



Learn Devon
**Learner
Handbook**
2024 - 2025

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Welcome

Now is the perfect time to start learning, whether you want to boost your work skills, continue your education, improve your well-being, gain independence, help your family or just get more involved in your community, learning as an adult has many benefits.

Learn Devon offers courses throughout the county that are easy to access, supportive and designed to meet your needs, and most importantly they're friendly and fun!

In September 2023 Ofsted rated our provision as "good", and we're proud of the positive impact our courses have on our learners' lives.

If this is your first time learning since school, we hope it's just the start of an exciting and successful journey where you gain new skills, knowledge and opportunities. If you're a returning learner, welcome back! We're here to support you as you keep working towards your goals.



Nick Child
Operations Manager



Annie Raine
Senior Manager - Teaching & Learning

"The support I had from Learn Devon was really helpful, especially given that I struggle with some aspects of learning."

A message from us to you

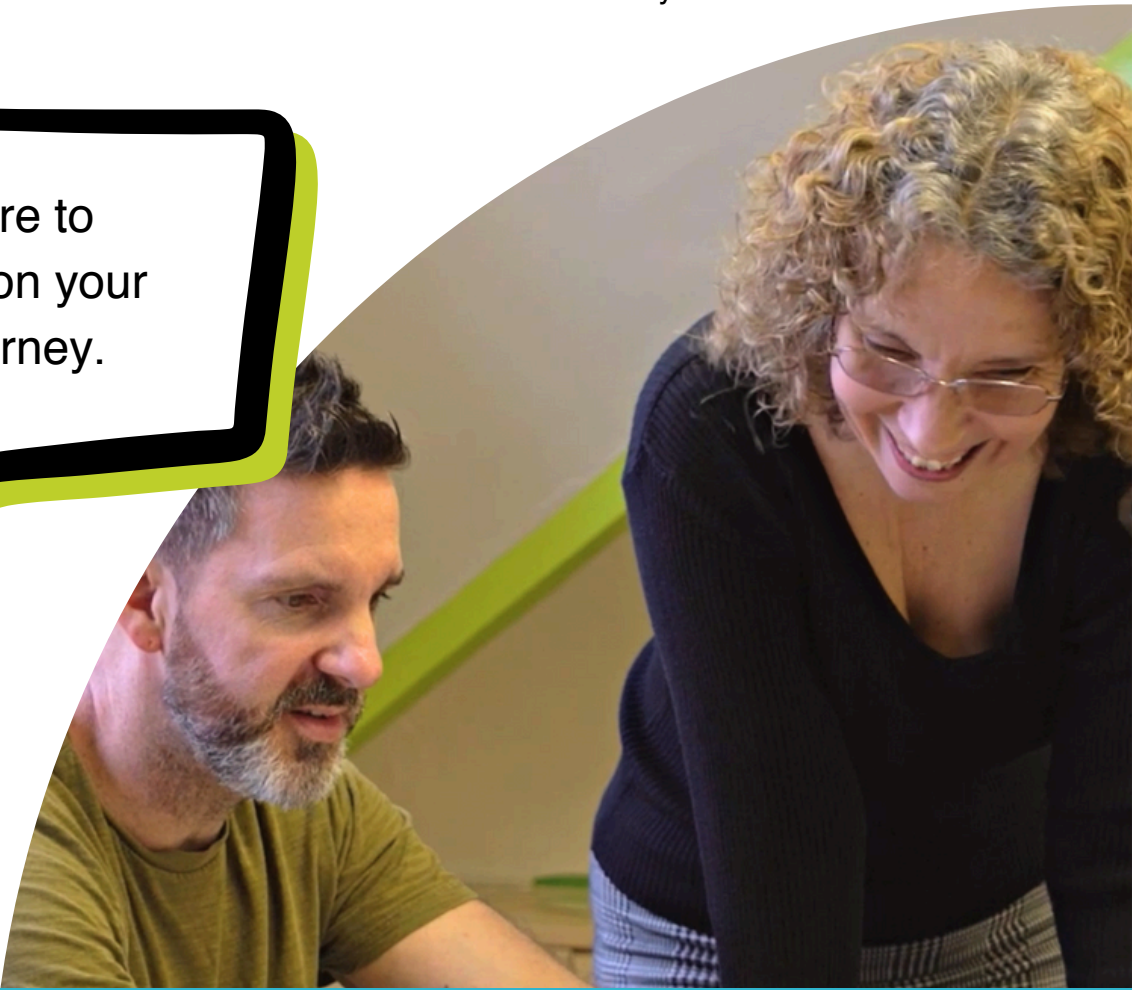
Hello - we hope you enjoy your course with us. In this handbook you will find important information which will help to give you the best learning experience possible.

