



ADULT LEARNER HANDBOOK

2023-2024

YOU CAN...

YOU CAN...

**FULFIL AMBITION, DEVELOP,
IMPROVE, SOCIALISE,
ACHIEVE, LEARN AND ENJOY
WITH CRAVEN COLLEGE.**

This guide provides key information to help you with your course. More detailed information is available on our website.

We pride ourselves on being a caring College, where all students will feel happy, motivated and supported.

We wish you every success and hope you enjoy your time with us.

2023-24 TERM DATES

AUTUMN TERM – 04 SEPTEMBER 2023 – 21 DECEMBER 2023

College Opens: Monday 04 September 2023

Half Term: Monday 30 October 2023 – Friday 03 November 2023

Christmas Holidays: Friday 22 December 2023 – Friday 05 January 2024

SPRING TERM – 08 JANUARY 2024 – 22 MARCH 2024

College Opens: Monday 08 January 2024

Half Term: Monday 12 February 2024 – Friday 16 February 2024

Staff Training Day: Tuesday 05 March 2024

Easter Holidays: Friday 22 March 2024 @ 12noon – Friday 05 April 2024

SUMMER TERM – 08 APRIL 2024 – 27 JUNE 2024

College Opens: Monday 08 April 2024

May Day: Monday 06 May 2024

Half Term: Monday 27 May 2024 – Friday 31 May 2024

College Closes: Thursday 27 June 2024

WHAT YOU CAN EXPECT

Craven College & Tyro Training will:

- Provide experienced and qualified tutors/trainers
- Provide a professional, friendly and effective service
- Offer advice and information about learning and progression
- Listen to your views and comments
- Provide a safe and welcoming place to learn

WHAT WE EXPECT

As a student, you will be required to:

- Show tutors/trainers, staff and fellow pupils respect and consideration at all times
- Arrive on time and attend all sessions
- Follow all health and safety guidelines given
- Take responsibility for your own learning
- Complete all required coursework



HEALTH & SAFETY

Your safety and the safety of our staff is our top priority. You should familiarise yourself with Craven College's Health & Safety procedures including the location of fire exits for the venue before your session begins.

The following are basic requirements:

- You must comply with any written or verbal instructions regarding Health & Safety whilst on College premises or whilst participating in College activities
- You have a duty to protect yourself from injury and must use protective equipment when considered necessary by the College
- You must conduct yourself, at all times, in such a manner as not to endanger yourself or others
- All accidents (however slight) must be reported immediately to a member of staff who will complete an accident record
- Do not attempt to lift or move heavy objects which may cause injury or, operate machinery/equipment unless trained or supervised

Fire & evacuation procedures

- Check the main emergency exit route and secondary route from the venue of your course
- On hearing the alarm, leave the premises quickly and calmly following staff instructions. DO NOT USE LIFTS
- Leave all hand-held possessions behind
- Register with your tutor/trainer at the designated assembly point outside the building and follow instructions
- Do not re-enter the building until told it is safe to do so by someone in authority

If you discover a fire

- Inform a member of staff immediately or break the glass on the nearest alarm
- Leave the building quickly and calmly and make your way to the assembly point
- Do not re-enter the building until told it is safe to do so by someone in authority

Please note smoking and vaping are not permitted in any College building or venue.



STUDENT SUPPORT SERVICES

Assistance can be provided if problems affect your ability to study, make progress or access our provision.

For some people, re-entering education can be a worrying prospect. People with a disability or learning difficulties may require a modified learning programme or assessment procedure. Trained staff can provide a range or additional support.

Information, advice & guidance

Student Services can offer you support and assistance whilst at College on a range of issues including:

- Financing your studies
- Travel assistance
- Careers and progression
- Counselling
- Health and welfare
- Student activities and events

Additional learner support

We can provide additional help for people with a disability or those who need extra learning support, including:

- Support for assessments and exams
- Support with English and maths
- Support in the classroom
- Providing specialist equipment

For further information or to make an appointment, contact Student Services on **07921 214 115** or contact your tutor in the first instance.

SAFEGUARDING

Feel Safe, Be Happy. Your safety is important to us. At Craven College we have a duty to safeguard all our students. If you have a concern and you see something that doesn't feel right then please say something. Please don't rely on others.

"If you suspect it - report it" this is a key message from the Police, at a time when terrorism is a serious concern and threat to the UK.

If you have any concerns report them to one of the College's Safeguarding Team or alternatively you can contact the Police directly by ringing 101.



**Emotional
abuse**



Neglect



Cyberbullying



**Violence
at home**



**Bullying
behaviour**



**Sexual abuse/
exploitation**



Radicalisation



**Relationship
violence**



**Forced
marriage**

TALK TO US, WE WILL LISTEN

Call into Student Services, Whernside Building, to speak to our Safeguarding Team or find our details on MyCraven under 'Student Support'.



EQUALITY & DIVERSITY

All students have a right to participate in learning and be treated equally. Craven College is committed to making sure that everyone will be treated fairly by:

- Challenging discriminatory and inappropriate language and behaviour
- Creating a comfortable and safe learning environment for all
- Challenging behaviour which prevents learning taking place
- Ensuring learning materials are made available in appropriate forms
- Where possible, ensuring appropriate equipment is supplied to support learning needs

A SAFE LEARNING ENVIRONMENT

Craven College is committed to providing a learning environment that is free from Bullying and Harassment. We should all be able to live free from fear and harm and have our rights and choices respected.

Bullying and harassment are unacceptable. If these do occur, all students are able to report any incident and can be assured that they will be taken seriously and that their complaint will be dealt with promptly and effectively.

At Craven College, we operate a zero tolerance policy of all forms of abuse. All students have a right to participate in a learning environment that is free from violence and mistreatment.

