



Skills South Tyneside

Learner Handbook

Skills
SOUTH TYNESIDE



South Tyneside Council



Welcome

Welcome to Skills South Tyneside.

This Learner Handbook is for you to learn more about your course and what we can do to support you.

We hope you enjoy your course and achieve your goals.

Our Vision

'South Tyneside will be an outstanding place to live, invest and bring up families'.

Contents

Welcome	3
Our Vision	3
Contents	4
General Information	5
Expectations	6
What You Can Expect From Us	6
What We Expect From You	7
Attendance	8
Behaviour and Misconduct	8
Supporting You as a Learner	9
Additional Learner Support	9
Maths and English	9
Equality and Diversity	10
Your Safety and Welfare	10
First Aid and Emergencies	11
Use of the Internet and Social Media	11
E Safety	12
Getting the Most from Online and Remote Learning	12
Mental and Physical Health	13
Safeguarding	14
Prevent	15
British Values	16
What Next?	17
Skills South Tyneside Privacy Statement	18
How We Use Your Personal Information	19
Compliments, Complaints and Suggestions	20

General Information

Skills South Tyneside is the department of South Tyneside Council that delivers government funded post-16 education and training. We are fully aligned with, and contribute to, the delivery of key Council priorities and objectives.

Existing within Regeneration and Environment, Skills South Tyneside has a key role to play in stimulating jobs and growth in the local economy, to address and align South Tyneside Council's growth and employment priorities with the delivery of government funded post-16 learning and training.

We currently have contracts with the Education & Skills Funding Agency and both directly deliver and commission a number of different training providers for the delivery of a wide range of learning opportunities including:

- Non-accredited learning, introductory and short courses
- Entry Level - Level 3 accredited programmes
- Study Programmes and Traineeships

Visit our website for more information:
www.southtyneside.gov.uk/skillssouthtyneside

Keep up to date with the latest news from Skills South Tyneside by following us on Facebook:
www.facebook.com/skillssouthtyneside

Expectations

This section outlines what you can expect from us and what is expected from you as a learner with Skills South Tyneside.

What You Can Expect From Us

During your study with us you will have:

- High standards of education, training and support from qualified staff members
- Regular developmental feedback and updates on your progress
- Equal educational opportunities and learning that works for you
- Access to full impartial information, advice and guidance about your course, support needs and next steps
- Access to our complaints procedure
- The opportunity to give your views about your experience with our courses and how they might be improved
- A safe and secure learning environment



What We Expect From You

We expect learners to:

- Follow our Health and Safety regulations and behave in a way that does not put yourself or others in danger
- Attend classes and placements regularly and be on time
- Study to the best of your ability and meet work deadlines
- Respect the Services Equality and Diversity Policy at all times and behave in a way that respects all individuals, whether learners, staff, volunteers or members of the public
- Ensure that you are adhering to online safety advice provided by your tutor

Attendance and Participation

You will gain most from your course if you attend and participate regularly and also, for most courses with qualifications, there is a minimum attendance expectation in order to achieve.

We do however understand that sometimes absence is unavoidable.

If you cannot attend a class or your placement, you must make your tutor/employer aware as soon as possible.

If you do not attend your class for 3 sessions in a row, without discussing this with your tutor or the organisation, you may be withdrawn from the course.

It is your responsibility to stay in touch.

Behaviour and Misconduct

Below are **some examples** of behaviour which is considered as misconduct and may result in disciplinary action:

- Failure to follow Health and Safety regulations
- Behaviour that disrupts or prevents teaching and learning
- Behaviour or language which is racially, sexually or generally offensive and discriminatory to others
- Causing damage to buildings, equipment or resources
- Violence or the threat of violence
- Interference with software or misuse of technology, including inappropriate use of social media to target other learners, staff or the training provider

Repeated misconduct or serious violation may result in a learner being asked to leave the course.

Supporting You as a Learner

Additional Learner Support

Skills South Tyneside is committed to making learning accessible to everyone. Learner support may be available to help you achieve and complete your course to the best of your ability.

If you meet the eligibility criteria some examples of learner support are:

- Support workers in the classroom
- Books and specialist equipment

If there is something you think would help you speak to your tutor.

Maths and English

Maths and English are essential to everyday life and employment. Your tutor will help you to develop and improve your skills in maths and English along with the learning goals of the course you are taking.

