

LEARNER HANDBOOK 2011-12



RACC

Richmond Adult Community College


Ofsted
Outstanding
2009|2010

Unlocking Talent. Fulfilling Potential.

RACC LEARNER HANDBOOK

2011-12

Personal and Course Details

Name:

Learner number:

Course title:

Course code:

Tutors'/assessors' name(s):

Contact phone number in case of non-attendance (illness):

Name:

Telephone number:

MESSAGE FROM THE PRINCIPAL

Welcome to RACC, the specialist in providing courses for adults and young people in an adult environment. Our mission is to enable adults to unlock their talent and fulfil their potential through learning, skills and enterprise. We offer a rich variety of high quality learning opportunities at College, within the workplace and in the community and have over 1500 course options for you to choose from during the day, evenings or weekends. Our courses are designed to fit into your lifestyle whether you want to study for one day, one term or one year or you want customised training in the workplace or in the community.

RACC has an excellent reputation for high quality teaching, learning and effective assessment with an impressive array of student support services to help you get the most from the College.

Learning is very important during a difficult economic climate. As other investment options look less attractive, there is no better time to 'invest in yourself.' We recognise that a number of our learners are experiencing financial difficulty as incomes have declined or people have lost their jobs. Our fee policy has been designed to make learning accessible whatever your budget. We also offer a student bursary scheme to enable students on low incomes to access skills training.

The interest in starting your own business is a key theme within our 2011/12 curriculum offer. Many adults want to turn their hobbies and passions into profit and at RACC we offer a comprehensive programme of Enterprise Training to enable adults to get started in business.

When you join RACC, you don't just do a college course, you join a community where there is always a warm welcome in adult friendly learning environments. If you haven't already discovered Richmond's 'outstanding' (OFSTED 2010) college then take the opportunity now and make our success your success in 2011/12.

Best wishes



Christina Conroy OBE - Principal and Chief Executive

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ABOUT THE COLLEGE

Reception

You will find a main reception area at each College Centre, where staff will answer queries about your learning agreement, enrolment, fees, travel cards, course start and end dates and visa applications for non-EU students.

Access

There are lifts at both Clifden and Parkshot Centres. If the lifts break down and you are not able to use the stairs, please contact Reception and they will be able to assist you.

Student card

The RACC student card is available to all current learners at the College and costs £2.00. The card is optional, may be accepted in certain retail establishments that offer a student discount and can be purchased from your Centre reception.

Financial Information

For information on available bursaries and grants, contact the Information team on **020 8843 7921** or email info@racc.ac.uk.

Refunds, Credits & Transfers

Refunds are given for course closures or other specified circumstances. Please refer to RACC's Fees Refund Policy (available from Reception) for full details. Please note that the college is unable to make refunds for absence due to changes in work commitments, personal or financial circumstances, or any other reasons for you not being able to attend the course.

Credits are available in the case of serious illness (when supported by a medical certificate).

Transfers can be requested by completion of an Application for Transfer form available at Reception. There is an administration fee for a transfer, and if agreed, any price difference must be paid before the transfer is completed.

Learning Agreement

All students must sign and return their Learning Agreement before starting their course – please ask Reception for further details.

Low Number Classes

Classes that do not reach the minimum number required may be closed either before the first class (only classes with zero or very low enrolments) or in the first 1 or 2 weeks, depending on the length of the course. Learners are encouraged to transfer to a suitable alternative class or can obtain a refund of fees paid.

Pro-rata arrangements

If classes are near to the minimum number required, it may be possible to run the course for fewer hours for the same fee. However all students must confirm their agreement to this arrangement.

Safety for Learners

We are all responsible for our own and other people's safety. Learners should report anything they think may be a hazard to the tutor, reception or any member of RACC staff.

Your tutor will inform you if personal protective equipment is required during an activity or course, and will give information on the safe use of equipment, machines and substances if applicable.

Emergency Procedures

There is a notice in each classroom giving emergency exit routes and assembly points and your tutor will brief you on emergency procedures in your Centre as part of your induction.

Please inform your tutor at the beginning of your course if you need help leaving the building.

First Aid

A number of staff are qualified first aiders and there will be a qualified first aider on duty at each of the main Centres. Please ask your tutor or a member of the Reception staff should you need assistance, you should not attempt to administer first aid unless you are a qualified first aider.

