 5

working days of receipt and a response within 15 working days.  Although our aim is to resolve all matters as quickly as possible, inevitably some issues

may be complex and require longer to be fully investigated.  Consequently, timescales given for handling and responding to complaints are indicative.

You will be informed if a matter requires more detailed investigation.

**STAGE 3 3**

|  |  |  |  |
| --- | --- | --- | --- |
| Contacts: | Sandra Feerick | Community Education Standards Manager (Deputy) | 0151 443 5387 / 07825 117474 |
| Angie Kitching | Head of Adult and Community Education | 0151 443 2065 / 07500 765018 |

If you remain dissatisfied with the subsequent reply from the Head of Service, then you have the option of raising your complaint through Knowsley Council’s Complaints Process – completing the ‘Have Your Say’ Form at: <https://knowsleytransaction.mendixcloud.com/index.html> or write to the Customer Liaison Team, Knowsley Metropolitan Borough Council, Archway Road, Huyton, L36 9UX.

We aim to distinguish between a concern or a difficulty which can be resolved informally and a formal complaint that will require investigation.  We aim to ensure that any concern or complaint is managed sympathetically, efficiently, quickly and at the appropriate level for resolution as soon as possible.  We will try to resolve every concern or complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, we will review our systems and procedures in light of the circumstances of the complaint.  We can only resolve issues or concerns if we know about them.

There may be instances where our ability to investigate a complaint thoroughly may be hindered by lack of information or our ability to speak with individuals directly relating to any concerns raised or the nature of any complaint.  Personal details may be shared internally where it is essential for responding to and resolving any concern or complaint.  We will always investigate a complaint as far as we are able with the information provided. We expect any concern, difficulty or complaint to be raised in a respectful manner avoiding the use of aggression, verbal or written abuse, intimidating behaviour or threats of violence to people or property.

**Compliments and Suggestions**

The Council has a best practice guide designed to assist staff in the operation of the Council’s Compliments and Complaints Procedure. This is available on the website [www.knowsley.gov.uk](http://www.knowsley.gov.uk). The Council is committed to an effective procedure that will help to improve service delivery. The Council welcomes feedback, compliments and suggestions on the services it delivers. You can complete and return a **“Have Your Say”** form to Tracey Evans-Rittenberg, Business Quality and Performance Manager on 🕿 0151 443 5384 / email: [tracey.evansrittenberg@knowsley.gov.uk](mailto:tracey.evansrittenberg@knowsley.gov.uk)

**Course Information Sheet**

When you enrol on your course you will be given a Course Information Sheet which will include details of the course, day and times, length of course, what materials/equipment may be required, whether there is a cost involved, what qualification you will achieve and what you will be able to progress to next.

**Covid-19 – what you need to do**

Since March 2020, in response to the Covid-19 pandemic, the Service has delivered its provision remotely through the use of online software such as Zoom, Edmodo, Google Classroom etc. This mode of delivery will continue during the 2021/2022 academic year with the addition of scheduled face to face sessions. If Government guidance changes and the service has to move fully to remote delivery of learning, you will be informed.

We ask that our learners follow the latest advice from Knowsley Council:

* Get vaccinated (two doses) – it offers you the best protection from this virus. Drop-in clinics are taking place across the city region. No appointment is needed for over 18s and both the Pfizer and Astra Zeneca vaccine will be available. You can find out more information here:  <https://www.knowsleynews.co.uk/where-to-get-your-covid-19-vaccination> alternatively, you can book an appointment through [uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) or ring 119
* Get tested – whilst it is not mandatory, we do suggest that our learners attending weekly face-to-face class, undertake a lateral flow test. Find out more about where you can get tested or pick up testing kits [here](https://www.knowsleynews.co.uk/reminder-about-when-and-where-to-get-tested/)
* Self-isolate where required – if you test positive through a lateral flow test, stay at home and book a confirmatory PCR test through [nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) or ring 119. If your PCR test is positive, you and any unvaccinated close contacts needs to self-isolate for 10 days. Close contacts who have had both doses of the vaccine are asked to take a PCR test but are not required to self-isolate unless they receive a positive result. [Help and support](https://www.knowsley.gov.uk/residents/apply-for-test-and-trace-support-payment) is available if you are self-isolating
* Share close contacts – if you test positive with a PCR test, NHS test and trace will be in touch with you asking for people that you have been in close contact with. They will be contacted and asked to self-isolate if unvaccinated so that they don’t pass on the virus to others. Close contacts who have had both doses of the vaccine are asked to take a PCR test but are not required to self-isolate unless they receive a positive result
* You may wish to continue to wear a face covering in class, although this is not mandatory
* Be mindful that some people in your class will continue to keep social distancing and ensure you give them plenty of space
* When entering any buildings please use the sanitisers available
* Continue with regular hand washing with soap and water for at least 20 seconds and when entering any buildings please use the sanitisers available
* Observe 2 metre social distancing markings (where applicable)
* Use ‘rear’ entrance when attending the New Hutte Neighbourhood Centre. Follow signs at all other buildings
* At New Hutte, there will be no opportunities to make a drink, but the café will be open. Alternatively, you are welcome to bring in your own refreshments. Arrangements will differ depending upon venue
* Ensure classrooms are left clean and tidy for the next class
* Desks/chairs may be re-arranged to avoid face to face working (learners will sit side by side)
* Bring your own stationery
* Windows in classrooms to remain open for ventilation purposes
* If attending classes for learning at New Hutte or for any other reason, learners are required to use the toilets located by Learning Bases 1 to 4

**Symptoms of Covid-19 include**:

* A new, continuous cough
* High temperature
* Loss of, change in, your normal sense of taste or smell

**If you suspect you have Covid-19, the latest guidance for self-isolating must be followed.**

For latest information and guidance, visit the following websites:

|  |  |
| --- | --- |
| [www.gov.uk/covid19](http://www.gov.uk/covid19)  [www.nhs.uk](http://www.nhs.uk)  [www.who.int](http://www.who.int) | [www.gov.uk/government/organisations/public-health-england](http://www.gov.uk/government/organisations/public-health-england)  [www.gov.uk/guidance/nhs-test-and-trace-how-it-works](http://www.gov.uk/guidance/nhs-test-and-trace-how-it-works) |

The service will continue to monitor government guidance on Covid-19 and will keep learners updated.