Learn Devon has provided adult and community learning courses in Devon for more than 20 years. Our aim is to deliver high quality learning experiences to support the personal, social, health and economic development of individuals and communities in Devon creating a safe and healthy place where people have choice, control and good employment opportunities.

Learners are at the heart of what we do. We want to help and support anyone who wants to learn in any way we can, so please talk to your tutor if there's anything we can do to help make your learning a positive experience.

When you enrol, we ask for some information about you. We need this information so that we can get funding and keep running future courses. We will always keep your personal information safe.

We'll ask for feedback from you about our courses and about what you want to do next. This helps us to plan our offer and to make sure that the course you went on matched your expectations.

A photograph of a man and a woman. The man, on the left, has a beard and is wearing a green t-shirt. The woman, on the right, has curly blonde hair and is wearing glasses and a dark blue top. They are both smiling and looking towards the right side of the frame. The background is a plain, light-colored wall.

We are here to support you on your learning journey.

Our commitment to you



- ✓ We'll provide a friendly polite and well-structured service
- ✓ We offer a welcoming, safe, and accessible environment for learning
- ✓ We provide qualified tutors who excel in their subjects
- ✓ We'll complete a skills scan and put together an individual learning plan with you
- ✓ We'll ask you for feedback
- ✓ We'll keep you updated on your progress regularly
- ✓ We'll offer you guidance and information to help you with your next steps
- ✓ We'll handle your personal data in compliance with data protection regulations
- ✓ We'll offer the necessary support for you to join and achieve

Your agreement with us

- ✓ Enrol on the course and give the required information and documents needed
- ✓ Be respectful and considerate towards everyone
- ✓ Attend regularly, be on time for all sessions and let your tutor know if you can't make the session
- ✓ Follow all policies for a safe learning environment. [See our policies page here.](#)
- ✓ Come to the session ready to learn
- ✓ Follow any safety instructions given by your tutor in the classroom or online
- ✓ Actively engage and participate in your learning
- ✓ Speak to your tutor if you have any concerns about your learning experience or require any additional help

You may be asked to leave the course if you are not able to meet these expectations.

What you'll need

Please bring with you:

- ✓ Pens/pencils
- ✓ Paper/notebook
- ✓ Water to drink
- ✓ Any other equipment that your tutor tells you are needed for the course
- ✓ If you are joining an online course, please make sure your device is charged and working, and able to connect to the internet



Support for your learning

If you need extra support, please talk to your course tutor or to one of our Learning Advisers.

We can provide resources in different formats or arrange for a learning support assistant to work with you in class or online.