All incidents and accidents should be logged in the Centre's accident book.

FACILITIES AT THE COLLEGE

Canteens and refreshments

A catering service exists at the Clifden and Parkshot Centres during term time. The Clifden Centre offers light refreshments with a variety of hot meals. The Parkshot Centre offers drinks and snacks.

Car Parking

At the Clifden Centre, parking is available on a pay and display basis but space is not guaranteed. There is free disabled parking and a no-charge 20 minute drop-off area.

At the Parkshot Centre, parking is restricted to staff and disabled learners, although there is a Richmond borough pay and display at Old Deer Park Car Park which is nearby.

All parking is free of charge after 18:30.

Parking availability at our Outreach Centres across Richmond borough will vary. Learners should check in advance at the relevant centre for further information.

Learners are encouraged to use public transport whenever possible.

Cycle parking is available at both Centres.

Crèche

The College offers sessional day care at its Clifden Centre for children aged 6 months to 5 years. Places in the crèche are limited so it is essential to check availability before enrolling on your chosen class. Rates for learners are available on request.

Quiet Room

The College has made provision for a quiet room at each Centre. Please ask at Reception for further information.

Shop

The shop at the Clifden Centre gives students who have learning difficulties or disabilities the opportunity of an authentic experience, running and managing a retail outfit. They carry a fine selection of seasonal goods: greeting cards, plants, pottery and other craftwork produced by learners as well as gently used books and CDs. Open from 10:30 - 14:30 on Tuesdays and Thursdays, they look forward to serving you.

SUPPORTING YOUR LEARNING

Course Information

Please see our Reception staff should you require a particular course outline. Alternatively, please visit the RACC website www.racc.ac.uk

Learners in the Workplace

As an employee undertaking an NVQ at RACC, you are entitled to all the services provided by the College and outlined in this Learner Handbook.

Please search the handbook for the following services that you might find useful:

- Information, Advice and Guidance – for details on courses, NVQs, progression routes, careers
- Information on how to give suggestions and compliments or how to complain
- Appeals policy and procedure
- Details on how to find the College Centres

Please contact your assessor should you need any assistance with completing any units for your portfolio.

It is important that you let your assessor know of any illness, holidays booked or cancellations of visits in advance.

If you cannot contact your assessor, please phone the following relevant number for your specific subject area:

NVQ in Business Administration and Customer Service:
020 8891 5907 ext. 8951

NVQs for IT Users:
020 8891 5907 ext. 7511

NVQs in Team Leading and Management:
020 8891 5907 ext. 8938

Supporting Teaching and Learning in Schools courses:
020 8891 5907 ext. 7933

Support for Learners with Learning Difficulties and/or Disabilities (LLDD)

The College is committed to the right of all disabled people to participate in every aspect of College life and the College Single Equality Scheme explains how we are progressing towards this. The College aims to support access to the whole curriculum and is working to overcome barriers presented by the physical environment, the way things are organised and people's attitudes.

16-18 Learners

If you are 16-18 on 31/8/11 and need specific help with any issues that affect your learning at college, text or phone Fern-Chantèle Carter on **07951 529860** or email fern-chantele.carter@racc.ac.uk

Examinations

If you have enrolled on an examination course you will be expected to take the exam. Please note these usually take place in the day-time, weekdays, so you may need to make arrangements to be available at that time. The College will advise you in advance when and where your exam will take place. This may not be at the same centre where you study.

Additional Learning Support (ALS)

In addition to a range of courses to suit specific disability groups, the College also provides support for students on general college courses.

If you have a disability, sensory impairment, mental health or learning difficulty (e.g. dyslexia), we can help with:

- Additional Advice & Guidance
- Individual support in class e.g. note-taker, reader, signer
- Specialist equipment
- Instruction in the use of specialist equipment
- Learning support workshops
- Additional teaching in English and Maths to help you succeed on your course
- Special examination arrangements

Please note that if you have complex or very specific support needs, we will need some notice before the start of your course to ensure appropriate measures are in place.

SUPPORTING YOUR LEARNING

Additional Learning Support (ALS)

If English is not your first language we can help with*:

- The vocabulary of your course
- Grammar
- Listening skills
- Pronunciation and speaking skills.