**Difficulty, Disability and Disclosure**

The Disability Discrimination Act became law in 1995. In 1999 the Government reviewed the Act. The outcome of this review resulted in the 1995 Act being amended by the Disability Discrimination Act (DDA) 2005 and places new duties on all public authorities. The rights of people with disabilities/difficulties are further supported in the [Equality Act 2010](http://http:/www.legislation.gov.uk/ukpga/2010/15/contents).

The Disability Discrimination Act defines disability as:

**‘A physical or mental impairment, which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities.’**

Under the duty, we must aim to:

* Promote equality of opportunity between disabled persons and other persons
* Eliminate discrimination
* Eliminate harassment of disabled people that is related to their disabilities
* Promote positive attitudes towards disabled people
* Encourage participation by disabled people in public life
* Take steps to take account of people’s disabilities, even where that involves treating disabled people more favourably than other people

If you need assistance with accessing our services or require a document in an alternative format, for example large print, braille, audio or in a different language we can arrange this.

A **person with a disability** under the Disability Discrimination Act (DDA) is a person who has a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. You do not have to be disabled to fall into this group. Disability also includes people who are blind, deaf, hard of hearing, those with mental illnesses, cancer, epilepsy and severe disfigurements as well as past history of disability.

A **person with a difficulty** according to the Learning and Skills Act is a person who has a significantly greater difficulty in learning than the majority of people of the same age. A difficulty includes dyslexia, dyspraxia, dyscalculia, etc.

**Disclosure**. We actively encourage you to disclose if you have a learning difficulty or disability so we can make any necessary adjustments you need. You may disclose formally or informally:

* During Initial Advice and Guidance
* On the Enrolment Form
* At Induction using the “How Can We Help You?” Form at the back of this handbook
* On your Personal Learning Record
* by speaking to your Tutor, Curriculum lead or Alex Horrocks, Strategic Health and Education Manager, at any time if you need assistance

**If you choose not to disclose a known disability or difficulty, we may not be able to help you in the right way, for example, if there are any special arrangements that need to be made for examinations.**

**E-Learning**

**E-Learning** is about using a range of technologies to enhance teaching and learning e.g., digital cameras, videos, computers, and the internet. FACE uses two electronic educational tools that are used to enhance your learning experience; **Edmodo** and **Kahoot**. Edmodo offers learners and tutors the opportunity to upload course work as well as having a ‘forum’ feature for both learners and tutors; and enables tutors to upload additional resources, photos and articles to enhance learning. Kahoot is a tool for using technology to administer quizzes, discussions or surveys linked to your course(s). Learners can participate by using their smartphone, iPad/tablet or computer. Your tutor(s) will be able to give you more information on these software packages.

Since March 2020 the service has been using a variety of software to deliver its provision – see pages 29-31 for further information about e-Learning/remote learning.

**Enrolment (Learner Agreement) including Privacy Notice and GDPR**

All learners **must** complete online registration prior to attending a class on our website [www.knowsleyface.co.uk](http://www.knowsleyface.co.uk). Please ensure that you complete all of the information required. If you need any support with this process or are a returning learner whose details have changed, ring Ange Powell for assistance on 07870 884266. Once your details are updated you will be able to enrol direct yourself via your online web account.

In order to complete your enrolment onto each course please respond to the Learner Agreement Email(s) you will receive, for every course that you have enrolled on. This is your electronic signature in place of a paper enrolment form.

**Privacy Notice**

Knowsley FACE, on behalf of The Education and Skills Funding Agency (ESFA and the Secretary of State for the Department of Education (DfE)) and Liverpool City Region Combined Authority (LCRCA) are required to issue Privacy Notices to all learners. This privacy notice informs learners on how their personal information will be used by the DfE, the ESFA/LCRCA (an executive agency of the DfE) and any successor bodies to these organisations. For the purposes of the Data Protection Act 1998, the DfE is the data controller for personal data processed by the ESFA/LCRCA.

Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR).

Your information may be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it, and the sharing is in compliance with the Data Protection Act 1998.

The English European Social Fund (ESF) Managing Authority (or agents acting on its behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training. You may opt out of sharing your data by completing the Privacy Notice form that is enclosed in your Learner Agreement email and returning it to [knowsleyface@knowsley.gov.uk](mailto:knowsleyface@knowsley.gov.uk).

Further information about use of and access to your personal data, and details of organisations with whom the ESFA regularly share data are available at <https://www.gov.uk/government/publications/esfa-privacy-notice>

**General Data Protection Regulations (GDRP)**

The GDPR came into effect in May 2018. The service will ensure that any data collected from you will be kept safe and secure in line with GDPR approved by EU Parliament on 14th April 2016. It will be shared with agencies delivering activities relevant to our service, those being the Education and Skills Funding Agency (our funding body) and the European Social Fund. We will also use your information for registering you with qualification awarding bodies where applicable. Your data will not be shared with anyone outside of these agencies without your explicit consent in line with the principles of the GDPR.

Please be sure to read the information regarding GDPR in your Learner Agreement email.

For more information about GDPR visit <https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>.

|  |
| --- |
| **English Language Development (ELD)** |



**English Language Development**

If English is not your first language, there are courses available. Improving your English is beneficial to individuals and the community. ELD courses cover:

* Speaking and listening
* Reading and writing
* Vocabulary
* Punctuation and Grammar

ELD courses give people confidence to:

* Talk to doctors and teachers
* Understand the laws and customs of the UK
* Gain a qualification
* Help children with homework
* Pass the Life in the UK Test
* Become a British Citizen

Please contact Michelle Daly on 🕿 07810 053971 or Jackie Croft on 🕿 07825 677131 for more information.

