

# Learner handbook

2009/2010

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### **Information in other formats:**

This booklet is also available in the following formats on request: tape, large print, Braille, web.

## Welcome from the Principal

To both new and returning students, welcome to the Adult Education College Bexley, the main provider of part-time adult education here in the London Borough of Bexley.

This handbook summarises the broad range of services we provide and the various levels of support we offer to our learners. I hope you find the content informative and helpful. If however, there is anything else you want to know or need help with, do please ask. All our staff are committed to providing the best possible service and to helping you get the most out of your time spent with us.

Learning - be it for pleasure, for leisure, or for gaining new skills and knowledge for home or the workplace - is vitally important to everyone at all stages in their lives; and we are here to help you achieve your learning goals.

Let me take this opportunity of wishing you a positive, rewarding and enjoyable learning experience with us.

**Malcolm Tite** Principal

Sidcup Arts & AEC, Alma Road, Sidcup, Kent DA14 4ED  
Tel: 020 8300 1056 Website: [www.adultedbexley.org](http://www.adultedbexley.org)

## Mission Statement

Adult Education College Bexley is committed to developing and providing high quality, accessible learning and training opportunities responsive to the needs of individuals, families, communities and employers – and to working collaboratively with other partners.

# Statement of Learner Entitlement and Responsibilities

## Assessment

You will be entitled to:

- ◆ Have individual needs assessed and support needs identified.
- ◆ Regular feedback on how you are performing throughout your training/education programme.

## Continuous Improvement

You will be entitled to:

- ◆ Opportunities to give structured feedback on the way in which your course is developing
- ◆ Have any complaints that you wish to make handled quickly and sympathetically.

## Information

As a learner you will be entitled to:

- ◆ Free and accurate information on courses available and any entry requirements.
- ◆ Access to any reports from inspectors on training and education suppliers.
- ◆ Information on and access to qualifications.
- ◆ Advice on funding your chosen course or route.

- ◆ Clear information on the way your course will be organised, to include attendance times, holidays, and what to do if you cannot attend, have an accident or wish to make a complaint.

### **Learner Responsibilities**

As the learner, you will be expected to:

- ◆ Attend and study as regularly as possible.
- ◆ Inform us of any unexpected absences.
- ◆ Complete work on time and to your best standard.
- ◆ Take care of equipment and buildings.
- ◆ Behave responsibly, safely, and not to use any language that will give offence to others.
- ◆ Participate on feedback.
- ◆ Make a positive commitment to your own personal development.
- ◆ Be aware of Health & Safety responsibilities to yourself and others.

### **Quality Training Education Experience**

You will be entitled to:

- ◆ Equality of opportunity in all aspects of your learning experience.
- ◆ Help and support with any literacy, numeracy or other special needs identified.

- ◆ Be taught by people who are competent in the subject/area of your education and training.
- ◆ Learn in a safe environment.
- ◆ Regular and constructive feedback on performance and access to any specialist guidance and support, if necessary.
- ◆ Opportunities for progression explained simply.
- ◆ Have your learning programme managed and co-ordinated to the highest standard.
- ◆ Access to ongoing advice and support throughout your learning programme.
- ◆ Have your coursework marked (practical and written) and feedback given promptly.

## Code of Behaviour for Learner Members of the College

The Adult Education College Bexley prides itself on being an open and accessible institution. Learners from a wide variety of backgrounds are welcome, and work happily together.

However, whilst the vast majority of learners work well together, there are occasions when the behaviour of learners falls below a standard that is acceptable to the College. For this reason, we have noted some of the types of behaviour towards staff or fellow learners that may result in the exclusion, or in lesser cases some form of disciplinary action. The following list is not exhaustive and other types of behaviour may result in exclusion or other disciplinary action.