As a student with Craven College and Tyro Training, your responsibilities are to respect other people's right to safety, and not to threaten, hurt or abuse others. If you think you have been hurt or abused by another student, member of staff or visitor, you should report it as soon as possible.

Please contact the Student Services on **07921 214 115**.

WHAT IS PREVENT...

The need to prevent people being drawn into radicalisation and extremism and perhaps terrorism.

EXTREMISM

Is the vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

INTERVENTIONS

Are used when someone has been drawn into radicalisation or extremism. Interventions are intended to divert people away from terrorist activity.

RADICALISATION

Refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.

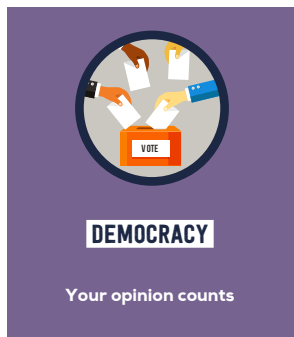
SAFEGUARDING

Is the process of protecting vulnerable people, whether from crime, other forms of abuse or in the context of Prevent, from being drawn into terrorist related activity.

IF YOU SEE SOMETHING, SAY SOMETHING

If you are concerned about yourself or someone you know, contact the Head of Student Services on **07921 214 115** or call the Police on 101

The Prevent Strategy also highlights the need to focus and reinforce our United Values (British Values), which are:



KEEPING OUR COMMUNITY SAFE

You have the right to be and feel safe

If you have any concerns, you should report them to a member of the Safeguarding team as soon as possible.

Call into Student Services, Whernside Building, to speak to our Safeguarding Team or email: staysafe@craven-college.ac.uk

Promoting United Values

United values are defined as: *“democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.”* (Prevent Duty Guidance, HM Government, December 2014).

Craven College and Tyro Training promote these values to all students as part of the learning experience. Students will be expected to treat everyone equally, fairly and with respect.

ABSENCE PROCEDURES

If you are not able to attend a session you need to let your tutor/trainer know using the contact details provided or contact the Adult Part-time Office. If you know you will be absent for a session please inform the tutor/trainer beforehand.

OBSERVATIONS

To support our commitment to high quality learning, an assessor may visit your venue to carry out an observation of teaching. The observer may wish to speak to students, so please feel free to share your comments and suggestions.

IT CODE OF PRACTICE

Our computer suites are for learning and study purposes. All users are expected to behave in a manner helpful to both your own learning aims and the aims of your colleagues. There are special conditions for using email and the internet; details are displayed in all computer rooms.

By signing an enrolment form you agree to abide by the College's regulations and policies.



E-SAFETY

What is e-safety?

E-safety, Online Safety or Internet Safety all means the same thing. It's about risk; it's about being aware of the possible threats that online activity can bring, and how to deal with them.

These risks are grouped into four categories:

CONDUCT Personal online behaviour that may put you at risk of harm for example making, sending and receiving explicit images, or online bullying.

CONTENT Being exposed to illegal, inappropriate or harmful material, for example pornography, fake news or radical and extremist views.

CONTACT Being subject to harmful online interaction with unsuitable, unpleasant or dangerous people such as adults posing as children.

COMMERCIALISM Use of platforms with hidden costs which may put you at risk.

Password security

Password security starts with creating a strong password. A strong password is:

- At least 12 characters long but 14 or more is better
- A combination of uppercase letters, lowercase letters, numbers, and symbols
- Not a word that can be found in a dictionary
- Not the name of a person or a popular entity such as a character, product, or organization
- Significantly different from your previous passwords
- Easy for you to remember but difficult for others to guess
- Consider using a memorable phrase like "6MonkeysLooking^"

Check how secure your password is at: **howsecureismypassword.net**

FEEDBACK

Student Feedback and Quality Improvement

We take great pride in the quality of our services and aim to maintain high standards at all times.

Everyone working for the College and Tyro Training is responsible for quality and will help students to succeed in their goals. During your time with the College you may be asked to complete a questionnaire or give feedback on your experience with us. Please do so as honestly as possible.

It is your feedback which enables us to improve the services we offer. The College welcomes all comments and suggestions and you can give feedback by:

- Completing a mid and/or end of course Evaluation Form
- Speaking to your tutor/trainer, centre staff or manager
- Taking part in surveys
- Attending a learner voice forum
- Contacting:
 - Student Services – **07921 214 115/student-services@craven-college.ac.uk**
 - Tyro Training – **01756 797 266/info@tyrotraining.co.uk**
 - Adult Part-time Team – **01756 693 309/parttime@craven-college.ac.uk**

Disciplinary Procedures and Complaints

The College operates clear procedures for dealing with situations requiring disciplinary action and for any complaints from students or other clients.

You can complain in person, by telephone, in writing or by email. The most effective way to resolve a problem is to deal with it straight away and so in most instances the best course of action is to speak to a member of staff. If you prefer to submit details of a complaint in writing, you can email us at: **feedback@craven-college.ac.uk**

Full copies of the procedures are available on request.

A young man with short dark hair, wearing a plaid shirt over a dark t-shirt, is smiling and looking upwards and to the right. He is the central figure in the background of the advertisement.

DON'T

STOP

NOW!

CONTINUE YOUR EDUCATION WITH CRAVEN COLLEGE

MANY COURSES FOR THOSE AGED 19+



USEFUL CONTACTS

Student Services

07921 214 115

Adult Part-time Office

01756 693 309

Tyro Training

01756 797 266

Craven College

Aireville Campus
Gargrave Road, Skipton
North Yorkshire, BD23 1US

01756 791 411
craven-college.ac.uk

Tyro Training

Auction Mart Campus
Gargrave Road, Skipton
North Yorkshire, BD23 1UX

01756 797 266
tyrotraining.co.uk