**Examinations**

If you will be taking an examination as part of your course, you will be informed when this will be and if there are any fees. Learners are expected to pay exam fees, however, those in receipt of a means tested benefit **may** be able to claim them back – please see the section on Financial Assistance or check with your Lead Education Officer. If you have any special requirements, **please ensure you notify your tutor at the start of your course** so that we can arrange to have any special arrangements to be in place before you sit your exam.

**Reasonable Adjustments**

Knowsley FACE will work with awarding bodies to ensure that reasonable adjustments/actions are applied to reduce the effect of a disability or difficulty that places any learner at a substantial disadvantage in the assessment situation. However, we will ensure that these reasonable adjustments do not compromise the assessment process or the assessment objectives and may involve:

* changing standard assessment arrangements, for example, allowing learners extra time, usually 25%, to complete the assessment activity
* adapting assessment materials
* providing access facilitators during assessment, for example a sign language interpreter, reader or scribe

Reasonable adjustments must be approved and set in place before the assessment activity takes place; they constitute an arrangement to give the learner access to the assessment activity. The use of a reasonable adjustment will not be taken into consideration during the assessment of a learner’s work.

Awarding Organisations and Centres are only required by law to do what is reasonable in terms of giving access. What is reasonable will depend on the individual circumstances, cost implications and the practicality and effectiveness of the adjustment. Other factors, such as the need to maintain competence standards and health and safety, will also be taken into consideration.

**PLEASE NOTE:** learners must disclose at either enrolment or as soon as possible after the start of their course(s) what their specific adjustments may be. Examination Boards and Awarding Bodies have specific timescales by which the service needs to notify them of these arrangements. If the service is not notified of your requirements by these deadlines, it cannot guarantee that Examination Boards or Awarding Bodies will sanction reasonable adjustments

**External Verification/Moderation**

Instead of taking a formal test or examination, your work will be externally verified or moderated by an External Verifier or Moderator from the appropriate Awarding Body or Examining Board. You will usually put your work together in a structured file or portfolio whilst you are on your course – This may be in electronic form. Your Tutor will inform you when this takes place. The Awarding Body or Examining Board will then issue final certificates of achievement.

**Collection of Certificates**

If you have completed a course or qualification with ourselves and would like information on how to collect your certificate please contact:

|  |  |  |
| --- | --- | --- |
| **Cathy Cummings**  email: [cathy.cummings@knowsley.gov.uk](mailto:cathy.cummings@knowsley.gov.uk) | Data/Exams Support Worker | 🕿 0151 443 5385  🕿 07385 347595 |

**FACE Forward Recovery Partnership**



**FACE Forward** is a community learning mental health programme delivered by **Knowsley Family and Community Education.**

If you are experiencing any degree of mental health issue, interested in a community learning activity to help you self-manage your mental health condition or simply just to improve your health/well-being, then why not consider a FACE Forward course.

**FACE Forward Recovery Partnership has been offering these courses for several years and evaluations from those who have participated report the following:**

* mental health has improved, and they can manage this better
* improved self-esteem and confidence
* reduced anxiety and depression
* better social networks
* improved relationships
* able to make better decisions about things
* reduced reliance on medical services
* learning new skills and being motivated to progress to other activities and learn more
* improved skills in English/Maths/IT or managing finance

For more information, contact Alex on 🕿 0151 443 5400.

**Family Learning Parenting Service**

The Service offers **FREE** Family Learning Programmes in Knowsley. These programmes are offered mainly in school settings, with some programmes also being delivered in Sure Start and community venues.

Courses are delivered by the Parent Support Worker Team and some school staff (e.g., Teachers, Nursery Nurses, Classroom Assistants and Parent Mentors). Some courses are specifically for English (Literacy) and Maths (Numeracy).

Family Learning helps to raise children’s attainment, to inform and engage parents/carers in their children’s education and to provide educational opportunities for parents/carers.

Learners on all courses except Family Literacy/Numeracy workshops are offered opportunities to gain qualifications through national Literacy and Numeracy tests or accreditation through the Open College Network. Courses are open to all parents/carers regardless of prior educational attainment.

**Fees and Course Costs**

Unless a class is closed by the service due to insufficient learner numbers, **course costs are non-refundable** and payable within the first 3 weeks. The service is, however, keen to support any learner who needs to make alternative arrangements for paying fees. Failure to pay your tuition fees may result in your exclusion from the course and any outstanding course fees will be handed over to KMBC Finance Team for collection.

Exam fees/Registration fees, where payable, must be paid prior to learner registration with an awarding body. The service reserves the right to reclaim any exam fees/registration costs incurred by the service from learners who fail to attend pre-arranged examinations or who fail to submit their course portfolio for assessment regardless of any subsidy entitlement.

Tuition and exam costs for Functional Skills (Literacy, Numeracy and ICT) courses are **FREE**.

Tuition and exam costs are also FREE for GCSE Maths and GCSE English for individuals who do not yet possess a Grade C/Grade 4 or above. Tuition and exam costs may also be free for other courses depending on individual circumstances – please enquire.

Tuition and exam costs for learners aged 16-18 enrolling on accredited courses are **FREE** (this does not include resits).

An online Payment Facility will be available soon via the Knowsley Council’s [Pay for It](https://ip.e-paycapita.com/AIP/itemSelectionPage.do?link=showItemSelectionPage&siteId=63&languageCode=EN&source=AIP) page at [www.knowsley.gov.uk](http://www.knowsley.gov.uk) and we will be adding a [Pay for It](https://courses.knowsleyglobal.net/AvailableCoursesList.asp) button on our website at [www.knowsleyface.co.uk](http://www.knowsleyface.co.uk). Your tutor will advise as soon as this is activated. In the meantime, if you prefer to pay by cheque: Please make payable to KMBC and post to:

Cathy Cummings, Knowsley FACE, New Hutte Neighbourhood Centre, Lichfield Road,

Halewood, L26 1TT.

