



Tees
Achieve

Information for
Learners



Stockton-on-Tees
BOROUGH COUNCIL

www.stockton.gov.uk/teesachieve

Contents

	Page No
Welcome	4
Contact Details	5
Learner's Charter	6
'Voice of the Learner'	8
Equal Opportunities For All	8
Learner Support	10
Financial Support For Learners	11
Refund Of Fees	11
Closure of Classes	11
Leaving a Course	12
Information, Advice & Guidance	12
Health & Safety	13
Your Commitment To Us	13
Our Commitment to You	14
Appeals Procedure	14
Complaints & Concerns procedure	15
I have a comment, compliment or suggestion, what can I do?	15

All information correct at time of printing and valid until no later than July 2012.

Welcome to Tees Achieve

May we take this opportunity to welcome you to your learning experience with Tees Achieve, which is part of Stockton-on-Tees Borough Council. The service offers courses throughout the Borough and you can find details on all courses in our prospectus, on our website and from staff at any of the Tees Achieve Offices (see page 5 for contact details).

This booklet aims to give you, the learner, information that may be relevant or of interest to you about Tees Achieve.

Contact Details

Tees Achieve Stockton

(Foundation Learning and Employability ESOL)

19-23 Bridge Road, Stockton-on-Tees. TS18 3AA

Tel: (01642) 524949

Fax: (01642) 524998

Billingham Community Centre

(Apprenticeships and Adult Education Courses)

Billingham Community Centre, The Causeway, Billingham. TS23 2DA

Tel: (01642) 527901 or 527904

Fax: (01642) 527903

E-mail: tees.achieve@stockton.gov.uk

Portrack Training Centre

(Apprenticeships & Construction)

Teesway, North Tees Industrial Estate, Portrack, Stockton-on-Tees. TS18 2RS

Tel: (01642) 601777

Kiora Hall Community Centre

(Adult Education Courses)

Ragpath Lane, Roseworth, Stockton-on-Tees, TS19 9JS

Tel: (01642) 527901 or 527904

A Learner's Charter (Adult Education Courses)

Every Learner is entitled to:

- 1 Course information before beginning tuition
- 2 A local learning opportunity
- 3 An appropriate teacher/student ratio
- 4 Respect for gender, age, cultural identity, faith and sexual orientation
- 5 A negotiated learning contract
- 6 Regular assessment of progress
- 7 Information and advice on progression routes
- 8 Access to accreditation
- 9 Teaching by staff trained to nationally recognised standards
- 10 Learning in an appropriate environment

A Learner's Charter (Apprenticeships, Foundation Learning)

You can expect:

- A thorough initial assessment and induction into the organisation and your chosen vocational training area.
- A safe, healthy and supportive environment where learning takes place and is free from discrimination.
- Punctuality from staff and postponement, rescheduling or cancelling of sessions/assessments will only be done in exceptional circumstances.
- To be taught and assessed by qualified staff.
- A well managed and co-ordinated learning programme.
- Learning to be reviewed as a minimum every 8 weeks and constructive feedback given on your progress towards your learning goals.
- Assignments handed in on time to be marked and returned with feedback within two weeks.
- When both you and your trainer/assessor agree that you are ready for assessment, an assessment will be carried out at your work-placement or training centre within one week. You can also expect regular recording and feedback of these assessments.
- Help to deal with support needs such as literacy and numeracy.

Voice of the Learner

We see learning as a partnership and welcome the views of our learners and staff about the services we provide. We welcome comments or suggestions on any relevant topic. The comments and feedback you give is used to improve our service.

We hold regular 'have your say' sessions throughout the year at various venues, where members of staff from The Learner Support Team are available to discuss any commendations, comments and complaints you may have.

We believe that quality is very important and all our services are independently and externally inspected. We also regularly review our provision internally.

We provide courses in local communities, where venues are not always our own. We have a quality system, which makes sure that the venues meet our standards. Your views on the quality of our provision are important.

Commendations, Comments and Complaints forms are available at any time from the Education Offices (contact details on page 2) or your tutor/assessor.

Tees Achieve on-line

Visit Teeslearn Moodle at www.teeslearn.ac.uk/moodle. Click on the yellow part of the map (Stockton) to find out what is happening at Tees Achieve.

Some tutors are using Teeslearn Moodle to provide an on-line classroom for both in and out-of-class learning activities. If this is available, your tutor will give you class log-in details. You can also join interest groups for such things as European language learning, golf and stamp collecting.

For help accessing Teeslearn Moodle, contact carol.gardner@stockton.gov.uk



Equal Opportunities for All

All users of the Tees Achieve Service will be valued equally regardless of race, gender, age, disability, faith or sexual orientation.

Tees Achieve, as part of Stockton-on-Tees Borough Council, values the diversity of the community it serves. We strive to ensure that Tees Achieve reflects the needs of all people within the community. All learners can expect to receive equal treatment from us.

We recognise that all learners at some time may need specific support and encouragement to meet their full potential.

We will seek to remove barriers to equality of opportunity and eliminate unfair and unlawful discrimination.

Tees Achieve will:

- Provide a learning environment where harassment and bullying is unacceptable behaviour which will be challenged
- Minimise the barriers faced by people using our buildings and facilities
- Consult with all sections of the community about current and future needs
- Produce a range of information about our service available in relevant languages, in large print, audio tape and Braille

Every Child Matters: Change for Children is a new approach to the well-being of children and young people from birth to age 19.

The Government's aim is for every child, whatever their background or their circumstances, to have the support they need to:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

Learner Support

If you feel you need extra help in any of our classes, we can discuss your needs and agree a support plan. This may be advice or help accessing a course or help during class sessions in order to overcome difficulties caused by disabilities. Please speak to your tutor/assessor for further information. If you are attending a Tees Achieve course, contact the Learner Support Team on (01642) 527910.