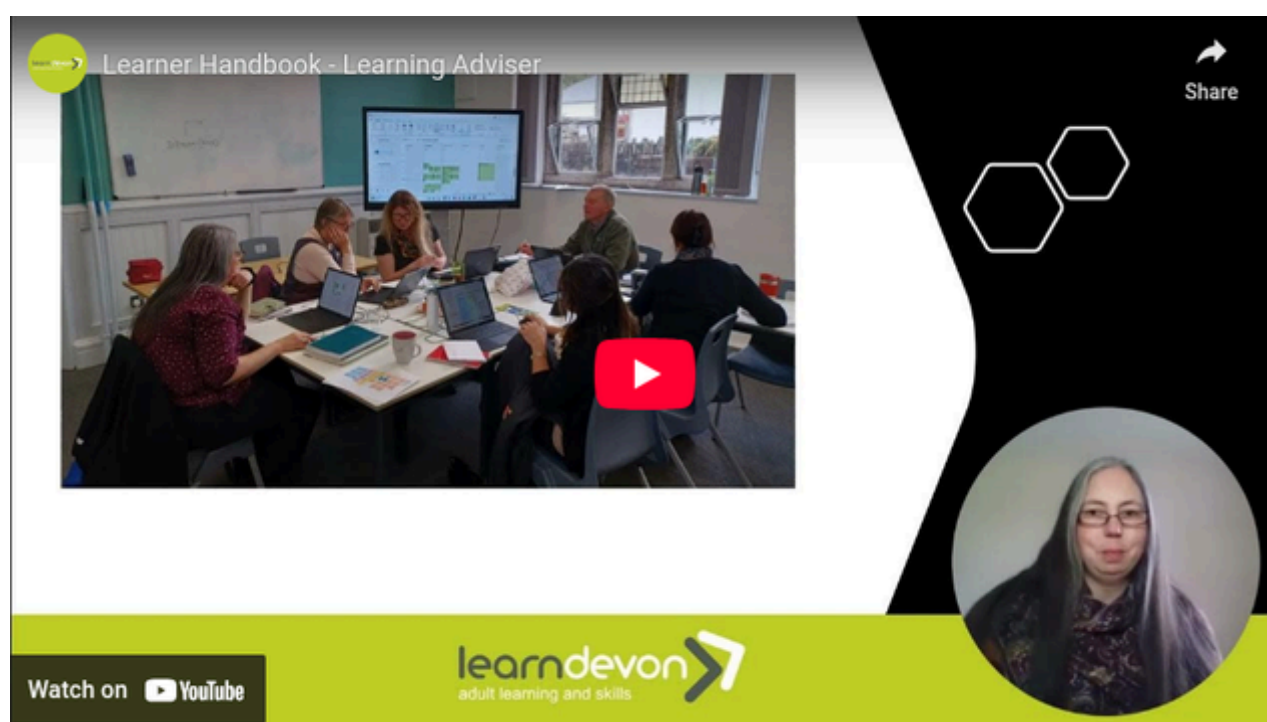
At Learn Devon we have a dedicated team including our SENco and Learning Advisers for those needing advice or extra support. They are on hand to advise learners about the right course for them, to help learners enrol on our courses and can continue supporting you through your learning journey. Any learner can ask for support - we are here to help, and our teams are available to talk through any concerns before or after enrolment. It's never too late in your course to ask!



Hear from Joe Green, our SENco, as he shares some information about how we can support our learners. [Watch here.](#)



Hear from Ruth Peirson, our CIAG Team Leader, sharing how our Learning Advisers are available to support learners during their time with Learn Devon. [Watch here.](#)



Examples of how we can help

- 💡 We can meet you before your course begins and show you around the venue.
- 💡 We can help you with the skills you'll need to learn online.
- 💡 We can offer some financial support towards childcare, transport or books if you're on a course leading to a qualification. Please contact our team for more information on this.
- 💡 We have specialised equipment and adapted resources if you need them.
- 💡 If you are on one of our English or maths courses, we can help you with study and revision sessions.
- 💡 If you need it, we can help you with exam arrangements such as extra time, rest breaks, providing a reader or a scribe.

Please talk to your tutor about any of these or any other concerns.



Equality, diversity and inclusion

We want everyone to feel included, valued and supported as part of your course. We welcome people's differences as we come together to learn, everyone is included.

If you feel you have been treated unfairly, please speak to your tutor. We reduce barriers and ensure everyone gets the support they need.

We challenge discrimination and prejudice. We celebrate diversity.

Everyone has the opportunity to learn and develop their skills.



“An amazing teacher – has a fantastic teaching style, explains everything and interacts with everyone.”



