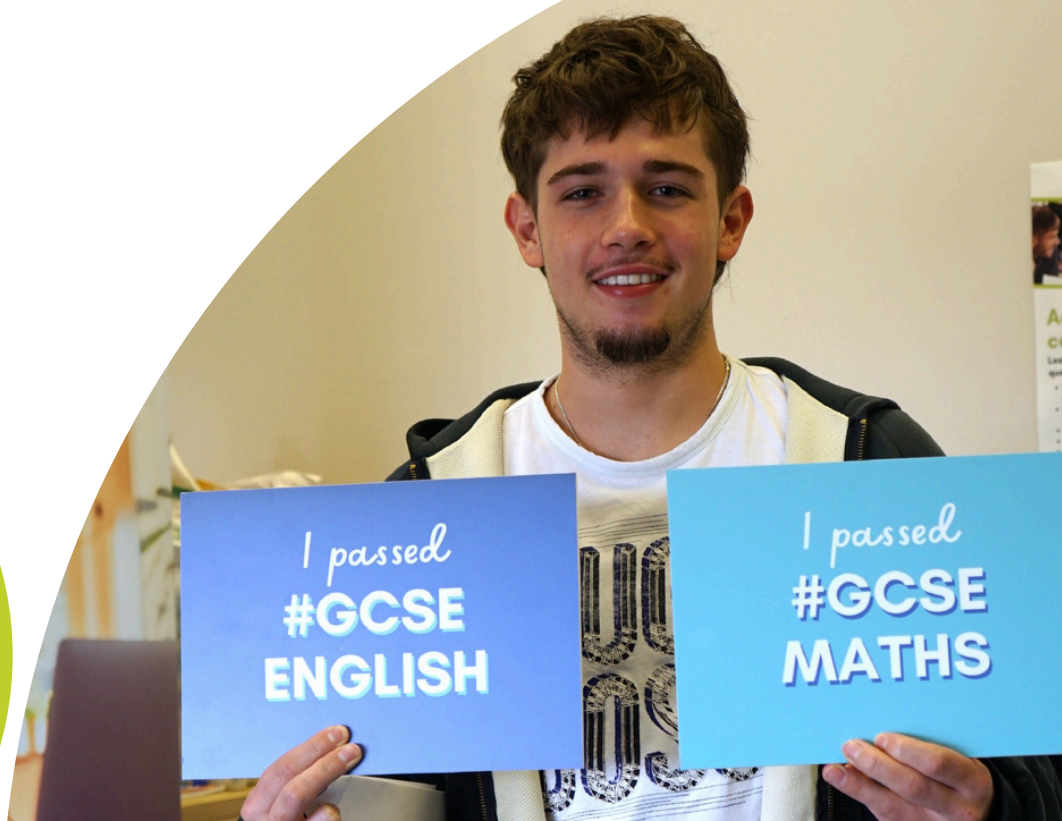




Learn Devon
**Learner
Handbook**
2025 - 2026

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Welcome

Now is the perfect time to start learning, whether you want to boost your work skills, gain a qualification, improve your well-being through learning, gain independence, be motivated to take the next step, 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. More 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
Head of Employment
& Adult Skills



Ian Woodland
Senior Manager
- Teaching & Learning



Ally Cooper
Senior Manager
- Operations



“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

Welcome to Learn Devon. We hope you enjoy your course with us or one of our learning partners. 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 help you to thrive, to grow both personally and professionally both as an individual and within your community.

You are at the heart of what we do. We want to help and support you to achieve your goals; we encourage you to talk to your tutor about how we can help make your learning a positive experience.

When you enrol, we ask for some information about you. This is important to ensure that learning and support is tailored to your needs and that you have every chance of success. The information you share supports the funding of your course and future courses. We will always keep your personal information safe and will never ask for any more information than we need.

We will 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 the course you went on matched your expectations.



Our commitment to you, we will:



- ✓ Provide a friendly, polite and dedicated service
- ✓ Offer a welcoming, safe and accessible environment for learning
- ✓ Provide qualified tutors who are passionate and knowledgeable about their subject
- ✓ Provide the necessary support for you to join and achieve
- ✓ Complete a skills scan and put together an individual learning plan with you
- ✓ Ask you for feedback
- ✓ Provide ongoing feedback which keeps you updated on your progress and supports your progression and achievement
- ✓ Offer you guidance and information to help you with your next steps
- ✓ Handle your personal data securely and in compliance with data protection regulations.

Your agreement with us, you will need to:

- ✓ Provide the required information and documents needed to join a course
- ✓ Be respectful and considerate towards everyone
- ✓ Commit to attending every class, be on time for all sessions and let your tutor know if you can't make a 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; complete any assigned home learning activities in the time set by your tutor
- ✓ 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:

- ✓ Water to drink
- ✓ Something to take notes with
- ✓ Any other equipment or resources (such as books) your tutor tells you are needed for the course
- ✓ For online course sessions, please make sure you have a suitable device (not a phone), that is charged and connected to the internet.

When joining an online course, please ensure the following:

- You must use a **laptop** or **PC** (smartphones are not suitable)
- Your **camera must be switched on at all times** during the session
- **You have activated your Learn Devon google account** (instructions are in your joining email) sent two days before your class starts.