Equipment - If you require adapted equipment, technological aids or modified software to access your course, we will make every effort to support your needs.

Coursework - If you find it hard to take notes or keep up with your coursework, please ask your tutor for help. You may wish to do a short free course to help improve your English or Maths. Support may also be available in your class.

Financial Support for Learners

Childcare - Free creche/or support for childcare costs is available on some courses. Funding to help with childcare costs may be available for learners who are in receipt of means tested benefits and are working towards a qualification.

Transport - We run courses in a wide range of venues so that there are local opportunities to learn. If you are in receipt of a means tested benefit and are working towards a qualification, there may be help with the cost of travel to a course.

Exams and additional costs - If you are in receipt of a means tested benefit, we may be able to help with the cost of examination fees, travel costs, books and equipment.

For further details please talk to your tutor or contact the Learner Support Office on (01642) 527898.

Unfortunately we may not be able to provide funding for all requests, in which case each application will be considered on an individual basis. If you wish to appeal on any decision, please write to the Education Office (see page 2).



Safeguarding

It is our aim to ensure every child up to the age of 19 and every vulnerable adult is kept safe.

What should you do if you think you have been harmed or abused by another student, learner, member of staff or visitor or if you are a victim of cyber bullying?

You should report this as soon as possible.

Tell a member of staff what is happening or contact us on 07881 617891.

If out of hours, please call the First Contact Team on 08702 402994.

Refunds

Refunds are not normally given except where a course has been closed by Tees Achieve due to circumstances such as low class numbers or adverse weather conditions. However, consideration will be given to each case on an individual basis by written requests from learners who withdraw in exceptional circumstances. Learners should note that this request must be received no later than 4 weeks after last attendance and refunds would be given on a pro rata basis.

If you consider your request to be an exceptional case, please submit your request in writing to:

- The Office Manager, Tees Achieve, Billingham Community Centre, The Causeway, Billingham, TS23 2DA

or by e mail to tees.achieve@stockton.gov.uk

We will charge an administration fee of £10 for refunds for one or more courses per term if your request is successful.

If you wish to transfer your fees to an alternative date in the same academic year, no administration fee will be charged.

Please note we do not give any refunds for those students who have claimed any reduction in fees.

Closure of Classes


Classes will be closed if a reasonable attendance is not maintained. However, every effort will be made to offer an alternative class.


Leaving a Course

Please could you let us know as soon as possible if you have to leave the course early. This might be for a number of reasons, for example, you may feel that the course is not right for you. We may be able to transfer you to another course.

Please let us know by speaking to your tutor or by

 **Email:** tees.achieve@stockton.gov.uk

 **Tel:** (01642) 524913

 **Letter:** Tees Achieve, Billingham Community Centre, The Causeway, Billingham TS23 2DA.

This is to help us improve the service we offer you and allow learners who may be on a waiting list to access a course.

Information, Advice and Guidance

Free information and advice is available on the following:

- What course you can take first
- What courses you can take next
- Courses run by other organisations
- Financial help for study
- Next Step Account
- Open learning
- Career options
- Help with CVs, interview techniques and jobsearch

For further information please contact (01642) 527908.

Health & Safety

You are responsible for your own Health and Safety, but Tees Achieve will do all it can to ensure you learn in a safe environment. To ensure your safety:

- All accidents must be reported immediately to your tutor
- Always follow the rules governing the use of special equipment
- Always use specialist protective clothing when required
- If you are aware of a potential health and safety hazard, please report this to the nearest member of staff as soon as possible

- All venue, work placements and employers are vetted and monitored for Health and Safety
- Any learner thought to be under the influence of alcohol or drugs will not be permitted to participate.

Your Commitment to Us

- Please tell us about any change of address or telephone number
- Please attend classes on a regular basis and be willing to join in
- Please follow all safety rules
- Please treat staff and other learners with politeness, fairness and respect
- Please complete our learner surveys to help us to improve our service
- If you have to leave a course before the end, please let your tutor know as we need to know why learners leave
- Complete and submit your course work on time
- Take responsibility for your own learning
- Participate in review of your learning and discuss concerns you may have
- Behave in a manner which does not offend others and does not discriminate
- Always work safely in compliance with the Health and Safety Act 1974.

Our Commitment to You




- When you contact us, staff will be friendly, helpful and polite. We will treat learners with fairness and respect
- You will be given information about the courses we offer including fees, venues, other facilities and how to enrol
- Details of everything you can expect as a learner are stated in the Learner Charter.

Appeals Procedure

Many courses offered by Tees Achieve lead to a qualification. If you are unhappy with the result of an assessment or examination grade, there is an appeals procedure for each awarding body. If your course is funded by the Skills Funding Agency, they also have an appeals procedure. Please contact the Examinations Officer on (01642) 527898 for further information.

I have a commendation, compliment or complaint, what can I do?

Tees Achieve are committed to putting the learners first and welcomes feedback about the service. If you have a commendation, compliment or complaint about our service, you can:

-  Talk to your immediate tutor, training officer or supervisor
-  Complete a commendation, compliment or complaint form (available at our Education Centres – see page 5 for contact details) and return to:
Tees Achieve, FREEPOST NEA2586, Stockton-on-Tees, TS18 1BR
-  tees.achieve@stockton.gov.uk

All concerns will be investigated and feedback will be given within ten working days, informing you of the progress of the investigation or outcome if the investigation has been completed.

Following the outcome of your concern, you will receive an evaluation form, asking if you are happy with the outcome.

If you are unhappy with the result or do not wish to take your concern to your immediate tutor, training officer or supervisor, you can contact the Area Lead of your training programme.

