

Your responsibilities

To ensure that everyone has an equal opportunity to learn in a safe and supportive environment, we ask you to:

- Respect the values of tolerance, respect for each person's equality and diversity, freedom of speech and democracy
- Respect the rights of other people, regardless of differences in culture, race, gender, age, sexual orientation or economic status
- Attend all sessions. If you cannot attend please notify the tutor or the ALS Support Services Team, as soon as possible
- Arrive on time and stay to the end of the session
- Respect our Code of Conduct which will be explained during your induction and is part of our Behaviour Policy which is available on request
- Always seek help if you need it and tell us if you have a disability or learning difficulty so that we can support you if possible
- Help us to make the course safer by reporting any incidents or concerns relating to yourself, or the safeguarding of other learners, or the safety of the venue. **If you see something, say something** either to your tutor, our Support Services Team or by contacting the NCC Customer Service Centre staff, who will treat your comments confidentially.
- Work safely at all times
- Provide feedback, including making a complaint, by speaking to your tutor, contacting our Support Services staff or sending an email to our customer feedback address.

Useful contact details

ALS Support Services –

01604 367119

Al-SupportServices@firstforwellbeing.co.uk

Customer feedback –

adulted-customerfeedback@firstforwellbeing.co.uk

E- Safety information –

www.nals.org.uk

Safeguarding – NCC Customer Service Centre

0300 126 1000, you will hear a welcome message offering numbered options:

Option 1

Children's Social Care and child safeguarding

Option 2

Adult's Social Care and to report abuse



Adult Learning 

Northamptonshire County Council Adult Learning Service (NCCALS)

Learner Charter



www.northamptonshire.gov.uk/adultlearning

First for Wellbeing 

First for Wellbeing
delivering services
on behalf of
Northamptonshire
County Council

 Northamptonshire
County Council

Welcome to Adult Learning

We are committed to giving our learners the best possible service which we can provide and are committed to the values of tolerance, respect for each person's equality and diversity, freedom of speech and democracy. Our mission is to:

'provide learning opportunities for adults in Northamptonshire, to enable them to develop their skills and improve their wellbeing, for themselves, their families and their communities.'

This charter sets out:

- **Your entitlements** - what you have a right to expect from our service
- **Your responsibilities** as a learner
- **Useful contact details**

Your entitlements

Information, advice and enrolment

The information which you give us about yourself is treated in confidence, in accordance with data protection legislation. We will provide accurate and up to date information on our courses. This includes:

- What the course covers, the level and the skills and knowledge which you can gain
- Course fees, bursaries, course transfers and refunds
- Qualifications which are available, including English and Maths qualifications up to level 2
- Support available to you if you disclose that you have a disability or an additional need
- What you can do next after your course
- Your opportunities to provide feedback about your experience, including how to make a complaint or an appeal about a qualification result, if on an accredited programme

- How to raise concerns about your own wellbeing or about another learner's
- Our policies which are available on request

Teaching, learning and assessment during your course

You are entitled to a valuable and stimulating learning experience. Our tutors are selected for the courses they teach because they are highly competent and passionate about their subject and are enthusiastic and skilled in teaching adults. They are also keen to talk with you about what you want to learn and what suggestions you might have about how the course can be improved. The service provides regular training and development for tutors. The service is regulated by Ofsted.

At the start of your course you will be provided with an induction, by your tutor, which includes:

- The opportunity to discuss the plan for the course with the tutor and agree changes if appropriate
- Information on course dates
- Information on what to do if you cannot attend
- Health and Safety information about the course activities and the course venue and how to keep yourself safe online, from extremist or illegal web sites.



Throughout your course your tutor will support you in achieving the learning outcomes of the course, including your personal learning outcome(s). To do this the tutor will:

- Value each learner's contributions equally
- Take into account your previous subject experience and confidence in planning a stimulating and appropriate session
- Provide you with feedback on your progress and what you can do to continue to improve
- Return assignments, with helpful comments, within a reasonable time scale
- Check with you that your course is progressing to your satisfaction

At the end of your course your tutor will be able to give you information about other learning opportunities your course can lead to and arrange for you to have a free careers interview if you wish. You will also have the opportunity to provide feedback to help us to improve the quality of future choices.