- ◆ Any example of racial or sexual harassment.
- ◆ Behaviour that is physically or verbally abusive.
- ◆ Any unduly noisy or unruly behaviour or use of foul or abusive language.
- ◆ Disrupting any class or any other College activity, whether or not involving staff or other learners.
- ◆ Deliberately or by gross negligence causing damage to any College buildings, equipment, books or furnishings, or any property of others.
- ◆ Any unauthorised interference with software or data belonging to or used by the College.
- ◆ Accessing any inappropriate websites and downloading offensive materials/information from the internet.
- ◆ Any theft of property or any other dishonest act.
- ◆ Any gambling on College premises, apart from authorised fundraising agreed by the College Management.
- ◆ Any drunkenness on College premises or any activity associated with the use, possession or supply of any illegal drug.
- ◆ Any bullying, intimidation, taunting, verbal abuse or the use of any violence or threat of violence towards any person.
- ◆ Any behaviour which would bring the College into disrepute.
- ◆ Smoking on College premises or grounds.
- ◆ Any act which may have an adverse effect on the work of the College or on other learners.

## **Learners are advised to read the above code**

The learners acknowledge that they are bound by the code when signing their enrolment form.

A copy of this code as printed in this booklet can be found on display throughout the College.

## **Possible disciplinary action**

- ◆ Permanent exclusion.
- ◆ Exclusion for a shorter period e.g. one week, month or term.
- ◆ Oral warning (to remain on the learner's record for one term or year as specified).
- ◆ Written warning (to remain on the learner's record for one to three years as specified).

Details of the Learner Disciplinary process are available from the Head of Student Services on: 0208 269 8999.

## **Enquiries and Information**

Main offices will be open from 09:30 – 15:00 and 19:00 – 21:00 during term time for prompt answers to your queries. Outside term time, main offices will open at specified times, usually 10:00 - 14:00 in the day, or offer an answerphone service.

## **Tuition**

If you do not receive the number of tuition sessions you have paid for, because of any fault or omission on our part, we will arrange alternative times or courses or extend remaining lesson times.

## Refunds and Transfers

If you enrol for a course and pay for it, you will only be entitled to a full refund if we receive written notice of your cancellation within 7 working days of your enrolment.

You will not be considered to be 'enrolled' on a course until you have received a receipt from us confirming your place. You are deemed to have received confirmation of enrolment on the second working day after the date on which the receipt is issued.

If, however the course begins before the 7 day period has expired, you will not be entitled to a refund at all.

Courses marked with the symbol **G** include a first week guidance session. Your enrolment will not be considered confirmed until you have attended this session. If, after discussion with your tutor, you decide that the course is not suitable, you may cancel your enrolment on that course or transfer to a more suitable course (subject to availability). If you cancel your enrolment you will be entitled to receive a full refund, provided we receive your notice of cancellation in writing within seven (7) working days of the first week guidance session and you do not attend any further sessions of that course.

### Course Closures

If the College closes a course and is unable to arrange a suitable alternative, you will receive a full refund (if applicable) plus a £5 College voucher (for courses over £28.00) for the inconvenience caused, which can be redeemed against your next course.

## **Transfers**

Transfers are generally not possible unless it is early in the course and there is an alternative place available. There will be an administration fee of £10 for each transfer requested by a student.

## **Complaints and Compliments**

We want you to enjoy your experience with the College, but if you have any problems at all with the quality of the service we offer or wish to comment generally, please complete a complaints/ comments form which is available at centre Reception Areas, along with copies of the formal complaints procedure.

Complaints in writing will be acknowledged within 3 working days and an answer given within 10 working days.

We would also welcome any positive feedback on where the service we have provided has exceeded your expectations.

## **Guidance and Advice**

### **Course/Careers Guidance**

Please see pages 12 and 30 for details of specialist advice. For on-course guidance please refer to your tutor in the first instance. The College has a free and independent guidance service that offers general advice on courses offered by the College. It also provides information about education at other institutions, as well as help with CVs, job search skills, application forms and careers advice. Please telephone 020 8298 2822 to make an appointment at the Guidance and Welfare Unit.