Improving your maths and English skills can help you:

- When looking for work or progression at work
- Access further training
- Manage your finances

If you would like to improve your skills or gain a qualification, please speak to your tutor or visit our website.

www.southtyneside.gov.uk/skillssouthtyneside

Equality and Diversity

Skills South Tyneside is committed to equality of opportunity for all.

All learners have the right to work and receive education in an environment which is free from discrimination on any grounds including age, race, disability, religion or sexual orientation.

Skills South Tyneside aims to:

- Eliminate discrimination
- Make learning more inclusive
- Widen participation
- Promote equality of opportunity

All staff and learners are responsible for ensuring that at all times:

- Diversity is valued
- Equality of opportunity is fully practised
- There is zero tolerance of all forms of discrimination, bullying and harassment

Your safety and welfare

Skills South Tyneside will ensure a safe and healthy learning environment for all our learners and staff. Learners also have a duty to take reasonable care for the health and safety of themselves and others. Please inform your tutor of any existing health conditions that may impact you on your course.



First Aid and Emergencies

At the start, and throughout your course, the tutor will inform you of health and safety procedures including:

- Situation of first aid boxes
- Fire alarms and drills
- Risk assessments
- Accident reporting

Use of the Internet and Social Media

- Learners are expected to use the Internet responsibly. Unacceptable use may result in access privileges being withdrawn, disciplinary action and/or appropriate legal action.
- Communications made in a personal capacity through social media must not be unlawful or contain anything that could be considered discriminatory against, or bullying or harassment of, any individual.

E Safety

Many aspects of our lives are now directly shaped by technology therefore we all have a responsibility to use it in a way that is safe and respectful to ourselves and others.

E-safety principles are applied to the use of all computer and digital technologies including; laptops, mobile phones, email, internet and social media.

Getting the Most from Online and Remote Learning

Skills South Tyneside recognises that that online or remote learning requires time management skills, self-discipline and motivation. There are some key things you can do to help you to stay focused and motivated when learning online or remotely:

- **Create a dedicated study space** – try to find somewhere quiet in your home where you can sit comfortably and not cause injury or strain to your neck or body.
- **Set time limits** – one way to increase your productivity is to force yourself to study for a specific period of time and then reward yourself with a short break. Online studying can lead to eye fatigue and muscle stiffness so make sure you stretch and clear your head before returning.
- **Ask for help** – it's hard to ask for help, however, if you remain stuck during your online or remote course you won't get the full value of the education. Your tutors are there to support and help so be sure to reach out to them.
- **Create a study calendar** – a study calendar can help you establish a routine, keep you on track and stay focussed. It can also help you to prioritise your tasks so be sure to add in your learning goals you have set within your personal learning plan.

Mental and Physical Health

Skills South Tyneside places great importance on ensuring that learners have an understanding of how to look after their mental and physical health.

It is important for learners to:

- Be active
- Eat healthy
- Sleep well
- Keep learning
- Stay safe
- Talk and listen, be there and feel connected
- Ask for help if you need it

Need someone to talk to?

There are people ready to talk if you need some support.

You can:

- Speak to your tutor
- Speak to your GP
- Call our Freephone number: 0800 073 1772
- Email us at: skills.learnerenquiries@southtyneside.gov.uk
- Contact the Let's Talk Team (18+ years)
Tel: **0191 456 2093**
Email: LetsTalk@southtyneside.gov.uk

Safeguarding

You have the right to feel safe when you learn.

We are committed to providing a safe and secure environment for all our learners. **Safeguarding** is about an individual's personal safety, and as a Skills Service learner we want you to have the best possible experience on your course. If you experience or witness anything that makes you feel **uncomfortable, uneasy, threatened, intimidated, bullied or unhappy** in any way you, or you need advice or support you can:

- Speak to your tutor
- Contact the ISIT Team (for 16-17 years)
Tel: **0191 424 5010**
- Contact the Let's Talk Team (18+ years)
Tel: **0191 456 2093**
Email: **LetsTalk@southtyneside.gov.uk**
- Contact the Out of hours call team
Tel: **0191 4562093**

All information received will be treated with respect and confidence. However, if we believe the information puts you or another individual at risk of harm or concerns someone who is **under 18** we will share this with people who can help.