*This does not apply to ESOL or EFL courses.

For further information and to check eligibility contact Jenny Lawrence, Additional Learning Support.

Tel: **020 8891 5907 ext. 5032**

Email: jenny.lawrence@racc.ac.uk

Web: www.racc.ac.uk/als

Drop in Advice Sessions for ALS:

Tuesdays 12:00 - 13:30 Clifden, room G11

Fridays 09:00 - 10:30 Parkshot, room RBS 8

If you have any mental health difficulties, you can also speak in confidence to the College's Additional Learning Support Co-ordinator (details above) or ask our Information, Advice and Guidance team to provide you with a list of outside agencies that can offer help.

Language, Communication & Numeracy

Classes are available for learners in the UK to help improve their essential communication skills (literacy), numeracy (maths) and English for Speakers of Other Languages (ESOL). Learners are interviewed and assessed by a member of the relevant team and enrolled on an appropriate course.

Information, Advice and Guidance (IAG)

The Information, Advice and Guidance service is an impartial service that offers advice to learners on the following:

- Applying to university
- Funding
- Returning to work
- CV advice
- Progression advice
- Advice on courses and routes to employment

IAG continued

Careers reference materials are also available, including a well stocked careers library at our Parkshot Centre.

The IAG team is situated in the LRC at Parkshot, Richmond, TW9 2RE, Monday to Friday 09:00 - 17:00

Tel: **020 8439 8956**

Email: iag@racc.ac.uk

Web: www.racc.ac.uk/student-advice-support

Learning Resource Centres (LRC)/Library Services

You can use the learning centres to:

- Practise skills learned in the classroom
- Work on assignments with access to library books, journals, newspapers and the internet
- Take National Numeracy and Literacy tests
- Borrow books/CDs/Videos/audio cassettes/DVDs
- Surf the Internet
- Search for information
- Get help with researching online resources and e-books
- Access to Job Vacancies notice board (Parkshot)
- Get help with the college intranet (Moodle).

Both Clifden and Parkshot LRCs provide computers with various software packages.

Please note that use of the internet may be monitored and access to inappropriate sites may be blocked. Inappropriate use or attempted use may be reported.

LRC Term-time opening

Clifden Learning Centre

Monday	09:00 - 19:30
Tuesday	09:00 - 19:30
Wednesday	09:00 - 19:30
Thursday	09:00 - 19:30
Friday	09:00 - 17:00
Saturday	Closed

Parkshot Learning Centre

Monday	09:00 - 19:30
Tuesday	09:00 - 19:30
Wednesday	09:00 - 19:30
Thursday	09:00 - 19:30
Friday	09:00 - 17:00
Saturday	09:00 - 13:00

Holiday time opening:

Monday - Friday, 09:00 - 17:00

For further information call Parkshot LRC on

020 8891 5907 ext. 7506/7

or Clifden LRC on **020 8843 7928**

SUPPORTING YOUR LEARNING

Use of Information and Communication Technology in College

1. The college is not liable for individual learner data stored on the College network drives, therefore, learners are advised to make regular back ups.
2. Learners are responsible for their own belongings and personal devices such as memory sticks and should not leave these on College premises.
3. Learners must adhere to the College's ICT terms of usage when using IT facilities in classrooms, learning centres or virtual learning environments. Details are held in the LRCs at both Centres and on the learner intranet.

Moodle – The College virtual learning environment

What is Moodle?

Moodle is the College's online Virtual Learning Environment (VLE) designed to support you with your study. It can be accessed on the internet from anywhere on the College campus computer network, from your home or workplace.

Moodle encourages learners to work and share their ideas as part of an online community. Assignments can be submitted, marked and returned to learners with feedback. This enables learners to manage their assignments and access useful information to suit their pace and style of learning.

If your course is supported by Moodle, it will provide you with essential resources for your course such as handouts, timetables, activities and useful links.

You can also access the Learning Zone within Moodle where you can find information on:

- The Information, Advice and Guidance service
- The LRC opening hours and facilities
- Learner handbooks and IT Induction
- Study skills and subject specific resources.

Your tutor will let you know if your course is supported by Moodle and will be able to show you to the appropriate location to find your course.