In addition to some examination costs there may also be a certification or accreditation cost if you are undertaking an approved accredited course. Examination and certification costs vary from year to year and are very often subject to change. These fees are set by the Examination or Awarding Body.

You will be informed of all fees payable and how you can pay these fees when you enrol. You will also be informed of any financial assistance you may be entitled to. If you are in receipt of any income based, means-tested benefits AND are undertaking an approved accredited programme, you may be eligible for financial assistance. Please read the section on Financial Assistance for further information.

# If you are undertaking a Community Learning course, there may be a charge for course materials. Your tutor will inform you of these.

**Financial Assistance Available**

**16-19 Bursary**

If you are aged 16-19 (or vulnerable high needs aged 19-25) you could qualify for a Knowsley FACE Bursary. These bursaries provide financial support to learners to purchase equipment, materials and other course related costs. The Bursary Award grants up to £1200.00 depending on personal circumstances.

**Discretionary Learner Support Funds (DLSF)**

DLSF are administered by the service to support learners who are experiencing financial hardship with course related costs. This funding is only available to learners aged 19+ and who are enrolled on an accredited course and subject to eligibility criteria.

**DLSF is a discretionary fund and due to the limited nature of the fund, meeting the criteria does not guarantee funding**.

For further information and advice concerning these additional funds pleasecontact Tracey Evans-Rittenberg on 🕿 443 5384 or by email[tracey.evansrittenberg@knowsley.gov.uk](mailto:tracey.evansrittenberg@knowsley.gov.uk) or Ange Powell on 🕿 07870 884266 or by email [angela.powell@knowsley.gov.uk](mailto:angela.powell@knowsley.gov.uk).

**Additional Learning Support**

This is available to support learners on accredited programmes who may have specific needs. This support may include requiring specialist equipment/resources, specialist teaching support, specialist software and support with learning difficulties, e.g., dyslexia, dyscalculia, dyspraxia, visual impairment, hearing impairment, 1-2-1 classroom support or other. It can also support any learner who requires materials in alternative formats, e.g., Braille, audio tape or large print.

If you require support, ask your Tutor or Lead Education Officer (contact details for Lead Education Officers can be found on page 8). Alternatively, contact Tracey Evans-Rittenberg on 🕿 443 5384 or by email [tracey.evansrittenberg@knowsley.gov.uk](mailto:tracey.evansrittenberg@knowsley.gov.uk)

**Fire and Evacuation**

Fire and Evacuation notices will be displayed at your centre. Please ensure you are fully aware of where to go in the event of a fire. Your Tutor or Curriculum lead will inform you during induction.

**First Aid**

Whilst we hope you may never need the services of a First Aider, there will be a designated First Aider who will be available should you need assistance. Your tutor/receptionist will be able to advise you with the contact details of the First Aider for your centre.

**Functional Literacy, Numeracy and Digital Skills**

There is help available for anyone who wants to improve their basic literacy, numeracy and digital skills. Improving these skills could:



* + - * + change a person’s life
        + assist with children’s homework (or grandchildren’s homework)
        + improve work opportunities
        + assist with paying bills or booking that favourite holiday

**Don’t put off making that change!**

You can contact your Tutor for more information about identifying the correct level for you, workshops that are available, or for a personal chat about your needs.

**Grievance**

Knowsley FACE is committed to ensuring that any learner with a grievance has access to a member of staff who can lead on a speedy resolution of the grievance in a fair manner. In most cases routine grievances are best resolved informally in discussion with appropriate members of staff, i.e., Tutor or Curriculum lead. For more serious grievances, please follow the complaints process (see page 18).

**Health and Safety**

All centres operate in accordance with Knowsley Council's Health and Safety policy guidelines. In the best interest of everyone, please ensure good housekeeping is adhered to. Refreshments are not allowed in classrooms unless in a designated space. If at any time you identify a situation as being a possible hazard, please inform your Tutor or a member of staff.

**Induction, Enrolment and Assessment**

Before you start your course, you will receive an Induction, Enrolment and Assessment session, which will help us make sure you are on the correct course and are starting at the correct level.

Your Tutor will go through what will be expected from you and what you will gain from the course. Your course Tutor will also outline a number of important policies including Health and Safety and Equal Opportunities.

**Internal Verification/Moderation**

If you are studying on an accredited course, your work will first be assessed by your Tutor and then internally verified or moderated before being finally externally moderated by an External Moderator from an Examination Board or Awarding Body.

**Laptop Loan**

We are introducing a facility to loan laptops to those learners who are digitally excluded. For further information, please contact Michelle Daly on 0151 443 5389 or email [michelle.daly@knowsley.gov.uk](mailto:michelle.daly@knowsley.gov.uk).

**Learner Involvement**

As part of our commitment to improving the experience for learners, we are always keen to hear your views. You will be invited to complete a learner questionnaire before the end of your course. There are opportunities for learners to take part in the service’s Learner Involvement events. Your feedback provides a valuable resource and will enable us to make continuous

improvements to all aspects of the service.

Our main contact for Learner Involvement is Sandra Feerick, Community Education Standards

Manager (Deputy) on 🕿 0151 443 5387.

**Learner Updates**

#### 

#### logo

#### Knowsley FACE

#### Learner Update

You will receive updates during the year which will inform you of anything new that is happening. The update enables us to report on your feedback from Learner Involvement Groups in the form of a “***You said – We did***” section.

We encourage you to ‘like’ our Facebook page **KnowsleyFACE** where news of events, courses

and other information is regularly posted.

**Personal Learning Record**

At the beginning of your course, you will complete either a Personal Learning Record (or Workbook depending on the type of course being undertaken). This document is likely to be electronic however it can be completed by hand if preferred.

This allows you to plan your learning, recognise what must be achieved, how, what support is

available and what are the next steps. It will enable your Tutor to provide feedback about how well you are doing and will allow you to reflect on what it is you have learned. It is a very important document in Recognising and Recording Progress and Achievement as a condition of funding from the Skills Funding Agency. You will receive support from your Tutor in completing your Personal Learning Record.