Support for your learning

Our dedicated team — including our SENCo and Learning Advisers — is here to support you before, during and after your course. Whether you need help with accessibility, confidence, or just want to talk through your options, we're here to listen and help.

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

We are committed to making our courses accessible and inclusive. We can:

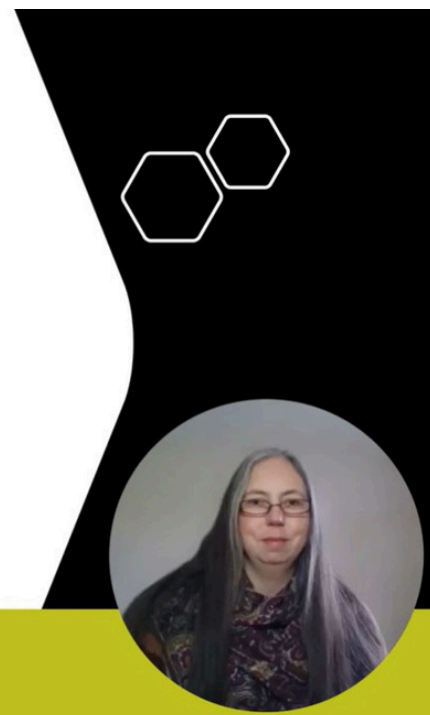
- Make reasonable adjustments based on your individual needs and preferences
- Arrange for a Learning Support Assistant to work with you in class or online
- Provide resources in different formats to suit your learning style.



Watch Joe Green, our SENCo, explain more about the support we can offer. Click below to access the video.



Our CIAG Team of Learning Advisers are available to support you during your time with Learn Devon.



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 confidence and skills you will need to learn online
- 💡 We may be able to offer you some financial support towards childcare, transport or books if you're on a course leading to a qualification (subject to eligibility criteria)
- 💡 We have specialised equipment, assistive technology and adapted resources if you need them
- 💡 We have learning support assistants who can support you during your classes
- 💡 We may also be able to help you with extra study and revision sessions, if you are on one of our qualification courses
- 💡 We also help to put agreed exam access arrangements in place for our exams - such as extra time, rest breaks or provide a reader or scribe.

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



Equality, diversity and inclusion

At Learn Devon we celebrate diversity and challenge discrimination and prejudice. We welcome and celebrate people's differences. As we come together to learn, everyone is included and has the opportunity to learn and develop their skills at Learn Devon.

We want you to feel included, valued and supported while on your course. If you feel you have been treated unfairly, please speak with your tutor or book an appointment with a learning adviser. Reducing barriers ensures everyone is included and gets the support they need.



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



Your well-being

Looking after yourself is important. It helps you 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 need to go to the gym for hours—just moving your body a little each day helps you stay healthy. Go for a walk, ride your bike, or play a fun game. Do what you enjoy and keep active!



Be mindful

Paying attention to what's happening right now, including how you feel and what you're thinking, can help you feel happier. Try to notice the little things that make you smile.



Connect

Spending time with people — like talking, listening, and having fun together — can help you feel happier inside. Being kind and staying connected with others is good for your heart and mind.



Reduce stress

Try to make a plan for when you'll practise new things. Don't try to do too much at once, just do your best. And if it feels too hard, it's okay to ask someone for help!



Eat well

Try to eat a mix of healthy foods from all the food groups—like fruits and vegetables, grains, dairy, and protein. And don't forget to drink plenty of water — it helps you stay focused and feel good.



Get enough sleep

Not getting enough sleep can make it harder to pay attention and do your best in class. Try to go to bed at the same time every night so your brain gets the rest it needs.



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.



Give to others

You can help others just by being there, saying kind words, or giving your time. Look for ways to help out - it feels good to make a difference.

Health and safety

At Learn Devon, everyone has a part to play in keeping things safe.

- **Look after yourself and others.** We all share the responsibility for safety.
- **Children should not be present when attending sessions** unless it's a special family learning course where adults and children learn together.
- **Listen carefully to your tutor's safety advice** and follow it at all times.
- **If you see something that might be dangerous,** tell a member of staff straight away.

Let's all work together to make learning safe and fun for everyone.



“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? Be aware of 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, Ian Woodland, or Jenna Harris. You can also email us at: 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 may be 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 ACT website:

www.actearly.uk

If you're worried about someone being radicalised speak to one of our safeguarding advocates or visit:

www.gov.uk/guidance/get-help-if-youre-worried-about-someone-being-radicalised



British values

Every individual learner is important to us, and we recognise that each of us is unique.

Our values and responsibilities mean we must ensure all learners are free from discrimination, intolerance, and hate. We support and encourage both 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 in.
3. Individual liberty - protection of your rights and the rights of others.
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.