Your well-being

Looking after ourselves is important. It helps us to deal with change and to be ready to learn. Here are 8 easy ways to help you look after your mental well-being:



Get active

You don't have to spend hours at the gym, but fitting some exercise into your day improves your health. Take a walk, go for a bike ride, or play an active sport. Do what you can and enjoy what you do!



Be mindful

Being more aware of the present moment, including your thoughts and feelings, can positively change the way you feel about life. Remember the simple things that give you joy. Find out how to take notice on the [mindfulness pages from NHS Choices](#).



Connect

Connecting with the people around you can have a positive impact on your mental well-being. Talk and listen, be there, feel connected, make social connections with others.



Reduce stress

Create a routine for your study and practise of new skills, be realistic about what you can get done, and ask for help if you feel overwhelmed.



Eat well

Eat a healthy diet that includes a balance of all 5 food groups. Drinking plenty of water can help to boost concentration.



Get enough sleep

Lack of sleep can reduce our ability to concentrate and do well in class. Try to go to bed at the same time every night.



Keep learning

Learning new skills can give you a sense of achievement and increase your self-esteem and confidence. Embrace new experiences seek opportunities, surprise yourself. Learning new skills can give you a sense of achievement and increase your confidence.



Give to others

Your time, your words, your presence. Consider looking for volunteering opportunities.

Health and safety

All learners and staff are responsible for their own safety and for not compromising the safety of others. For safety reasons children are not usually allowed in sessions unless it is a family learning course where adults and children are working together. We ask every learner to comply with the health and safety advice given by their tutor. You should tell a member of staff if you come across anything that you consider to be a risk to health and safety.



“The teaching on my course has consistently been excellent, making complex topics understandable and engaging.”



Safeguarding and Prevent



Notice

Have you noticed a change in someone's behaviour? Are they acting differently? Maybe it's something someone has said that's worrying you? Notice the signs of radicalisation, neglect, abuse and bullying.



Check

Don't ignore your concerns - check with others who may also notice something. Speak to someone you trust such as a tutor or a member of Learn Devon's staff.



Share

Raise a safeguarding concern. Call 0345 155 1014 and ask to speak to one of our safeguarding advocates Allison Cooper or Annie Raine. You can also email us safeguarding@learndevon.co.uk

Call 999 if someone is in imminent danger of harm to themselves or others.



Remember safeguarding is everyone's responsibility. We all have a duty to respond if we have concerns that anyone maybe at risk or is experiencing harm, abuse or neglect.

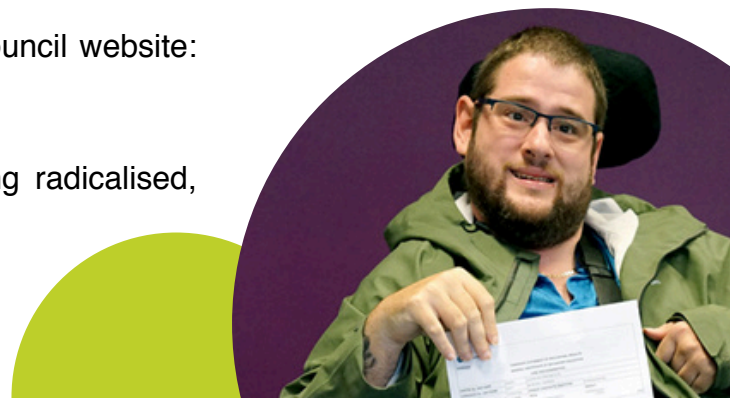
Prevent radicalisation!

Did you know these key facts about Prevent?

- Prevent is about intervening early and safeguarding people to support people at risk of radicalisation before a crime is committed.
- Prevent isn't a punishment. Getting support through prevent won't go on someone's criminal record. It's about getting them the support they need to get their lives back on track.
- Prevent deals with all forms of radicalisation, including someone developing extreme views or beliefs in support of terrorist groups and activities.
- Prevent is delivered in communities by local experts working in partnership with services such as teachers and healthcare workers to protect the people in their care.

