



Southend adult
community college
The *Beacon* College of Southend



Learner Guide
Your Guide to Life at the College

Our Mission

“We provide high quality, innovative education and training for adults and young people in our diverse community. We strive to meet the needs of individuals and employers, working in partnership to encourage their participation”.



Our Vision

“We are a progressive college based on outstanding teaching and learning where routes to professional, vocational, recreational and academic excellence are valued in equal measure”.

The College Charter 4

College/Learner Agreement
Equal Opportunities

Enquiries 4

Payment Facilities
Course Fees

Learning Plus 5/6

Information, Advice and Guidance
IT Facilities
Study Support
FREE National Qualifications in English & Maths
Learning Support
Café

Access and Facilities 7

Concerned about Access?
Computers and the Internet
Photocopying
Your Local Library

Examinations 8

Entry Forms
Appeals Procedures
Exam Dates
Recording your Learning

Feedback 9

Learner Feedback
Compliments & Comments
Complaints

Student Governors 10

Health & Safety 11

Safeguarding
Health & Safety Policy
First Aid
Accidents, Incidents and 'Near Misses'
Emergency & Evacuation Procedures
Severe Weather Procedures

Practicalities 12

Car Parking
Public Transport
Lost Property
No Smoking
Mobile Phones

Data Protection 12

Useful Information 13

The College Year 14

Getting in Touch 14

Location Maps 15

the college charter

College/Learner Agreement

You have the right to expect from us:

- Professional and committed support throughout your course
- A good learning environment
- Class meetings which start and end at the published times and dates
- An environment which respects your rights and which is free from harassment of any kind
- A prompt response to any concerns you bring to our attention
- Where appropriate, individual learning support or volunteer support if you have a disability or sensory impairment which inhibits your learning
- A chance to evaluate your course and to feedback comments to us

You are expected to:

- Set goals and regularly review your progress
- Abide by our regulations
- Participate fully in your chosen course, recognising that learning is primarily your responsibility
- Inform your tutor of any difficulties or concerns you may have about the course or the College
- Respect the rights of individuals to be free from harassment of any kind
- Tell us immediately if you are unable to attend or if your circumstances change

Equal Opportunities

Our aims are to ensure that we meet the needs of all, taking account of:

- Gender, ethnicity and culture
- Religion, creed and language
- Sexual orientation, age and health
- Ability and disability
- Social circumstances

It is important that we meet the diverse needs of everyone to ensure inclusion for all. A full copy of the Equal Opportunities and Single Equality Scheme Policies are available from a member of staff.

Enquiries

In the first instance, go to Reception at either our Leigh or Southchurch Centres, contact us by email at sacc@southend-adult.ac.uk or telephone on **01702 445700**. Any enquiries that cannot be dealt with at this point will be referred on to the appropriate person.

Opening times during term time:

Southchurch Centre - Reception

Monday, Tuesday & Wednesday	09.00 - 20.30
Thursday	09.00 - 16.30
Friday	09.00 - 16.00

Leigh Centre - Reception (term-time)

Monday to Friday	09.00 - 13.00
	13.30 - 14.45

The Leigh Centre will not be open during non term-time. Please email sacc@southend-adult.ac.uk or telephone **01702 445700** for details.

Payment Facilities

Payments are accepted at our Reception desks at our Leigh and Southchurch Centres during the opening hours listed above. We regret that we are unable to take cash payments currently at our Belfairs Centre.

Course Fees

Your course fees contribute to the cost of your course and the college receives funding from the Government via the Skills Funding Agency/YPLA to run courses. The amount you pay will depend upon the type of course you select, your financial circumstances and the contribution received from the Skills Funding Agency/YPLA for your particular course.

Information, Advice and Guidance

Helping you make the right decisions

Education and Careers Advisers are on hand throughout the year to offer information, advice and guidance on all the learning and career opportunities available to you. They also have information on the range of assistance available at the college:

- Suitable courses
- Progression routes
- Learning support
- Financial support
- Childcare information
- Improving your employment prospects
- Career progression and guidance
- CV writing
- Job search skills
- Interview techniques

Education and Careers Advisers are based in the Administration Centre at our Southchurch Centre and are available to be seen on an appointment basis only. Please email info@southend-adult.ac.uk or telephone **01702 445710** to make an appointment.