**Plagiarism/Malpractice**

Plagiarism is using or presenting another person’s thoughts, words or ideas as your own.

Examples of plagiarism include:

* Copying chunks out of textbooks, other learners’ work or from the internet
* Paraphrasing someone else’s work without acknowledging them
* Taking work into an exam/copying another’s work in an exam

Avoid plagiarism by ensuring that you accurately cite any facts, data and opinions of others. Check the internet for tips on how to avoid plagiarism and learn how to reference/cite the work of others.

**Progression (see also Advice and Guidance)**

We hope that you enjoy and gain from your course with Knowsley Family And Community Education service. After you have completed your course, you may wish to progress to another course, or you may want some advice on what to do next. There are a number of ways in which you can find further information and advice.

We have **Guidance Officers** listed under **Advice and Guidance** on pages 12-13 or you can access a number of sites which provide advice on further education or progression to other courses as well as advice on training and work:

[www.carmel.ac.uk](http://www.carmel.ac.uk) [www.open.ac.uk](http://www.open.ac.uk)

[www.hughbaird.ac.uk](http://www.hughbaird.ac.uk) [www.riversidecollege.ac.uk](http://www.riversidecollege.ac.uk)

[www.knowsleycollege.ac.uk](http://www.knowsleycollege.ac.uk) [www.sthelens.ac.uk](http://www.sthelens.ac.uk)

[www.learndirect.com](http://www.learndirect.com) [www.wmc.ac.uk](http://www.wmc.ac.uk)

[www.liv-coll.ac.uk](http://www.liv-coll.ac.uk)

You can contact any of the agencies below for further information:

Knowsley Chamber of Commerce - Fresh Start 🕿 0151 477 4000

Knowsley Works Kirkby 🕿 0151 443 4780

Knowsley Works Huyton 🕿 0151 443 5010

National Careers Service 🕿 0800 100 900

**Qualifications and Levels**

All qualifications have a level assigned to them and these levels are part of a Qualifications and Credit Framework (QCF).

The following table is designed to explain these to you and show you how you can progress through the different levels. Choosing the right course is important in ensuring you receive the best possible learning experience.

|  |  |
| --- | --- |
| Level | Qualifications examples |
| Entry (Levels 1 – 3) | Entry Level Award; English for Speakers of Other Languages (ESOL); Skills for Life; Functional skills (English, Maths, ICT); Essential Skills |
| Level 1 | GCSEs (grades 1-3); Award; Certificate; Diploma at Level 1; English for Speakers of Other Languages (ELD); NVQ Level 1; First Certificate; Functional Skills, Essential Skills |
| Level 2 | GCSEs (grades 4-9); O Levels (grades A-C); Award, Certificate, Diploma at Level 2; English for Speakers of Other Languages (ESOL); NVQ Level 2; National certificate/Diploma; Functional Skills |
| Level 3 | A Levels (grades A-E); AS Levels; Award, Certificate Diploma at Level 3; English for Speakers of Other Languages (ESOL); Access to Higher Education Diploma; Foundation Diploma (Art and Design); NVQ Level 3; Advanced Apprenticeship; National Certificate/Diploma; International Baccalaureate |
| Level 4 | Certificate and Diploma at Level 4; Higher National Certificate (HNC); Certificate of Higher Education (CertHE); Higher Apprenticeship; NVQ at Level 4 |
| Level 5 | (H – Honours). Equivalent to bachelor’s degrees, Graduate Certificates and Graduate Diplomas |
| Level 6 | (M – Masters). Equivalent to master’s Degrees, Post Graduate Certificates and Post Graduate Diplomas |
| Level 7 | (D – Doctoral). Equivalent to Doctorate qualifications |

**Remote Learning**

Remote Learning is a class delivered online via Edmodo, Zoom, Microsoft, Teams, Google Classroom etc. Remote learning can be very different from sitting in a classroom. However, there are some ways you can still learn effectively and maintain a healthy work-life balance. Although remote learning delivery offers a lot of flexibility, it is important that you have the right working space, mind frame and routine in place.

You should view online/remote learning in the same way as classroom-based learning. You should:

* maintain regular attendance and participate in all planned online sessions and tutorials
* keep in regular contact with your tutor
* complete all assignments etc. on time
* respond to any communications from the service
* report any concerns you may have immediately to either your tutor or other member of service staff

**1. Establish a learning routine**

As well as waking up on time and participating in online sessions etc. it’s also important to:

* schedule time to go over your session notes
* take some form of exercise and continue to enjoy your hobbies and interests

Writing down tasks first thing in the morning will allow you to set your intentions for the day and feel motivated to fulfil them. You should write down every task, big and small, that you want to complete and highlight your main priorities for the day.

**2. Stay in contact with your tutor and classmates**

The same online tools (Edmodo, Zoom, Microsoft Teams etc.) being used by your tutor to deliver your classes can also be a great way to keep in contact with tutors and classmates. Maintain your level of engagement by asking questions during sessions, discuss topics in forums with others in your class and reach out to others via email. Although your tutor can’t be there physically with you, your education is still their priority and they’re there to help.

**3. Be kind to yourself and practice mindfulness**

Set aside some time each day for relaxation and meditation. It could be as little as five minutes or as much as an hour. Meditation will help to reduce stress and anxiety, as well as helping you relax. You can download mindfulness apps such as [Calm](https://www.calm.com/) or [Headspace](https://www.headspace.com/)\*

**4. Create an effective working environment**

Making a space dedicated to just studying will help you to concentrate better. To create a productive workspace, make sure the objects around you are only those that relate to studying. You need to ensure your space is free of clutter and don’t use your bed as a place to study as this is your place of rest. If you don’t have a desk, use a nightstand, a shelf or sit on the floor. It’s also best for you to work by a window for some natural light. Ensure your face is visible at all times during sessions and try to find a quiet location in the home to participate, where possible use pre-set backdrops that do not allow parts of your home to be visible.