For more information visit the Devon County Council website:
www.devon.gov.uk

Get help if you're worried about someone being radicalised,
visit gov.uk/prevent



British values

Every individual learner is important to us and each of us is different.

Our values and responsibility mean we must ensure all learners are free from discrimination, intolerance and hate. We support learners and staff to live responsibly in a modern and diverse Britain.

1. Democracy - a culture where your opinion counts where everyone is aware of their rights and responsibilities.
2. The rule of law - the need for rules to make a happy safe and secure environment to live and work.
3. Individual liberty - protection of your rights and the right of others you work with.
4. Respect and tolerance - understanding that we don't all share the same beliefs and values respecting the values ideas and beliefs of others whilst not imposing your own on others.



Keeping safe online

Many of our courses are delivered online.



You receive the same quality of teaching and length of lesson as you would if you were attending the course in person. We expect the same level of attendance, commitment to your work and behaviour in an online class as we would in a face-to-face class.

When you are communicating with a member of staff, please remember they are at work and therefore will behave the same way as they would if they were meeting you in person.

Be mindful that you are visible to the outside world even while you're in your own home, so consider what you're wearing as well as anyone or anything else that might be in view of your webcam. Please discuss with your tutor if you feel you need to keep your webcam off.

Think about the language you are using and that of any family members in the background.