## **Guidance and Open Study Centre**

As a College learner, you are entitled to free access to our Open Study Centre, based at Brampton Road. As well as use of a wide range of learning material such as books, audio-visual equipment and computer packages for personal study, there is the opportunity for Internet access. Please telephone the centre on 020 8298 2822 to book or for details of Internet access.

Opening hours: Tue, Wed, Thu & Fri - 10:00 – 15:00

## **Internet Facilities**

For details of Internet access please contact the Open Study Centre at Brampton Road on 020 8298 2822. There is also an internet facility through Learndirect at Brampton Road. Telephone 020 8298 2838.

## **Learner Counsellor**

A College counsellor is available for learners who wish to discuss personal issues or problems causing concern, in a confidential setting. To make an appointment contact Open Study on 020 8298 2822.

## **Learner Support Manager**

Glenda Jackson Tel: 020 8269 8990

e-mail: [glenda.jackson@adultedbexley.org](mailto:glenda.jackson@adultedbexley.org)

Sidcup Arts & AEC, Alma Road, Sidcup, DA14 4ED

If you have a learning difficulty or a physical disability that may affect your learning, please inform us so that we can make arrangements to support you. To discuss your support needs personally phone Glenda Jackson the Learner Support Manager.

## **Learner Welfare Services**

Jeanette Haider 020 8298 2822

e-mail: [jeanette.haider@adultedbexley.org](mailto:jeanette.haider@adultedbexley.org)

Brampton Road AEC, Bexleyheath, Kent DA7 4EZ

For a confidential and informal discussion regarding any areas of welfare that any learner may be experiencing please contact your Learner Welfare Officer who will offer support, information and signposting of useful help organisations and local services. Translators are available for learners whose first language is not English through Bexley's interpreting services, information is also available in other languages. Appointments can be booked within the Learners' place of study. The Learner Welfare Service fully supports Bexley's policy of equal opportunities.

## **General Information**

### **Absence**

Please let us know if you are going to be absent from a class for any reason. The College has an automatic contact procedure for absent learners – letting us know you will be absent should prevent us contacting you unnecessarily. If you do not contact us about absence you will be automatically withdrawn from the course after 4 weeks. We will let you know if a class is cancelled for any reason.

## **Additional Costs**

Some classes incur additional costs e.g. clay for pottery, flowers for floristry, photocopies, etc.

## **Adverse Weather Conditions**

The College has the following procedures for adverse weather conditions: If conditions are hazardous, decisions about class cancellations will be made for evening classes by 11.00 a.m. The adverse weather condition procedures will be displayed on posters at each site and in the main brochure. Cancellation details will be found on the main College site answerphones if they can be accessed and the College website, if adverse weather conditions prevail. All College answerphones will carry a message stating that the College is closed and the date, to cover all courses, as well as information on the website.

Classes should be made up by the tutors in negotiation with the learners in the following weeks' lessons.

## **Brochures**

The Spring brochure giving details of courses starting in January will be available in December.

The main brochure which includes summer tasters and the main programme for the year will be available in the Spring term.

## **Changes to the Planned Programme**

Occasionally changes have to be made to the planned programme, sometimes at short notice. Your centre office will notify you of any changes as soon as possible.

## **Change of Address**

Please advise your centre office of any change of address or telephone number in case we need to contact you.

## **Computer Classes**

To avoid the risk of transferring computer viruses to and from machines, the College recommends that learners purchase a memory stick for use with our computers.

## **Copyright**

The College holds the copyright for all registers and learner details remain confidential at all times.

Students involved in the making or producing of artistic works that are based upon, copied, or adapted from an original artistic work, need to be aware of the legal restrictions in doing so under the law of copyright.

As an educational institution, Adult Education College Bexley, is permitted under copyright law to allow its tutors and students to copy, reproduce or adapt original artistic, literary, musical or dramatic works in the course of educational instruction. However, if the work produced by students or tutors in those circumstances is subsequently sold, let for hire, or even offered or exposed for that purpose, the copyright in the original work will be infringed. In such cases, the person responsible may be liable to sanctions under civil and/or criminal law.