**5. Prepare for study**

It’s important for you to get out of your night clothes and have a healthy breakfast. It's essential that you get up and prepare for the day, just as if you were heading out to your class. Wearing something other than your pyjamas will make you feel ready to take on any tasks you have. As they say, look good, feel good.

**6. Schedule your lunch break**

It’s extremely important to take your lunch break. This will give you a much-needed energy boost and a break from your tasks. Avoid making things from scratch as this will take up a lot of time. Just make something quick and healthy.

**7. Eliminate distractions**

Don’t get distracted. The easiest way to achieve focus and productivity is to distance yourself from things that might cause a distraction. Put your phone in another room, in a drawer or switch it to ‘Airplane mode’.

Another way is to download ‘[Cold Turkey](https://getcoldturkey.com/)’ on your laptop or phone, to prevent you from logging into social media while you’re studying. The app lets you temporarily freeze pages you know you might compulsively visit when studying\*.

**8. Online sessions and tutorials**

Online sessions are just your normal sessions and content delivered in a different way. Listen to them as you would a normal session and if watching a recording, try to watch these at normal speed. Hitting the pause button too often may allow you to get distracted easily. Your priority should be understanding the material more than anything else.

Also, if you are watching recorded sessions, watch them at a time when you’ll be able to give them your full attention. For some this may be first thing in the morning, for others this may be in the evening.

**9. Recording or pictures**

**Under no circumstances** should screenshots be taken of any group learning or individual sessions or for these to be shared in any form unless explicit permission to share is obtained from all those participating. Recordings of group or individual sessions is prohibited without the explicit permission of those involved. Be aware that some applications keep records of chats during sessions.

**10. 1-2-1 Sessions**

Learners under the age of 18 will be contacted by telephone and remotely as long as there is no videoing of the session.

**11. Get over a slump in energy and enthusiasm**

Channeling your energy elsewhere can help you get over the dip in energy. If you feel restless and unfocused as the day goes on do something completely different for half an hour. When you sit back down, you’ll have a clearer mind and be ready to focus for another few hours.

**12. Plan in other activities**

It’s extremely important to plan other activities at the end of the day that will help you take your mind off studying, rest and recharge. Watch a movie, call friends and family or just have a relaxing bath.

**13. Confirm Enrolment on your Remote Learning and/or Face to Face Course**

Read through and respond to your **Learner Agreement** **Electronic Signature Email** to confirm each enrolment onto a course in place of a paper enrolment form.

**14. Emergency Contact Details**

Provide us with an **emergency contact name and telephone number** to cover any such eventuality during a remote learning session.

**15. Observation of Teaching, Learning and Assessments (OTLAs)**The service carries out OTLAs as part of its quality assurance processes. There may be occasion when your online session is observed by a member of the service for this purpose. Permission will be sought from both Tutor and Learners prior to any OTLA taking place.

*\*Please Note: These Apps may require a subscription fee*

**Smoking**

Knowsley FACE has implemented a no smoking policy at its main site, New Hutte Neighbourhood Learning Centre and all other associated venues across the borough where adult education provision is delivered. This includes the car park and the areas adjacent to the rear and fire exits.

While we recognise that this may cause inconvenience to some, concerns about passive smoking and increasing public pressure for official buildings to be smoke free cannot be ignored. This policy also includes the use of e-cigarettes.

**Weather**

In the event of adverse weather conditions, it may not be safe to travel to your centre. In these instances, the service will provide updates on Centre openings and travel advice via the service’s Facebook account and website [www.knowsleyface.co.uk](http://www.knowsleyface.co.uk).

**Welfare and Mental Health**

Mental Health problems encompass a range of conditions. Mental Health problems can present in a wide variety of ways, depending upon the individual. Some common forms of mental health problems are anxiety, depression, schizophrenia, psychosis, eating disorders, phobias.

Our Tutors **are not** trained professionals in mental health issues and **will not** give advice that is not within the boundaries of their role. If you feel you need help/assistance there are a number of local and national referral agencies you can contact for advice and support:

**Local and national helplines/websites:**

**Bereavement/Loss**

Child Death Helpline (freephone) [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk) 🕿0800 282 986

Cruse Bereavement Care [www.cruse.org.uk](http://www.cruse.org.uk) 🕿[0808 808 1677](tel:0808%20808%201677)

Liverpool Bereavement Services [www.liverpoolbereavement.com](http://www.liverpoolbereavement.com) 🕿0151 236 3932

Support after Murder or Manslaughter [www.samm.org.uk](http://www.samm.org.uk) 🕿0121 472 2912

Support after Murder or Manslaughter [www.samm-merseyside.org.uk](http://www.samm-merseyside.org.uk) 🕿0151 207 6767

SignHealth Deaf Health Charity [www.signhealth.org.uk](http://www.signhealth.org.uk) 🕿020 3947 2600 (Main office)

/Text 07966 976749

SignHealth [Crisis Text Service -](https://signhealth.org.uk/with-deaf-people/crisis-text-service/) for immediate crisis support Text **DEAF** to 85258

Switchboard LGBTQ support [www.switchboard.org.uk](http://www.switchboard.org.uk) 🕿01273 359 042

The Compassionate Friends (UK) [www.tcf.org.uk](http://www.tcf.org.uk) 🕿0345 123 2304

**Bipolar mood disorder**

Bipolar UK [www.bipolaruk.org](http://www.bipolaruk.org) 🕿0333 323 3880

Manic Depression Fellowship [www.mdf.org.uk](http://www.mdf.org.uk)

Pendulum [www.pendulum.org](http://www.pendulum.org)

SignHealth Deaf Health Charity [www.signhealth.org.uk](http://www.signhealth.org.uk) 🕿020 3947 2600 (Main office)

/Text 07966 976749

SignHealth [Crisis Text Service -](https://signhealth.org.uk/with-deaf-people/crisis-text-service/) for immediate crisis support Text **DEAF** to 85258

**Counselling/Therapy/Family Crisis**

Barnardo’s Family Therapy Service [www.barnardos.org.uk](http://www.barnardos.org.uk) 🕿0208 550 8822

