



STATEMENT OF SERVICE

About us

Community Learning forms part of the larger organisation of Sir Robert Pattinson Academy (SRPA) and as such, adheres to relevant policies and procedures agreed by the Trustees and Governors of the Academy.

Community Learning provides adults aged 19+ with access to organised courses and learning which develops new skills, improves qualifications, confidence and community cohesion.

Our aim

Our aim is to provide adults with access to organised courses and learning which develops new skills, improves qualifications, confidence and community cohesion. We help learners make informed decisions about their course choice, by providing pre-course information in our brochure, on our website and course information sheets. Staff will provide existing and prospective learners with high quality, impartial and relevant information and advice.

What learners can expect from us:

- We will ensure learners are on the correct course
- Give learners an induction at the start of each course
- To provide an information and advice service as required covering course choices, employment and progression;
- Signpost learners to the National Careers Service or other organisations if we cannot meet their needs
- To support learners in enhancing their employability and developing transferable skills;
- To gather information on the destinations of students and to provide statistical data to funding bodies.

What we offer:

- Well qualified, committed tutors with an enthusiasm for their subject and a willingness to pass on their knowledge
- Pre-course information and advice is on offer where staff will discuss our provision and assist learners in making informed decisions about their learning
- **Advice by phone or email:** available to current and prospective learners;
- **Careers and employability workshops,** including employer presentations;
- **Course information sheets for each course**
- Information on the career areas and courses of study entered by **previous learners** in your subject;
- Post course information and advice is in place, if required, to ensure progression needs are met.

Learners can expect from us:

- Clear, comprehensive and accurate information about our services delivered through a variety of media: in person, in print and over the telephone;
- Confidentiality in all your dealings with us;
- A quality service which complies with the our Code of Conduct and meets the needs of our funding providers
- A commitment to equality of opportunity regardless of age, disability, ethnic origin, gender, nationality, religion, sexual orientation or any other factor. The Centre's equality and diversity policy underpins all aspects of our services;
- An impartial service free from any commercial or other outside influences;
- A feedback mechanism and complaints procedure

What we expect from our learners:

The Community Learning Centre expects learners to:

- Follow Centre Health and Safety guidelines
- Agree your course expectations with your tutor
- Attend at least 80% of your sessions to ensure you have the best possible chance of success

- Provide relevant data to enable us to analyse the quality of our provision and take appropriate action required to enhance or alter our provision.
- Complete course evaluations as required.

What we expect from centre staff:

- To participate fully in regular monitoring and evaluation processes and any results CPD
- To support the aims and activities of the Centre as set out above
- To encourage learners to make use of the Centre and to promote employability activities within your subject
- To assist us in the collection of information on the destinations of learners for funding providers

Equal Opportunities

Community Learning is committed to the aim of offering equality of opportunity to all learners. We strive to ensure that all learners have equal access to learning and that they are protected against unnecessary barriers to learning or harassment during learning. We are committed to providing support to all learners including those with disabilities and/or learning difficulties. We have accessible premises with designated parking spaces for learners with disabilities, a lift, ramped access and accessible toilets. There is a wide range of equipment available specifically designed for learners with disabilities which may assist with learning.

If you require this information in a different format please let the Centre know and we will seek to provide it promptly.

Plain English

We aim to keep our policies clear, concise and jargon free but if you require further clarification please do not hesitate to contact us.

Nicola Clark

Policy Updated: September 2014

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