## Course Evaluations

At the end of a course, or sooner, tutors and learners are asked to complete evaluation forms. The feedback from this process allows changes and improvements to be made in both teaching and facilities. A survey is also undertaken in the spring term. Please help us by completing these forms.

### Crèches

A daytime crèche is available at the Southlake site, with the additional facility of multi-lingual crèche workers.

For availability please contact the centre office. Spaces are limited, so must be booked. Please bring children no earlier than ten minutes prior to the session and please collect them promptly at the end of your class.

### Data Protection Act

The College is required by the Learning and Skills Council to keep detailed learner statistics. Information will be held on computer after completion of your course. However, in accordance with the Data Protection Act, the College does not release any personal details about individual learners.

### Emergency Contact

Please ensure that you complete the Emergency Contact section on the Enrolment Form. The nominated person can be a relative or friend, but should be someone local who can be contacted on your behalf should an emergency arise.

## **Equality and Diversity**

### *Equality and Diversity Policy*

The Governing Body of the Adult Education College Bexley has agreed an Equality and Diversity Policy for staff and learners:

*The Adult Education College Bexley believes firmly in the implementation of Equal Opportunities. We believe that all staff and learners should be treated as the individuals they are, with different needs regardless of age, gender, sexual orientation, race, colour, religion or disability. All persons attending or working for the College should be given the opportunity to reach their full potential, having equal access and choice.*

The College is required to carry out reviews of their services in relation to a range of equalities categories. These are age, race, gender, religion, diversity and sexual orientation. The College has a Diversity Action Plan with agreed action to meet equality of opportunity and diversity in these areas.

A separate Race Equality Policy is also available.

## **Examinations**

Most Exam/accreditation fees are included in course fees. Details are in the brochure, if they are not included please pay your exam/accreditation fees promptly as late payment delays entrance for the whole class. You are responsible for the accuracy of your own examination entry details. All assessed or examination courses require that a learning agreement be signed by the learner to enable the College to maintain its funding. If you experience financial difficulty in paying an exam fee please see page 19 for details of Bexley Trust for Adult Students and the Learner Support Fund.

Examinations/accreditation certificates will be released only if all course/examination costs have been received.

Examination dates for GCSE and 'A' Level are fixed by the Exam Boards and cannot be changed. For other qualifications, once your exam date has been agreed with your tutor and booked, this cannot be changed. Holidays are not considered a reason for changing exam dates. Where exceptional circumstances occur, in the case of illness, consideration may be given for an alternative exam date, but additional costs will be incurred. A doctor's certificate will be required to support the request.

For queries about examination entries or results please telephone 020 8269 8941. Your tutor will notify you of examination dates and collect any fees due.

## **Fees**

Fees are payable on enrolment. Full fees are to be paid unless learners are applying for grant aid or are entitled to a free course whereby a deposit of £50 is required.

## **Financial Assistance**

### *- Learner Support Fund*

Learners on examination courses who face financial difficulties can apply for a grant to assist with fees, childcare, materials, examinations, etc. Details of the learner's personal financial situation would be required, but would be treated as strictly confidential. This will only be a contribution and learners will need to pay the balance. Contact the Grants Officer on 020 8298 2825.

*- Bexley Trust For Adult Students*

BTAS was founded as a charity in 1991. It provides grants for learners who have difficulty with the cost of course or exam fees. Application forms can be obtained from the centre offices, or by contacting the secretary of BTAS on 020 8298 2825.

**Can you help with fundraising? If so, please contact the Principal's office on 020 8269 8988.**

### **Fire Drills**

Fire drills are held termly at all centres. Make yourself familiar with the nearest escape route and the designated assembly point, where, in the event of the alarm sounding, you must register with your tutor.

We apologise for any inconvenience caused by attending a fire drill, but these form an integral part of your safety.

Please make yourself aware of the emergency procedure and fire exits.

### **First Aid**

Centres have a designated staff member on duty with responsibility for taking action in the event of any incidents requiring first aid. A basic first aid box is available at the main offices. In the event of serious injury the emergency services should be called. See Health and Safety information below for further details.