Skills South Tyneside complies with the South Tyneside Safeguarding Children Board's policies and procedures as well as the Safeguarding Adults Board which can be found at:

<https://www.southtyneside.gov.uk/article/35808/Safeguarding-Children-Board> or

<https://www.southtyneside.gov.uk/article/55983/Safeguarding-Adults-Board>



Prevent

All training providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, to have:

'due regard to the need to prevent people from being drawn into terrorism.'

This is known as the Prevent duty. It aims to keep people and communities safe from the threat of terrorism by stopping people becoming radicalised or supporting terrorism.

We want our learners to feel able to discuss/report their concerns.

British Values

We want every training provider to promote the basic British values of **democracy, the rule of law, individual liberty and mutual respect and tolerance for those of different faiths and beliefs**. All learners must respect other people and support British values in their interactions with staff and learners.

What to do next

If you need more information or you see a big change in people inside or outside of your classroom that you believe is linked to radicalisation please;

- Speak to your tutor
- Call our Freephone number: **0800 073 1772**
- Email us at skills.concerns@southtyneside.gov.uk

What Next?

Study Programme

If you're aged 16-18, a study programme will help you gain the skills and qualifications you need to progress within your chosen vocational area, including maths, English and ICT.

Traineeships

If you're aged 16-24, a traineeship is a programme that will help you gain work experience - getting you ready for work or an apprenticeship.



Adult Vocational Pathways

Do you need to develop or improve your skills? We offer employment & vocational programmes across various sectors & levels including Functional Skills and qualifications within key sectors including Engineering, Construction, Digital and Health and Social Care

View all of our courses online at southtyneside.gov.uk/skillssouthtyneside

You may also wish to speak to National Careers Service about your next steps, you can do this by calling **0800 100 900** or by visiting <https://nationalcareers.service.gov.uk/>



Career Coach

Career Coach is our interactive careers tool which helps you identify suitable careers based on your interests. Head there to take your career assessment, build your CV and find your next course. southtyneside.emsicc.com

Skills South Tyneside Privacy Statement

From time to time you will be asked to tell us personal information about yourself (e.g. name, address, email) in order to become a learner and have access to our services. At the point of collecting the information, we aim to clearly explain what it is going to be used for and who we may share it with.

We will only use your information for marketing purposes with your prior consent.

The information will be used for purposes relating to education, training, employment, general advice services, well-being and research. Skills South Tyneside may share non-sensitive personal information about you with other organisations for these purposes. We do not share your information for purposes that are incompatible, such as marketing.

Sensitive personal information you provide (e.g. disability or ethnicity) may be used by Skills South Tyneside for the purposes of equality of opportunity, support for your studies and to minimise risk. It may also be used anonymously for statistical purposes. Skills South Tyneside will ask your permission before sharing sensitive information with other organisations, unless the sharing is permitted by law and necessary.

Whenever you provide such personal information, we will treat that information in accordance with this statement, current legislation and our Data Protection Registration (Registration Number: Z5765988).

Individuals whose personal information Skills South Tyneside holds have certain rights under the law. More information can be found on the Information Commissioner's website (www.ico.org.uk).

How We Use Your Personal Information

This privacy notice is issued by the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE). It is to inform learners how their personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations.

For the purposes of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA. 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 will be securely destroyed after it is no longer required for these purposes.

Your information may be used for education, training, employment and well-being related purposes, including for research. The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting on their behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

Your information may also be shared with other third parties for the above purposes, but only where the law allows it and the sharing is in compliance with data protection legislation.

Further information about use of and access to your personal data, details of organisations with whom we regularly share data, information about how long we retain your data, and how to change your consent to being contacted, please visit:

<https://www.gov.uk/government/publications/sfa-privacy-notice>

Compliments, Complaints and Suggestions

How are we doing?

Are you unhappy with anything on your course?

How can we make the service better?

What other courses are you interested in?

Your views are important to us.

You have the opportunity to give feedback:

On your course – via Evaluation Forms and Learner Forums

Or

At any time - via Learner Voice and/or by contacting us at:

Skills South Tyneside

Town Hall and Civic Offices

Westoe Road, South Shields, NE33 2RL

Call our Freephone number: **0800 073 1772**

Email us at: skills.learnerenquiries@southtyneside.gov.uk



If you know someone who needs this information in a different format, for example large print, Braille or a different language, please call Marketing and Communications on 0191 427 1717.