IT Facilities

These are available for learners to use for private study and preparation of course materials during term-time at the times indicated at the entrance to the Student Resource Area at the Southchurch Centre. Sessions must be booked in advance at reception, by emailing sacc@southend-adult.ac.uk or by telephoning **01702 445700**. Alternatively, you can use our Internet Café facilities at our Leigh and Southchurch Centres when the College is open.

To use a computer at the college, you will need to use your username and password. Please speak to your tutor for details.

Study Support

Developing your Skills for Life

We offer free, extra support if you would like assistance with existing studies:

- To develop your communication skills for work
- To improve your Skills for Life (reading, writing, spelling, punctuation & maths)
- To prepare for future courses including Apprenticeship, NVQ, GCSE and AS/A2 level or other accredited courses

Using a wide range of materials and resources, including interactive computer packages and the support of a personal tutor, you will develop and follow an individual learning plan appropriate to your needs.

For more information, please contact an Education and Careers Adviser on **01702 445710** or email info@southend-adult.ac.uk

FREE National Qualifications in English & Maths

Would you like to get a **FREE** nationally recognised qualification in English or maths?

A National Certificate in Adult Literacy or Numeracy is well worth considering. There are different levels available, and you can work at your own pace. The tests are offered by the college at regular times throughout the year at our main sites and in community locations.

Call an Education and Careers Adviser on **01702 445710** to book an appointment to discuss your requirements.



Learning Support

Meeting your individual needs

We aim to meet your individual needs wherever possible, allowing you to take advantage of the activities on offer. There are lots of resources and specialist equipment that can be used, such as:

- Adjustable tables, chairs and easels
- Electronic magnifiers, large print and braille service for the visually impaired
- Extra large computer screens and enlarged computer keyboards
- A hearing loop system
- Dyslexia support

Learning Support may be available in classes where appropriate. If you haven't asked for support when enrolling, you can still take advantage of it by talking to your tutor or an Education and Careers Adviser at any time during your course. The more notice and information you can give us, the better we are able to help you.

If you are attending a course which leads to a qualification and are receiving support in your class, please ensure your tutor applies for examination support on your behalf as soon as possible, as failure to give adequate notice may mean that we are unable to get authorisation from the awarding body in time to put support in place.

Moodle (On-line learning)

We are at present developing an online learning environment for students through the Moodle platform. We envisage that this will be available to all learners during the latter part of 2012. If you would like to be involved in the piloting of online learning using Moodle, or would like more information; please email moodlestudentsupport@southend-adult.ac.uk

Café

A chance to relax in comfort

We place a high value on providing an environment in which you can relax in comfortable surroundings.

Southchurch Centre

A choice of hot and cold snacks and refreshments can be purchased in the 'Main Course Café', which has ample seating. Drinking water is available in the cafeteria area and in the lift lobby on the first floor. Opening times are displayed in the Café at our Southchurch Centre.

Out-of-hours drink and snack vending machines are also available. If you have any special dietary requirements, please speak to a member of the Café staff.

Leigh Centre

The Leigh Café provides hot and cold snacks and refreshments during the day and a drink vending machine during the evening. Opening times are displayed in the Café at our Leigh Centre.

Belfairs Centre

Cafeteria facilities are available at the Belfairs Centre between 9.00am and 3.00pm during term-time.

Please note: In all our Centres, there is no eating permitted outside the designated areas.



Concerned about Access?

We are fully committed to ensuring that no one is treated any less favourably on account of a disability and will make reasonable adjustments to provision to ensure this commitment is honoured. Our Leigh, Southchurch and Belfairs Centres are fully accessible to wheelchair users and those with physical disabilities. Wheelchairs are available at both our Leigh and Southchurch Centres. The Prospectus and Learner Guide can be made available in alternative formats. Please ask for further details from an Education and Careers Adviser at the Southchurch Centre.

A minicom telephone service is available on **01702 618100**.

As a college, we are positive about disability. We are fully committed to ensuring that people with disabilities, including those with learning difficulties/disabilities are treated fairly. To help us make adjustments to ensure you are not disadvantaged we do encourage you to speak to your tutor or an Education and Careers Adviser to discuss your needs, whatever they may be. Please see page 6 for details about Learning Support.

Computers & the Internet

We have a policy for the appropriate use of computers and the internet on college premises. Details of this can be obtained from reception. Print quotas are allocated to each student dependent upon the course on which they are enrolled. If this allocation is exhausted, additional print copies can be purchased from the Payment Desk at the Southchurch Centre during the opening hours specified on page 5.