## **Governing Body**

The Governing Body of the Adult Education College Bexley is formed from: elected staff and student representatives; the Principal; the Local Authority; Bexley Trust for Adult Students (BTAS); and, independent and co-opted members (20 in all).

The college has a delegated structure which means that its Governing Body acts on behalf of Bexley Council to plan and monitor the College's strategic plan and financial probity.

The Governors are also responsible for the direct appointment of senior staff, and for delegating the appointment of other staff to the Principal and his/her Senior Management Team. Governors serve for a period of four (4) years.

The current complement of Governors and their roles and responsibilities are displayed in each main centre.

## **Health and Safety**

Everyone has a responsibility for Health and Safety.

Your centre office will have a designated staff member on duty with responsibility for taking action in the event of an incident requiring first aid. In the unfortunate event of an accident or incident please complete an accident report form available at your centre office.

Please ensure that bags and belongings do not block access routes. If you see or encounter something that you think is a risk then please advise your tutor or the centre office.

In your own interest protective clothing should be worn in certain craft classes.

Children should not be brought to the centre unless they are enrolled in a family class or as independent learners, or are registered in the crèche. Learners must not leave children unsupervised in canteens or other areas of the College. Please consult the policy on enrolment of people under 16 years of age.

Where physical skills or activities are concerned learners must ensure that they are medically fit for the proposed activity. They undertake the activity at their own risk; and for various sports a declaration of medical fitness must be signed.

The College has a no smoking policy.

Learners are not insured to move furniture and the College would not wish or expect learners to do so.

### **ICT Contract**

All learners enrolled in ICT classes will need to sign a contract outlining the correct use of the equipment, including acceptable use of the internet.

### **Inspection**

As a learner your class will be inspected on a regular basis which would be by a member of the College staff e.g. a Teaching & Learning Assessor or Curriculum Manager.

The College will also be inspected by external bodies e.g. OFSTED. Whilst assessing the teaching and learning within a class the assessor may wish to speak to the learners.

## **Learner Identification Number**

This unique identification number can be found on your receipt. Please quote it on all correspondence with the College concerning enrolment.

## **Learner Involvement Strategy**

The College has a published Learner Involvement Strategy which outlines the various ways in which we will be seeking and capturing learner feedback. Copies are available from the Head of Student Services on 020 8269 8999.

## **Learner Support**

The College supports inclusive, lifelong learning for all and welcomes adults with learning support needs or disabilities. We offer a variety of courses, and unless a course is targeted for a specific group, the College welcomes applicants from all sectors of the community. Our leaflet “A Guide to Practical Help and Information for Learners with Disabilities” gives details of the support we can offer.

In line with the Disability Discrimination Act the College is committed to improving and developing all our facilities.

For further details ring the Learner Support Manager Glenda Jackson on 020 8269 8990.

## **Learning Agreements & Individual Learning Plans**

Learners joining courses will be expected to complete an Individual Learning Plan. The tutor will explain the course outline and syllabus at the first meeting and will also discuss the ILP and where required Learning Agreements. The College requires completion of these documents as evidence to the funding body that a learner has attended and completed a course.

## **Lifelong Learning**

The London Borough of Bexley along with the College has a firm commitment to Lifelong Learning.

## **Learndirect**

Learndirect is available for learners who wish to enrol on online learning. Courses include a wide range of computer courses, NVQs, English and Maths. Use of our friendly and supportive learndirect centres is free with qualified staff on hand to advise on courses and support learning. Learndirect centres are available at Brampton Road, Southlake and Howbury Centres.

## **Lost Property**

Please contact your centre office. Due to possible storage difficulties, lost property will only be retained for 3 months.

## **Mobile Phones**

Learners are politely asked not to use mobile phones whilst in the college buildings and definitely not within their classes as they can interfere with hearing aids, and in consideration of all other learners.