Listening Ear [www.listening-ear.co.uk](http://www.listening-ear.co.uk) 🕿0151 488 6648

LGBT Foundation 🕿0345 303 030

Parent Line Plus (Family Lives) [www.familylives.org.uk](http://www.familylives.org.uk) 🕿0808 800 2222

Relate - Cheshire & Merseyside [www.relatecm.org.uk](http://www.relatecm.org.uk) 🕿0300 330 3793

SignHealth Deaf Health Charity [www.signhealth.org.uk](http://www.signhealth.org.uk) 🕿020 3947 2600 (Main office)

/Text 07966 976749

SignHealth [Crisis Text Service -](https://signhealth.org.uk/with-deaf-people/crisis-text-service/) for immediate crisis support Text **DEAF** to 85258

**Depression**

[Mind.org.uk](http://www.depressionalliance.org) 🕿0300 123 3393/0151 495 3991

[www.postnataldepression.com](http://www.postnataldepression.com)

The Seasonal Affective Disorder Association [www.sada.org.uk](http://www.sada.org.uk)

SignHealth Deaf Health Charity [www.signhealth.org.uk](http://www.signhealth.org.uk) 🕿020 3947 2600 (Main office)

/Text 07966 976749

SignHealth [Crisis Text Service -](https://signhealth.org.uk/with-deaf-people/crisis-text-service/) for immediate crisis support Text **DEAF** to 85258

**Domestic/Sexual Abuse/Assault**

Domestic Violence Assist [www.dvassist.org.uk](http://www.dvassist.org.uk) 🕿0800 195 8699

Forced Marriage Unit [www.gov.uk/guidance/forced-marriage](http://www.gov.uk/guidance/forced-marriage) 🕿0207 008 0151

Freedom Charity [www.freedomcharity.org.uk](http://www.freedomcharity.org.uk) 🕿0845 607 0133

Knowsley Housing Options [www.knowsleyhousingoptions.org](http://www.knowsleyhousingoptions.org/) 🕿0800 694 0280/

National Centre for Domestic Violence [www.ncdv.org.uk](http://www.ncdv.org.uk) 🕿0800 970 2070

National LGBT Domestic Abuse Helpline [www.galop.org.uk](http://www.galop.org.uk) 🕿0800 999 5428

National Stalking Helpline [www.suzylamplugh.org](http://www.suzylamplugh.org) 🕿0808 802 0300

PAPYRUS Hopeline UK [www.papyrus-uk.org](http://www.papyrus-uk.org) 🕿0800 068 4141

Rape Crisis [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk) 🕿0808 802 9999

Rape and Sexual Abuse Support Centre (RASAC) – (Cheshire 🕿0330 363 0063

and Merseyside) [www.rapecentre.org.uk](http://www.rapecentre.org.uk)

RASAC (Halton) 🕿01928 477 980

RASAC (Knowsley) 🕿0151 218 7960

RASAC (St Helens) 🕿01744 877 987

RASAC (Warrington) 🕿01925 221 546

Refuge [www.refuge.org.uk](http://www.refuge.org.uk) 🕿0808 200 0247

SignHealth Deaf Health Charity [www.signhealth.org.uk](http://www.signhealth.org.uk) 🕿020 3947 2600 (Main office)

Text 07966 976749

[Crisis Text Service - SignHealth](https://signhealth.org.uk/with-deaf-people/crisis-text-service/) for immediate crisis support Text **DEAF** to 85258

Sefton Women’s and Children’s Aid [www.swaca.com](http://www.swaca.com) 🕿0151 922 8606

St Helens Independent Domestic Violence Advocate [safer.sthelens](http://safer.sthelens.gov.uk/crime-types/domestic-abuse/) 🕿01744 743 200

The Lantern Project [www.lanternproject.org.uk](http://www.lanternproject.org.uk) 🕿0151 707 2614

Victim Support [www.victimsupport.org.uk](http://www.victimsupport.org.uk) 🕿0808 168 9111

Wirral Domestic Abuse & Family Safety Unit [www.wirralinfobank.co.uk](http://www.wirralinfobank.co.uk) 🕿0151 666 4914

Women’s Aid (Domestic Violence helpline) [www.womensaid.org.uk](http://www.womensaid.org.uk) 🕿0808 200 0247

Worst Kept Secret helpline (Merseyside) [www.worstkeptsecret.org.uk](http://www.worstkeptsecret.org.uk) 🕿0800 028 3398

**Drugs/Alcohol/Gambling**

AA ([Liverpool Intergroup](https://www.alcoholics-anonymous.org.uk/Members/Regional-&-Local-Websites/north-west-region/liverpool-city-intergroup)) 🕿0151 709 2900

AA National Helpline [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk) 🕿0800 917 7650/0845 769 7555

CGL (Change, Grow, Live) [www.changegrowlive.org](http://www.changegrowlive.org) 🕿0151 546 9557 (Kirkby)/

0151 82 6291 (Huyton)

Gamblers Anonymous [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk) 🕿0808 802 0133

[Mersey Care Hope Centre](https://www.merseycare.nhs.uk/our-services/our-sites/liverpool/hope-centre) Addiction treatment 🕿0151 330 8074

Merseyside/Cheshire Alcohol Services [www.charitychoice.co.uk](http://www.charitychoice.co.uk) 🕿0151 707 1221

Narcotics Anonymous [www.ukna.org](http://www.ukna.org) 🕿0300 999 1212

**Eating Disorders**

Beat Eating Orders [www.b-eat.co.uk](http://www.b-eat.co.uk) 🕿0808 801 0677

Women’s Health Information & Support Centre [www.whisc.org.uk](http://www.whisc.org.uk) 🕿0151 707 1826

**Mental Health**

CALM – Campaign Against Living Miserably (Men, 15-35 years)

