**Adult Community Learning**

**Learner Handbook Summary**

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| **Two people helping each other Information symbol** | **Information and Advice**  We offer free and confidential  information, advice and guidance to all learners.  Information given will be easy to read. |
| **Two people talking** | **Learning Support**  Please tell us if you have a disability or any difficulties.  There may be some support we can offer you to help with your learning. |
| **Group of people** | **Diversity and Equality**  We treat everyone with respect no matter how different they are.  We provide equal access to our services for everyone. |
| **Two people with hoodies and a lady** | **Safeguarding and Prevent**  We will support you if you are feeling scared or worried about how someone treats you or if someone is trying to change your views.  Please speak to someone if you are worried or do not feel safe. |
|  | You can speak to your tutor or one of the Safeguarding team.  You can call them on 07788301629 or email [emma.thomson@essex.gov.uk](mailto:emma.thomson@essex.gov.uk) |
| **Phot ID card** | **ID Badge**s  Please wear your ID badge while you are in our centre, this is about keeping everybody safe. |
| **Booklet with the words policy and no on the front** | **Harassment**  This means we do not accept bullying or bad treatment in any way. |
| **mobile phone** | **Mobile phones**  Please switch off your mobile phones during the lessons unless you have an agreement with your tutor. |
| **A person with their finger over their mouth** | **Noise**  Please keep noise to a minimum, especially if signs show there is an exam taking place. |
| **No smoking sign** | **No Smoking**  No smoking inside any of ourbuildings or at the entrance to any of our buildings. |
| **Snow** | **Bad Weather**  If classes are closed due to bad weather we will make every effort to contact you. |
| **Hazard symbolComputer** | **Electrical Equipment and Computers**  Please use electrical equipment safely. |
| **Fire alarmFire exit sign** | **Fire Safety**  If the fire bell rings, please leave the building immediately and go to the fire assembly point. |
| **Rucksack** | **Personal Property**  Please look after your things when you are at college.  We are not responsible for any lost or damaged property. |
| **Two people talking** | **Complaints and Compliments**  Please tell us when we do things right.  Please tell us what we could do better. |
| **Telephone** | **How to contact us:**    Telephone: 0345 603 7635 |
| **Computer** | Internet: www.essex.gov.uk/adult learning |

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