## **Parking Facilities**

*Please park considerately and in designated spaces only.*

In consideration of all of our learners, please do not park in a disabled bay unless you are entitled to do so.

The College is not responsible for any vehicle or the contents of any vehicle parked on its premises and is unable to guarantee parking provision on any site.

The College will be issuing parking permits for staff and learners for 09/10. Please make sure that you get one from your tutor so that the College can check that only legitimate users are parking in College car parks.

## **Personal Property**

Learners are responsible for personal property and equipment brought on to the Centre premises. Neither the College or the Local Authority will accept responsibility for damages caused to, or loss of, learners' property on its premises, including car parks.

## Plagiarism

During the course you will be submitting work for assessment. These guidance notes are to help you understand the general rules on coursework and originality.

1. All work submitted, as part of the requirements for any qualification must be expressed in your own words and incorporate your own ideas and judgements. Failure to do so could mean that either your tutor or the examination body may accuse you of plagiarism.

*Plagiarism is the presentation of another person's thoughts or words as though they were your own. This must be avoided, with particular care in course-work, essays and assignments.*

2. Direct quotations from the published or unpublished work of others must always be clearly identified as such by being placed inside quotation marks, and a full reference to their source must be provided in the proper form. This is usually in the form of a bibliography that goes at the end of your piece of work (your tutor can advise you on the best way of doing this). A series of short quotations from several different sources, if not clearly identified as such, constitutes plagiarism just as much as a single unacknowledged long quotation from a single source.
3. Unconscious plagiarism or unintentional plagiarism including an unattributed quotation in your coursework is as much an examination offence as deliberate plagiarism and will be dealt with in the same way.
4. Unless specifically agreed with the course tutor collaborative projects by all learners sharing work will be regarded as plagiarism on the part of all those involved. Failure to observe these rules may result in an allegation of cheating. Ghost writing or the use of third parties for writing essays is also strictly forbidden.

5. Plagiarism identified by awarding bodies may lead to the work being rejected and lead to failure of the award.

If you are in any doubt about what constitutes plagiarism when submitting course work please consult your tutor.

### **Refreshments**

Canteen facilities are provided at main centres for most classes. To comply with Health and Safety Regulations learners are asked not to take food and drink out of the canteen. Learners are also asked not to consume any food or drink in the classrooms.

### **Room Hire**

For details contact the relevant centre office.

### **Shop (Art)**

Art materials are available from the shop at Sidcup Arts & AEC. For details of opening hours please contact the Sidcup centre office on 020 8300 1056.

### **Smoking**

Smoking is not allowed in any AEC building or grounds including car parks.

## **Student Association**

The Governing Body of the Adult Education College Bexley includes three Student Governors elected by the Student Association.

Whilst supporting the objectives of the Adult Education College, the Association provides assistance, as far as is able, for the learners' benefit in their pursuit of education and cultural aspirations. Although the Student Association will represent the view of all learners, membership of the Association is obtained by contributing £1 per year when initially registering for courses. In the past these contributions enabled the funding of parking improvements and the purchase of safety and specialist equipment for learners of all abilities.

You need contribute only once a year, on one enrolment form, no matter how many courses you may wish to enrol for. Should you like to be more actively involved with your Association, you would be more than welcome! We are always in dire need of more volunteers and class representatives.

**So do come and join in!**

### **Central Area**

Represents classes in Brampton

Contact: Brampton Road AEC

Tel: 020 8303 2541

### **North Area**

Represents Crayford, Southlake and Howbury

Contact: Crayford Manor House

Tel: 01322 521463

## **South Area**

Represents Sidcup and Palm Avenue

Contact: Sidcup Arts & AEC Tel: 020 8300 1056

## **Student Consultative Committee**

Officers of these Student Associations meet regularly with a member of the Senior Management Team to look at issues affecting the learner body.

## **Student Survey and Focus Groups**

The College carries out an annual Student Survey to capture the views of our learners and to assist with future planning. A questionnaire will be given out for completion in class.

At various times throughout the year the College will be organising focus groups to ask for students views on College matters. These focus groups will be advertised for students to join in as they wish.

