

# South Tyneside Works Learner Handbook



South Tyneside Council

South Tyneside  
**works**  
Unlock your potential

# Welcome

## Welcome to South Tyneside Works

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

You should receive this handbook at the start of your learning journey, during your induction. You can then use the handbook throughout your course to review key information and identify any suitable next steps at the end of your course.

This handbook is yours to keep and you can take it with you once you have finished your course.

**We hope you enjoy your course and achieve your goals.**



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# General Information

South Tyneside Works 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, South Tyneside Works 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, North of Tyne Combined Authority 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

Keep up to date with the latest news from South Tyneside Works by following us on social media:

 | [www.facebook.com/STynesideWorks](https://www.facebook.com/STynesideWorks)

 | [www.twitter.com/STyneWorks](https://www.twitter.com/STyneWorks)

 | [www.instagram.com/SouthTynesideWorks](https://www.instagram.com/SouthTynesideWorks)

 | [www.linkedin.com/company/SouthTynesideWorks](https://www.linkedin.com/company/SouthTynesideWorks)

# Expectations

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

## 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 complaint's 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



## Attendance and Participation

You will gain most from your course if you attend and participate regularly and, for most courses with qualifications, there is a minimum attendance expectation to achieve, which will be outlined in your providers attendance monitoring policy.

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

South Tyneside Works 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
- Managing 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/southtynesideworks](http://www.southtyneside.gov.uk/southtynesideworks)



## Equality and Diversity

South Tyneside Works 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.

### South Tyneside Works 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

South Tyneside Works 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.



## Mental and Physical Health

South Tyneside Works places great importance on ensuring that learners understand 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



**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](mailto:skills.learnerenquiries@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 South Tyneside Works 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, or you need advice or support, there are people you can contact**

### **South Tyneside Learners**

Contact the ISIT Team (for 16-17 years) Tel: **(0191) 4245010**

Contact the Let's Talk Team (18+ years) Tel: **(0191) 456 2093**

Out of hours number: **(0191) 456 2093**

### **North Tyneside Learners**

Contact North Tyneside Council in confidence Tel: **(0191) 643 2777**

Out of hours number: **0330 333 7475**

### **Newcastle Learners**

Contact Newcastle Safeguarding Adults Board Tel: **(0191) 278 8377**

Out of hours number: **(0191) 278 7878**

### **Northumberland Learners**

Contact Northumberland County Council Tel: **01670 536 400**

You should always call 999 in an emergency - for example when someone's life is at risk or someone is seriously injured or critically ill.

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.

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

**[www.southtyneside.gov.uk/article/35808/Safeguarding-Children-Board](http://www.southtyneside.gov.uk/article/35808/Safeguarding-Children-Board)** or

**[www.southtyneside.gov.uk/article/55983/Safeguarding-Adults-Board](http://www.southtyneside.gov.uk/article/55983/Safeguarding-Adults-Board)**

## Prevent

Section 26 of the Counter-Terrorism and Security Act 2015 (the Act) places a duty on all training providers in the exercise of their functions, to have “due regard to the need to prevent people from being drawn into 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.

**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](mailto: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 [www.southtyneside.gov.uk/southtynesideworks](http://www.southtyneside.gov.uk/southtynesideworks)

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 [www.nationalcareers.service.gov.uk](http://www.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. [www.southtyneside.emsicc.com](http://www.southtyneside.emsicc.com)

# South Tyneside Works Privacy Statement

## 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) to inform learners about the Individualised Learner Record (ILR) and how their personal information is used in the ILR.

Your personal information is used by the DfE to exercise our functions under article 6(1)(e) of the UK GDPR and to meet our statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009.

The ILR collects data about learners and learning undertaken. Publicly funded colleges, training organisations, local authorities, and employers (FE providers) must collect and return the data to the ESFA each year under the terms of a funding agreement, contract or grant agreement. It helps ensure that public money distributed through the ESFA is being spent in line with government targets. It is also used for education, training, employment, and well being purposes, including research.

We retain ILR learner data for 3 years for operational purposes and 66 years for research purposes.

For more information about the ILR and the data collected, please see the ILR specification at [www.gov.uk/government/collections/individualised-learner-record-ilr](http://www.gov.uk/government/collections/individualised-learner-record-ilr)

ILR data is shared with third parties where it complies with DfE data sharing procedures and where the law allows it.

The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting on their behalf) may contact learners to carry out research and evaluation to inform the effectiveness of training.



South Tyneside Works may also contact you to discuss aspects of your provision, in line with our contractual obligations with the ESFA.

For more information about how your personal data is used and your individual rights, please see the DfE Personal Information Charter ([www.gov.uk/government/organisations/department-for-education/about/personal-information-charter](http://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter)) and the ESFA Privacy Notice ([www.gov.uk/government/publications/esfa-privacy-notice](http://www.gov.uk/government/publications/esfa-privacy-notice))

If you would like to get in touch with us or request a copy of the personal information DfE holds about you, you can contact the DfE in the following ways:

- Using our online contact form [www.gov.uk/government/organisations/department-for-education/about/personal-information-charter](http://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter)
- By telephoning the DfE Helpline on **0370 000 2288**
- Or in writing to – **Data Protection Officer, Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD**

If you are unhappy with how we have used your personal data, you can complain to the **Information Commissioner's Office (ICO) at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF**. You can also call their helpline on **0303 123 1113** or visit [www.ico.org.uk](http://www.ico.org.uk)



# 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:

South Tyneside Works, 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](mailto: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.