To access the Learning Zone

- Type in the following address:
<http://moodle.racc.ac.uk/>
- Click on the link for “Learning Zone”
- At the login page, type your username (student number – supplied at enrolment) and your date of birth, i.e. 02/07/1969 must be typed in as 02071969.

How to get help with Moodle

If you need help getting to Moodle, drop in at your nearest LRC for advice on how to use it or email lrc@racc.ac.uk.

The LRCs also have a student guide which can be downloaded to help you log in for the first time.

Tutors

Your tutor is there to help and support you with your studies and should be your first point of contact whether you're worried about your progress or you are not happy with any aspect of the course. In most cases they will be able to help and advise you, referring you to other sources of support if necessary.

FEEDBACK

Learner views

We want you to be satisfied with our service and welcome your feedback about any aspect of it. All feedback is taken seriously and centrally recorded.

To give feedback you can:

- **Speak to a member of staff directly**

Talk to your course tutor, or a member of the Reception staff. If you have a problem they may be able to resolve it immediately or they will refer you to someone who can help.

- **Complete a Feedback Card**

Available at College Centres, a feedback card should be used to comment on our services, give a compliment or put forward a suggestion. For formal complaints, please see the Complaints section on the next page.

- **Contact the Quality team:**

- By post: Quality Team, RACC, Clifden Road
Twickenham TW1 4LT
- By email: feedback@racc.ac.uk
- By phone: **020 8891 5907 ext.7515**
- Via website: www.racc.ac.uk

- **Attend a Learner Forum**

Learner forums are an opportunity for learners to express their views, represent their class and provide feedback in person. They are held once a term. Please ask your tutor or check the Learner Voice notice boards in the college for further information.

- **Take part in surveys**

Your tutor/assessor will ask you to complete a course evaluation form two thirds of the way through your course in order to help us improve your experience at the College.

Complaints

Anyone who wishes to formally complain about our services should use our Complaints Policy and Procedure.

- Ask Reception for a Complaints Form and for a copy of the College's Complaints Policy and Procedure. This can also be found online at www.racc.ac.uk (where you can complete the form online)
- Complete the form and return it to Reception or to: The Quality Team, RACC, Clifden Road, Twickenham, TW1 4LT
- Your complaint will be investigated and you will receive a full response within 20 working days of us receiving your complaint (unless you are informed otherwise)
- If you are complaining about the outcome of an internal assessment you should refer to the College's Appeal Procedure (Appeals against Internal Assessment of Work for External Qualifications). Ask for a copy of the College Assessment Policy at a LRC.

YOUR RIGHTS & RESPONSIBILITIES

College Charter

The College Charter is displayed throughout the College centres and online at www.racc.ac.uk. The Charter sets out the services the College offers and the standards learners can expect. It is available on request in leaflet, audio and Braille formats from the College LRCs.

Code of Conduct for Learners

The College Code of Conduct for Learners is designed to ensure that learners contribute to a safe and successful learning environment by defining the behaviour and conduct expected from learners.

All learners must:

- Show regard for the well-being and safety of other students, staff, community groups and visitors
- Treat everyone with respect, regardless of culture, race, nationality, religion, gender, age, marital status, sexual orientation, disability or social class. The College will not tolerate any discrimination, harassment or bullying
- Show respect for the premises and property of the College, staff and other students
- Comply with the College's rules relating to the use of the College IT systems
- Get the best from courses by attending regularly and punctually, by handing work in on time and informing the College of absences
- Comply with copyright guidelines and not use the work of others without proper acknowledgement
- Switch off mobile phones, personal communication devices and personal stereos in classrooms and all working areas
- Follow the College's policies relating to smoking, alcohol and illegal drugs
- Meet financial commitments promptly and in full
- Provide feedback information as required and use the College's procedures if you wish to make a complaint
- Leave the College premises in good time at the end of the College day
- Follow the rules and regulations of the College
- Act in a manner that does not bring the College into disrepute.

By enrolling on a course at RACC, the learner agrees to comply with this Code of Conduct. Failure to comply may lead to disciplinary action set out in the College Student Disciplinary Procedure.