7 days per week [www.thecalmzone.net](http://www.thecalmzone.net) 🕿0800 585 858

Ben Mental Health [www.ben.org.uk](http://www.ben.org.uk) 🕿0808 131 1333

Changing Lives - Kirkby 🕿0151 547 7800

Changing Perceptions for HIV [www.changingperceptions.co.uk](http://www.changingperceptions.co.uk)

Just Like Us LGBT+ young people’s charity [www.justlikeus.org](http://www.justlikeus.org) 🕿0300 365 5002

[Knowsley Assessment Team](https://www.merseycare.nhs.uk/our-services/knowsley/home-treatment-team) [www.merseycare.nhs.uk](http://www.merseycare.nhs.uk) 🕿0151 290 4999

Mental Health Foundation [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk) 🕿0207 803 1100

Mental Health Care [mentalhealthcare.org.uk](http://www.mentalhealthcare.org.uk/)

Mind [www.mind.org.uk](http://www.mind.org.uk) 🕿0300 1233 393

Mind Out LGBTQ Mental Health Service [www.mindout.org.uk](http://www.mindout.org.uk) 🕿0127 323 4839

Respect Men’s Advice Line [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk) 🕿0808 801 0327

Rethink Mental Illness [www.rethink.org](http://www.rethink.org) 🕿03005 000 927

Samaritans Liverpool (24 hours, 365 days a year) [www.samaritans.org](http://www.samaritans.org) 🕿0151 708 8888

Samaritans UK (24 hours, 365 days a year) [www.samaritans.org](http://www.samaritans.org) 🕿116 123

SANE [www.sane.org.uk](http://www.sane.org.uk) 🕿0300 304 7000

SignHealth Deaf Health Charity [www.signhealth.org.uk](http://www.signhealth.org.uk) 🕿020 3947 2600 (Main office)

Text 07966 976749

[Crisis Text Service - SignHealth](https://signhealth.org.uk/with-deaf-people/crisis-text-service/) for immediate crisis support Text **DEAF** to 85258

Text Relay [www.relayuk.bt.com](http://www.relayuk.bt.com) 🕿0800 731 1888

The Pottergate Centre for Dissociation and Trauma

[www.dissociation.co.uk](http://www.dissociation.co.uk) 🕿0160 366 0029

[Self-help - NHS (www.nhs.uk)](https://www.nhs.uk/mental-health/self-help/) [www.111.nhs.uk](http://www.111.nhs.uk) 🕿111 or 999 in an emergency

**Panics and Phobias**

Anxiety UK [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk) 🕿0344 477 5774

No Panic [www.nopanic.org.uk](http://www.nopanic.org.uk) 🕿0300 772 9844

No Panic Youth Line [www.nopanic.org.uk](http://www.nopanic.org.uk) 🕿0330 606 1174

OCD Action [www.ocdaction.org.uk](http://www.ocdaction.org.uk) 🕿0845 390 6232

OCD UK [www.ocduk.org](http://www.ocduk.org) 🕿0845 120 3778

**Self-Harm**

Papyrus [www.papyrus-uk.org](http://www.papyrus-uk.org) 🕿0800 068 4141

[www.selfharm.co.uk](http://www.selfharm.co.uk)

**Other**

Carer’s UK Advice Line [www.carersuk.org](http://www.carersuk.org) **🕿**0808 808 7777

Citizen’s Advice Bureau [www.citizensadviceknowsley.org.uk](http://www.citizensadviceknowsley.org.uk) 🕿0808 278 7839

Gay, Lesbian, Bisexual and Transgender national hotline 🕿0300 330 0630

Knowsley Support and Volunteer Line (9-5 Mon-Fri, 10-2 Sat-Sun) 🕿0800 073 0043

**Helpful links:**

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19>

<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak/while-working>

<https://community.virginpulse.com/work-from-home-playbook?submissionGuid=42051d20-ae00-4f1f-8ce4-54f0548c1e0c>

<https://www.acas.org.uk/coronavirus>

**We do not contribute to the content of the above websites.**

Details correct at time of print 6.9.2021

**C**

2021-2022 Academic Calendar

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| September 2021 | | | | | | |  | January 2022 | | | | | | |  | May 2022 | | | | | | | | | | | | |
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| October 2021 | | | | | | |  | February 2022 | | | | | | |  | June 2022 | | | | | | | | | | | | |
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| November 2021 | | | | | | |  | March 2022 | | | | | | |  | July 2022 | | | | | | | | | | | | |
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**Courtesy**

**NOTES**

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**✂ How Can We Help You? Form ✂**

|  |  |
| --- | --- |
| **Name:** |  |
| **Contact No’s.:** | **/** |
| **Centre & Course:** |  |
| **Do you have a learning disability/difficulty?** Please provide a brief explanation here |  |
| **How can we help you?** – please provide a brief explanation here |  |

**In order to help us determine what funds are available to support you, please complete the following. Do you require?**

**Please circle**

|  |  |  |
| --- | --- | --- |
| **Loan of Laptop** (if you are digitally excluded) |  | **YES / NO** |
| **Specialist equipment/materials?**  If yes, please state: |  | **YES / NO** |
| **Specialist Software?** If yes, please state: |  | **YES / NO** |
| **Specialist Tutor support (e.g., for dyslexia, hearing, visual impairment etc)** If yes, please state: |  | **YES / NO** |
| **Help with the cost of books/materials\*** |  | **YES / NO** |
| **Help with transport costs\*** |  | **YES / NO** |
| **Help with childcare costs\*** |  | **YES / NO** |

***\*This support is only for learners who are on accredited provision – eligibility criteria apply.***

We acknowledge that your information is personal, so if you would prefer to discuss your requirements in person, we will be happy to arrange this for you. Please contact Tracey Evans-Rittenberg 🕿 0151 443 5384 or e-mail [tracey.evansrittenberg@knowsley.gov.uk](mailto:tracey.evansrittenberg@knowsley.gov.uk)

If you complete this form, **PLEASE SEND** it to: Tracey Evans-Rittenberg at Family And Community Education, New Hutte Neighbourhood Centre, Halewood, Knowsley, L26 1TT.