Photocopying

Facilities are available to all our students and can be found in the lift area on the first floor of the Southchurch Centre and in the reception area at the Leigh Centre. You will need to buy a photocopying card from the dispensing machine (charges are displayed by the

copier). The card enables A4 copies only and can be used in either Centre.

Your Local Library

More than just books! Southend Library has over 3 million items of stock. As well as books, they include videos, DVDs, CDs and CD ROMs. All can be borrowed on an ordinary library ticket. We are here to support leisure as well as lifelong learning.

- **Requests** you can request any item from any library by phone or online
- **Study space** all libraries have an area where you can work to help with your studies, staff will be pleased to help you find relevant resources
- **Internet** all libraries offer free access to the internet, as well as office software and free on-line resources
- **How to join** you can join at the library itself and borrow books and resources straight away or join online by visiting the web site at the address below

To find out more about Southend Library visit **www.southendlibrary.com** or call **01702 534100**.



examinations

Entry Forms

If you are required to take an examination as part of your course, your tutor will give you the entry form at the appropriate time and explain what you need to do. You will be responsible for handing it in by the deadline and for checking the exam dates. Failure to comply with deadlines will result in late fees being charged. Please ensure your tutor provides the examination department with details of any support you are receiving in your class as soon as possible. This will enable extra help or support at examination time to be arranged due to a disability or learning difficulty.

Appeals Procedure

If your assessment or exam result is not as expected and you have strong grounds to challenge the result, you are entitled to appeal against the decision, but this must be done immediately. Please write to our Examinations Officer, as soon as results are received, providing as much detail as possible. You will then be advised of the charges set by the examination boards for a re-mark.

Exam Dates

These are available:

- On the Exams Notice board at our Southchurch Centre
- From your tutor

It is not possible to change the date of any examination. Failure to attend a scheduled exam will result in a penalty fee which must be paid before a further exam date is considered.

A copy of the Exams Policy will be given to you at the start of your course, and you should read this carefully. Additional copies of this policy are available from the Examinations Officer.

Recording your Learning

We have introduced a new system for those learners that are attending a course, which does not lead to a qualification. This has significantly reduced the amount of paperwork you have to complete. Full details will be provided by your tutor at the first session.



Learner Feedback

We are interested in hearing your views and will be sending out Learner Surveys for you to complete during the year. We will also be holding Learner Focus Groups and details of dates and times will be displayed on the electronic boards in college at the Southchurch Centre and on Student Notice Boards throughout college buildings. You can also email your comments to haveyoursay@southend-adult.ac.uk

Compliments & Comments

Whilst we are keen to resolve any complaints you may have about the college, we would also like to give you the opportunity to tell us about any aspect with which you are particularly pleased. In particular, we would like to hear examples of good service/customer care and suggestions for improvements in the way we do things, to help us to improve our service to you. Forms are available from college centres.

Complaints

If you have a complaint or are suffering from any form of harassment or discrimination, please speak to your tutor in the first instance or direct your complaint to the college Management Team using the 'Comments, Compliments and Complaints' procedure. Many problems and concerns can be resolved quickly if they are brought to the attention of the appropriate person as they arise.

If your concern is about:

- Your studies - speak to your tutor
- Catering - speak to a member of the catering team
- Your safety, or that of a fellow learner – please speak to any member of staff or telephone the designated Safeguarding Officer on **01702 444580**

If you are still not satisfied with the response, please complete a form and hand it into Reception or a Centre Office. Alternatively, you may address a letter to the Principal, or email principal@southend-adult.ac.uk. All complaints will receive prompt attention and will be responded to personally. The forms can be found near reception and in the café at our Leigh Centre. Alternatively, please request a form to be sent to you by emailing sacc@southendadult.ac.uk or telephoning **01702 445700**.



student governors

The Governing Body shapes the college's policies and oversees their development. It is made up of Local Education Authority representatives, learners, teaching staff, support staff, those who have been co-opted and the Principal. It meets twice termly with meetings generally starting at 18.30.

The learner body is represented by a maximum of four Student Governors, who are elected for a four-year term of office. The main stipulation is that you must be enrolled on one of our courses whilst serving on the Governing Body.