Equality and Diversity

RACC is proud of its diverse community of staff, students and visitors. It is committed to maintaining its excellent record in teaching and learning by ensuring there is equality of opportunity for all, fostered in an environment of mutual respect and dignity.

The promotion of Equality and Diversity concerns all of us and is the responsibility of all members of the College's community. As members of this community, it is expected that we will contribute to ensuring that the RACC continues to be a safe, welcoming and productive environment.

As a member of RACC, you have a crucial role in promoting and celebrating Equality and Diversity in everything you do – whether you are a member of staff or a student. You should raise issues and challenge discrimination.

If you want to find out more or get involved in the work of the Equality and Diversity Committee, please contact: Anna Labeledzka on **020 8439 8953** or email anna.labeledzka@racc.ac.uk

Copies of the Equality and Diversity Policy, Single Equality Scheme and action plan are available in the LRC at Clifden and Parkshot and online at www.racc.ac.uk

YOUR RIGHTS & RESPONSIBILITIES

Adult Safeguarding & Child Protection

RACC believes that it is always unacceptable for a learner to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all learners by commitment to practice that protects them. The best defence against abuse is the strength of values incorporated in the College's culture.

The College recognises that:

- The welfare of the learner is paramount
- All learners, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse
- Working in partnership with learners and with other agencies is essential in promoting a safe learning environment.

We will seek to safeguard all learners by:

- Valuing them, listening to them, and respecting them
- Adopting safeguarding guidelines through procedures and a code of conduct for staff and volunteers
- Recruiting staff safely
- Sharing information about concerns with agencies who need it and involving learners and their parents/carers appropriately
- Having robust Adult Safeguarding and Child Protection Policies in place to create a safe and secure learning environment that promotes well-being and security at the College, essential for all learners and staff.

You have the right to feel safe where you learn and to help achieve this it is the responsibility of all staff and learners at the college to:

- Respect other peoples right to safety;
- Not to hurt or abuse others; and
- Not to threaten to hurt or abuse others.

If you think you have been hurt or abused by another learner, member of staff or visitor, you should report this as soon as possible. Ask your tutor or a member of Reception Staff to put you in touch with one of the College's Safeguarding Officers.

Alternatively you can call **07940 567639** during office hours (09:00-17:15) or email **safeguarding@racc.ac.uk**

You can also contact:

- Samaritans – 08457 909 090
- Victim Support – 0845 303 0900

Personal Safety – Hints and tips

- Try to avoid being out and about and on your own, particularly after dark
- Radiate confidence not vulnerability
- Avoid taking shortcuts along dark alleys, through parks or wasteland. Keep to the middle of the pavement away from car doors and hedges
- Only use well lit, busy roads
- Try to avoid waiting at isolated bus stops
- Always carry some cash.

RULES AND POLICIES

Attendance and punctuality

All learners at the College are expected to attend all classes and take part in all course related activities.

Please let us know in advance if you are unable to attend a class or a scheduled event. Poor attendance and punctuality can hinder progress and affect overall achievement.

If you are in receipt of an Education Maintenance Allowance (EMA) or an Adult Learning Grant (ALG), failure to attend classes can affect your payments.

Learners on full time courses are expected to hand in work on time and attend tests, mocks and exams. Failure to do so may result in disciplinary procedures.

Plagiarism

Plagiarism is the presentation of someone else's work as your own. All assignments produced for assessment must be your own work and you will be asked to confirm this. Any deliberate attempt to pass off someone else's work as your own will be treated seriously by the College and could result in the failure of the assignment and even disciplinary action. Plagiarism can be avoided by referencing and the use of a bibliography.

Health & Safety

Health & Safety is the responsibility of all users of the College and a detailed Health and Safety Policy document is available from the College LRCs.

Phones, Communication Devices and Stereos

Learners are required to switch off their mobile phones, personal communication devices and personal stereos while they are in class or in the LRCs.

Smoking

Smoking is prohibited in all buildings and grounds used by the College.

HOW TO CONTACT US

RACC has sites in Parkshot, Richmond and Clifden Road, Twickenham, both easily accessible by rail, road or bus.