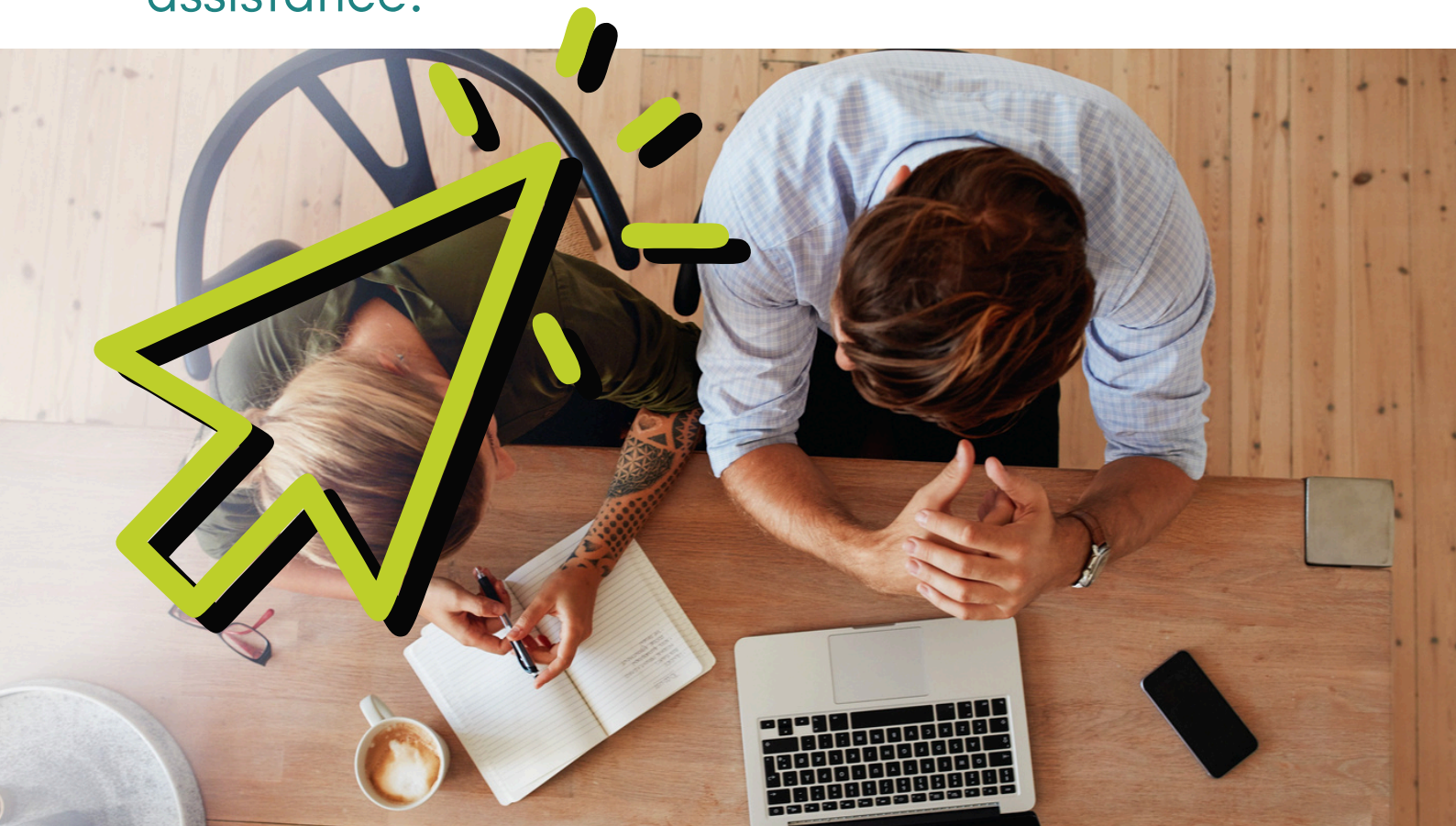
Google Classroom guide

Learners on our courses will use Google Classroom which can be accessed via web browser.

If you have any technical issues with group Google Classroom, please contact your tutor in the first instance. You can also contact our customer service teams who can direct you to someone who may be able to help. Information about specific aspects of Google Classroom. please see our website for [video guides on Google Classroom.](#)

- Joining a class
- Completing and submitting an assignment
- Editing with PDF documents
- Reading shooter comments in PDF documents
- Signing in to your learn Devon Google account for the first time
- Google 'Chromebook' – changing keyboard language

"Online and in-person were very engaging.
The tutor is very approachable if you needed assistance."



Your voice



There are many ways you can tell us about your course or learning journey to help us to improve the learning opportunities we provide.

You can feedback to your tutor during the course or to another member of staff if you'd prefer.

Our tutors and staff always aim to provide the best learning experience they can, however if you disagree with, or have a query about an outcome of a formal assessment decision, we have a formal process that you can follow. Ask our team for help with this.

We often send out learner surveys after your course has finished. Please return them if you can, your feedback is really helpful to us.

After your course has finished, we may get in touch to find out what you're doing now. This is helpful to us as it tells us whether or not we have helped people achieve their long-term goals.

Other staff visit classes from time to time and may ask you what you think of your course. Compliments, comments or complaints - we always do our best to deliver a great service. However, sometimes things go wrong, and we can do something about it if you let us know. Please send your compliments, comments or complaints to the Devon County Council directly.