A list of current Student Governors can be requested from the Communications Officer at our Southchurch Centre by emailing communications@southend-adult.ac.uk, or by telephoning **01702 445700**. Contact with Student Governors can be made through the Communications Officer, or by emailing governors@southend-adult.ac.uk



Safeguarding

The college takes your safety seriously!

You will receive information at the start of your course, during induction about what to do if you feel you are being bullied, harassed or intimidated, also if you see someone being harassed, bullied or intimidated. We will also provide you with E-safety tips.

The College has two designated Protection Officers, contactable on **01702 445727** and **01702 444580**, or if you wish you can speak to your tutor.

In addition, please speak to your tutor, or go to Reception if there is any aspect of the College which you feel is not safe. Individual tutors will go through the requirements for their specific courses. If you are in the community, your tutor will give you the information you need.

Look out for posters around the college for more information.

Health & Safety Policy

All our practices are governed by a Health & Safety policy, copies of which are available from a member of the college staff. Your tutor will go through Health and Safety as part of your induction. Please remain vigilant and report any Health & Safety concerns to the Sites Manager at our Southchurch Centre.

First Aid

In the event of an accident, however minor, inform your tutor (if applicable) and the appropriate Reception/Centre Office where an accident form must be completed. First aid kits can be found at Reception and Centre Offices, and in all areas that present a need, for example, craft classrooms.

Accidents, Incidents and 'Near Misses'

All accidents, incidents and 'near misses', however minor, must be reported on an incident or accident form, available from Reception, or a Centre Office.

Emergency & Evacuation Procedures

If the alarm sounds, please ensure that you follow the evacuation procedures for the building. These can be found on the wall of your classroom. Your tutor will also explain these to you at your first session.

The procedures for each Centre will be slightly different but the following can be used as a guide:

- Leave the classroom immediately
- Do not stop to pick up belongings
- Evacuate the building quickly and in an orderly manner
- Once outside, wait in the designated assembly area
- Your tutor will check the register
- You may only re-enter the building once the 'all clear' is given

The lift must not be used in the event of a fire. Learners who use wheelchairs and those with mobility restrictions should go to the top of the stairs to await evacuation. If you are in any doubt over these procedures, please speak to your tutor.

Severe Weather Procedures

Please note that severe weather may necessitate the closure of car parks and some of our Centres. If we have to close any of our Centres because of the weather, the information will be passed to BBC Essex, Heart FM and Southend Radio stations who will make announcements. Information will be displayed on the college's social media sites and college websites.

practicalities/data protection act

Car Parking

Southchurch

Our Southchurch Centre has a car park with disabled parking spaces and a bicycle shed. Please do not park in a disabled bay unless your car has a blue badge sticker, and you are the person who has the disability for which it has been issued.

Leigh

There is very limited parking at our Leigh Centre at the rear of the building with three reserved spaces for disabled drivers at the front. Please do not park in a disabled bay unless your car has a blue badge sticker, and you are the person who has the disability for which it has been issued. Pay-and-display parking is available next to the Centre. Car parking at the Leigh Centre must only be used for the period you are actually in the building attending a class. Your car must be removed from the car park immediately your class has finished.

Belfairs

Evening parking is available.

Please note:

Parking is at the owner's risk. Ensure you only park in the marked spaces to maintain access for emergency vehicles and pedestrians.

Public Transport

Most of our sites have public transport services operating nearby. Details are available on the college's website www.southend-adult.ac.uk or Southend Borough Council's website www.southend.gov.uk

Lost Property

Any lost property that is found will be passed to the caretaker in our Leigh and Southchurch Centres, or the caretaker at the Belfairs Centre. In the first instance, please ask a caretaker or a member of staff.

No Smoking

In line with the law, smoking is only permitted in the designated areas outside the College buildings.

Mobile Phones

Please remember to switch off your mobile phone during class times. Mobile phones and other electronic devices are strictly prohibited in exams – please leave your phone at home if you are attending an exam.

Data Protection Act 1998

How the act helps you

The act gives you certain rights. It also ensures that when we record and use your personal information, we must be open about how the information is used and follow the principles of 'good information handling' set out in the Act. You have the right to access certain personal data that we hold.