Parkshot - Richmond (including Richmond Business School)

Address: Parkshot, Richmond, TW9 2RE

General enquiries: 020 8891 5907

Website: www.racc.ac.uk

Email: info@racc.ac.uk

Office opening (term time):

Mon-Thu: 09:00 - 19:00

Fri: 09:00 - 17:00

Sat: 09:00 - 14:00

Sun: Closed

Buses: H22, H37, 65, R68, R70, 190, 290, 371, 419, 490, 493

Mobility Buses: 938, 963, 964, 967

Tube/Train: Richmond



Clifden - Twickenham

Address: Clifden Rd, Twickenham, TW1 4LT

General enquiries: 020 8891 5907

Website: www.racc.ac.uk

Email: info@racc.ac.uk

Office open (term time):

Mon-Thu: 09:00 - 17:15

Fri: 09:00 - 17:00

Sat: Closed

Sun: Closed

Buses: H22, 33, R68, R70, 267, 281, 290, 490

Mobility Buses: 904, 942, 967

Train: Twickenham



COLLEGE TERM DATES

Autumn term

12 September – 17 December 2011
(Half term: 24 October – 29 October 2011)

Spring term

9 January – 31 March 2012
(Half term: 13 February – 18 February 2012)

Summer term

16 April – 14 July 2012
(Half term: 4 June – 9 June 2012)

We are also open for Summer School during June and July 2012.

USEFUL RACC CONTACTS

Employer Line

Tel: 020 8439 8937
Email: employers@racc.ac.uk

Information, Advice and Guidance Team

Tel: 020 8439 8956
Email: iag@racc.ac.uk

Course Information

Tel: 020 8843 7921
Email: info@racc.ac.uk

Learning Resource Centre

Tel: 020 8843 7928
Email: lrc@racc.ac.uk

RACC Library (Clifden)

Tel: 020 8843 7983
Email: lrc@racc.ac.uk

Additional Learning Support

Tel: 020 8891 5907 ext. 5032
Email: jenny.lawrence@racc.ac.uk

Crèche

Tel: 07956 865891
Please phone to make an appointment.

HELP NUMBERS (Advice & Support)

Adult Learning Grant (ALG)

Tel: 0800 121 8989

Age Concern (Richmond)

Tel: 020 8940 1008

Citizens Advice Bureaux:

- Twickenham - Tel: 020 8892 5917
- Richmond - Tel: 020 8940 2501
- Hampton - Tel: 020 8941 8330

Cruse Bereavement Care

Tel: 020 8876 0417

Disability Action and Advice Centre

Tel: 020 8831 6080

MIND

Tel: 020 8772 5687

Off the Record

Tel: 020 8744 1644

Richmond Counselling Service

Tel: 020 8948 7881

Richmond Lending Library

Tel: 020 8940 0981

Richmond Reference Library

Tel: 020 8940 5529

Social Services

Tel: 020 8891 1141

UKCISA (Information for International students)

Tel: 020 7107 9922

Victim Support

Tel: 020 8948 7010

Welcare

Tel: 020 8893 9123

REVIEWING LEARNER PROGRESS

At the start of your course your tutor will discuss your Individual Learning Plan (ILP) with you. You will be asked to fill out an ILP form, setting your targets and planning action for your course. Throughout the course you will be expected to review your progress with your tutor, agreeing revised targets and planning action which will improve your performance.

You may find it helpful to record your targets here. They should be specific, realistic and have deadlines so that you know if you have met them.

Targets for the Autumn term

- _____
- _____
- _____

Targets for the Spring term

- _____
- _____
- _____

Targets for the Summer term

- _____
- _____
- _____

COURSE TIMETABLE

Time						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						

DISCLAIMER

Every effort has been made to ensure that the information contained in this document is correct at the time of going to print (June 2011). However, RACC reserves the right to modify or alter, without prior notice, any of the content. This can include fees, re-scheduling, cancelling or combining classes. We reserve the right to cancel a course due to insufficient numbers. This is to maintain the highest quality learning environment for our students within the restriction of reduced government funding for adult learning.

Please be advised that we cannot guarantee that your class will remain in the same room throughout the course.



www.racc.ac.uk

Tel: 020 8891 5907

Email: info@racc.ac.uk

@ Richmond
Parkshot, Richmond
Surrey, TW9 2RE

@ Twickenham
Clifden Road, Twickenham
Middlesex, TW1 4LT