## **Unforeseen Events**

If the College is forced to close a building in the event of bad weather, a power cut or other unforeseen emergency, a message will be left on the centre answering machines and the College website.

## Web Site

Visit our website: [www.adultedbexley.org](http://www.adultedbexley.org). The College continues to make improvements to the website in terms of information and accessibility. Online enrolment is being actively considered.

## College Policies

The Adult Education College has certain policies, which will affect you as a learner:

- ◆ Fees Policy – gives details of all fee variations
- ◆ Equality and Diversity
- ◆ Health and Safety Policy
- ◆ Learner Entitlement.
- ◆ No Smoking Policy
- ◆ Disability Statement
- ◆ Child Protection Policy
- ◆ Volunteer Policy
- ◆ Learner Guidance Policy
- ◆ Data Protection Policy
- ◆ Race Equality Policy
- ◆ Enrolment of young people under the age of 16
- ◆ Learner Involvement Policy

Copies are available at each centre office.

## Main Centres

Head of Student Services: Fiona Playford 020 8269 8999.

Student Services Manager: Ros Shaw 020 8298 2810.

### Brampton Road AEC

Office Manager: Sue Palmer 020 8303 2541

Term time:

Monday-Friday 09:30 - 15:00 and 19:00 - 21:00

Saturday 10:00 - 12:00

All other times: Mon - Fri 10:00 - 14:00

### Crayford Manor House

Office Manager: Jenny Crowhurst 01322 521463

Term time:

Monday-Friday 09:30 -15:00 and 19:00 - 21:00

Saturday 09:45 - 12:15

All other times: Mon - Fri 10:00 - 14:00

### Sidcup Arts and AEC

Office Manager: Natalie Lofts 020 8300 1056

Term time:

Monday-Friday 09:30 - 15:00 and 19:00 - 21:00

Saturday 10:00 - 12:00

All other times: Mon - Fri 10:00 - 14:00

## Other Centres

### Southlake Centre

Contact: 020 8320 6386  
Term time: Mon-Fri 09:00 - 15:00  
All other times: Mon-Fri 09:00 - 14:00

### Palm Avenue

Contact: Tina Saunders 01322 552552

### Howbury Centre

Contact: 01322 35642  
All Year: 9.00 - 12.30

## Curriculum Support

### Adult Literacy & Numeracy

Christine Mackenzie/ Enid Bridge 020 8298 2840

### Alternative & Beauty Therapies

Jackie Gilbert 020 8269 8991

### Arts & Crafts

John Lough 01322 552559

### Business & Office Skills

Glynn Bate 01322 552564

### Childcare

Wendy Preston 020 8298 2829

**Counselling**

Jackie Gilbert 020 8269 8991

**Dance & Performing Arts**

John Lough 01322 552559

**DIY**

Karen Cullen 020 8269 8946

**English as a Second/Foreign Language**

Joy Porter 020 8298 2831

**English Language & Literature**

Lesley Clarke 01322 552569

**Exams Office**

Beverley Maltby 020 8269 8941

**Family Learning**

Chris Kanani 01322 552565

**Floristry & Horticulture**

Karen Cullen 020 8269 8946

**Food**

Jackie Gilbert 020 8269 8991

**GCSE/ AS, Humanities & Science**

Debbie Newson 020 8269 8947

**Guidance Service**

Pauline Brown 020 8298 2820

**Health & Fitness/Sport**

Moira Swinbourne 01322 356534

**Information Communication Technology**

Glynn Bate 01322 552564

**Languages/Sign Language**

Lesley Clarke 01322 552569

**Learndirect**

Janet Evans 020 8298 2838

**Learner Support**

Glenda Jackson 020 8269 8990

**Learner Welfare**

Jeanette Haider 020 8298 2822

**Seamanship & Navigation**

Debbie Newson 020 8269 8947

**Teacher Training**

Valerie White 01322 552560

**Textiles & Sewing**

John Lough 01322 552559