Southend Adult Community College
www.southend-adult.ac.uk

Learn Direct
www.learndirect.co.uk

Lifelong Learning
www.lifelonglearning.co.uk

National Institute of Adult Continuing Education
www.niace.org.uk

Skills Funding Agency
www.skillsfundingagency.bis.gov.uk

Next Step
<http://nextstep.direct.gov.uk/>

Southend Borough Council
www.southend.gov.uk

Royal National Institute of Blind People
www.rnib.org.uk

The British Dyslexia Association
www.bdadyslexia.org.uk

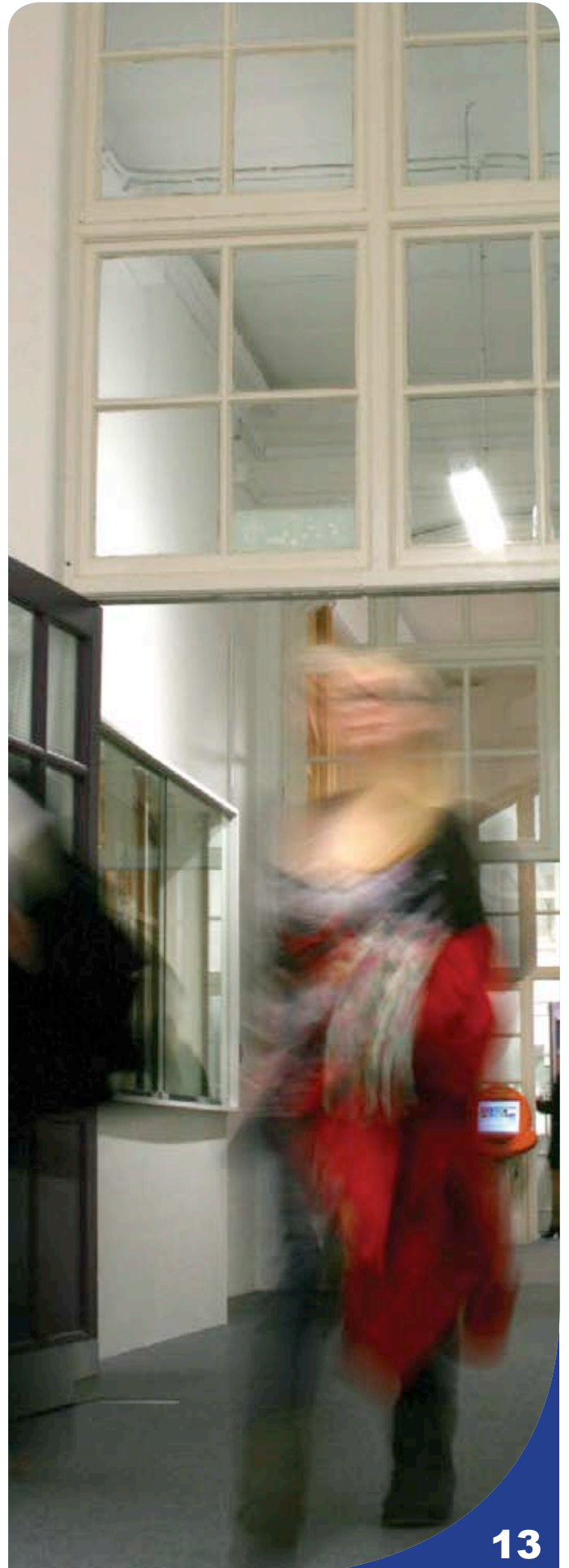
The National Association of Deafened People
www.nadp.org.uk

MIND
www.mind.org.uk

Foundation for People with Learning Disabilities
www.learningdisabilities.org.uk

The National Autistic Society
www.nas.org.uk

BBC Education
www.bbc.co.uk/learning



the college year/getting in touch

The College Year

Details of the college year are available:

- From Centre Offices and Reception
- From your tutor
- On the college website:
www.southend-adult.ac.uk
- In classrooms at our Leigh and Southchurch Centres



Getting in Touch

Southchurch Centre
01702 445700

Leigh Centre
01702 445700

Information, Advice & Guidance
01702 445710

Minicom
01702 618100

Email
info@southend-adult.ac.uk
sacc@southend-adult.ac.uk

Website
www.southend-adult.ac.uk

All information is correct at time of print. Any changes will be displayed at college venues.





College Centre Details:

- 1** Southchurch Centre & Business Centre
Ambleside Drive, Southend on Sea. SS1 2UP
- 2** Leigh Centre
Elm Road, Leigh on Sea. SS9 1SP
- 3** Belfairs High School
Highlands Boulevard, Leigh on Sea. SS9 3TG