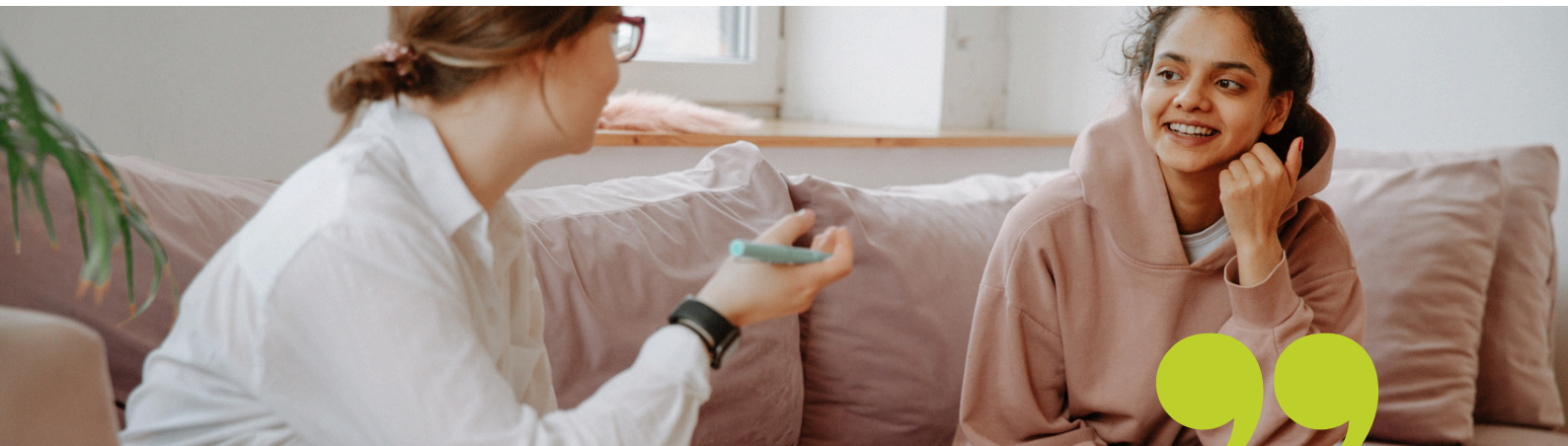
Compliments and Complaints

Email: Customer.Relations@devon.gov.uk

Phone: 0800 212 783

Write: Customer Relations Team, Room 120, County Hall, Topsham Road, Exeter, EX2 4QD

You can let us know your views at any time by using this [form on our website](#).



Tracking your journey

1

Before your course starts, you will usually be invited for a chat with a Learning Adviser or tutor to look at your starting point. This is where you can tell us about your needs and what you want to get from the course.

2

When the course starts your tutor will help you to list your goals for the first few sessions of the course. These will go in your individual learning plan.

3

During the course your tutor will talk to you about your progress and together you will update your individual learning plan. The tutor or Learning Adviser will ask you for feedback on how the course is going.

4

At the end of the course your tutor or Learning Adviser will talk to you about what you would like to do next. We will give you information advice and guidance to help you.

5

After the course has ended we may get in touch to ask you for feedback. This could be via e-mail or a phone call. We might ask you how you are using the skills you learned or what has happened since you finished the course.

Celebrating you!

We're proud of every learner who comes through our door and passionate about celebrating achievements. We would love to hear your story. If you would like to share your story, please contact our Marketing Officer by emailing: learndevon@devon.gov.uk

Support advice and information

You can contact our team of Learning Advisers at any point by emailing ciagteam-mailbox@devon.gov.uk

You could also visit one of Devon's employment hubs, where you will get help and guidance about work, email employmenthub@devon.gov.uk or visit them directly:

North Devon

Barnstaple Library, 9.30am – 4.30pm Monday – Friday

Ilfracombe Library, 9.30am – 4.30pm Tuesday (from 5th November)

Mid Devon

The Bookery (EX17 3AH), 9.30am – 4.30pm Monday

Tiverton Library, 9.30am – 4.30pm Friday

East Devon

Honiton Beehive Centre, 9.30am - 4.30pm Monday – Friday

Exeter

Exeter Library, 9.30am – 4.30pm Monday – Friday



For internet safety advice visit: www.getsafeonline.org

For support with mental health, contact MIND: 0300 1233393 or visit www.mind.org.uk

For free confidential information and advice with money legal consumer and other problems called Citizen's Advice: 0344 4111444 or visit www.citizensadvice.org.uk

For companionship, advice and support through ageing called age UK's free helpline on: 0800 6781602 or visit www.ageuk.org.uk

You can also reach out to our tutors and staff members. We are here to help and will do everything we can to support you or point you in the right direction.

The following may be helpful:

- The Samaritans: 116123
- Victim Support: 0808 1689111
- Police: 101 or 999 (in case of an emergency)
- Anti-terrorist hotline: 0800 789321
- National refuge freephone - 24 hour national domestic abuse helpline: 0808 2000247
- NSPCC national society for the prevention of cruelty to children www.nspcc.org.uk
- National Careers Service: 0800 100900 or visit www.nationalcareers.service.gov.uk



qualifications, skills
training and develop
for adult learners