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



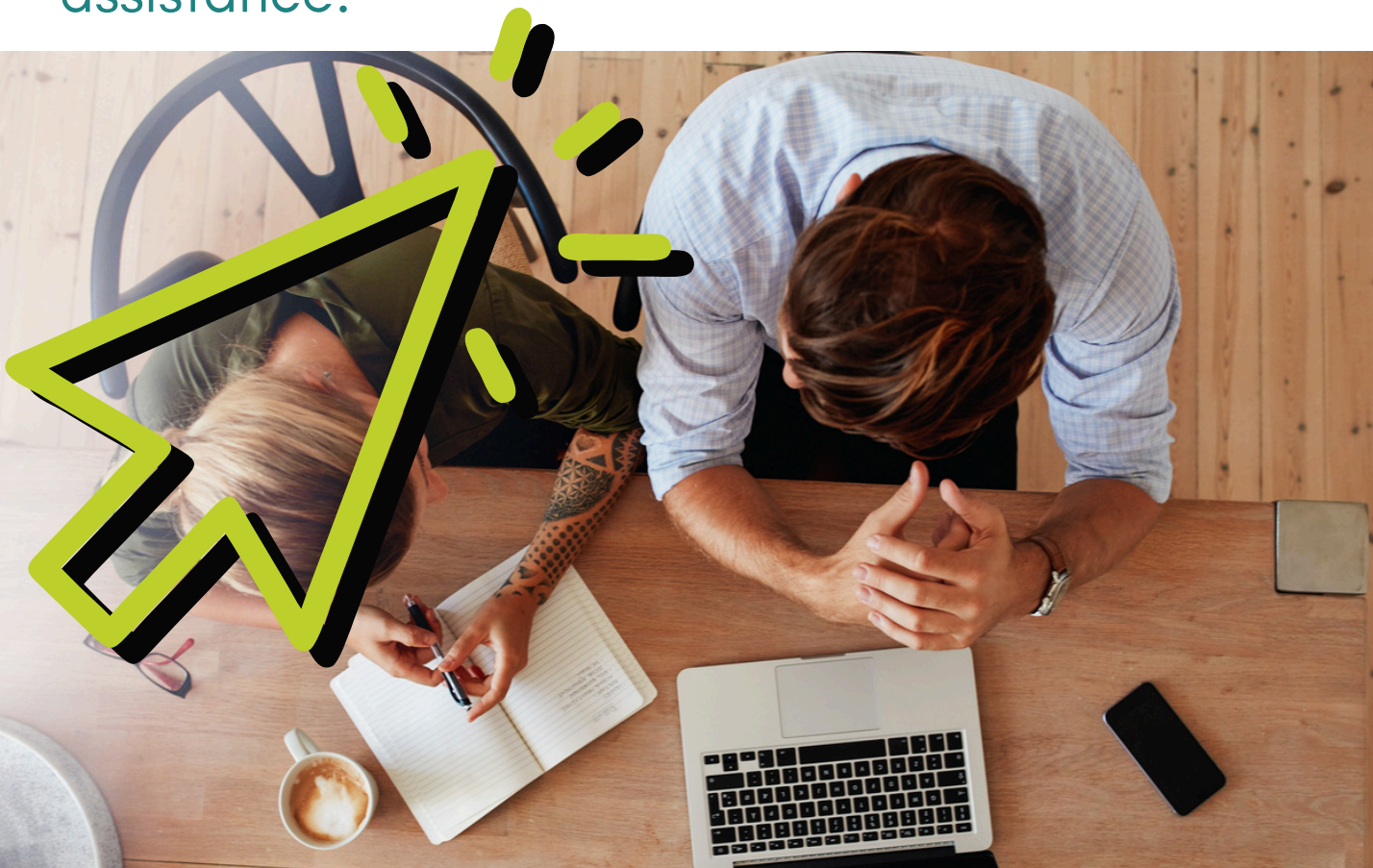
Google Classroom guide

Our online courses take place on Google Classroom which can be accessed via your web browser.

If you have any technical issues with 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. For information about specific aspects of Google Classroom please see the video clips on [our website](#).

- Joining a class
- Completing and submitting an assignment
- Editing with PDF documents
- Reading tutor 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 give feedback to your tutor during the course or to another member of staff if you would 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 Assessment Disagreements and Appeals Process you can follow. You can find this on our Policies page: www.learndevon.co.uk

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

We may get in touch to find out what you're doing after your course has ended. This is helpful to us as it tells us whether 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 our Learner Voice survey 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 (ILP). 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 Mon – Fri (virtual appointments only on Friday)
Ilfracombe Library, 9.30am – 4.30pm Mon - Tues

Mid Devon

The Bookery, 9.30am – 4.30pm Tue
Tiverton Library, 9.30am – 4.30pm Fri

East Devon

Honiton Beehive Centre, 9.30am - 4.30pm Mon – Fri

Exeter and South Devon

Exeter Library, 9.30am – 4.30pm Mon – Fri (virtual appointments only on Friday)
Newton Abbot Library (Passmore Edwards Centre), 9.30am – 4.30pm Mon - Tues



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: 0800 144 8848 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 www.samaritans.org
- Victim Support: 0808 168 9111 [Home - Victim Support](#)
- Police: 101 or 999 (in case of an emergency) Anti-terrorist hotline: 0800 789 321
- National refuge freephone 24-hour national domestic abuse helpline: 0808 2000 247
- 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



