

Adult Skills Learner Handbook



“City College Peterborough’s mission is to facilitate excellence. We work with integrity and an entrepreneurial approach. Our learning environment seeks out new opportunities and forges long term, meaningful connections with people and communities”.

We will:

1. Focus on helping the people we work with to achieve their desired outcomes as quickly and as simply as possible.
2. Expand forward thinking programmes that generate economic, social and cultural prosperity.
3. Be relentless in our approach to continuous improvement.
4. Work to ensure all decisions we take meet the long-term ambition and best interest of the learners and the organisation.

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Induction quiz: What's What / What's Where at City College Peterborough?

1. What happens if you miss 3 lessons in a row and don't email the college?
 - a. You get a free class
 - b. You may lose your place
 - c. You will pass your course
2. Who can you speak to if you have a complaint or want to give a compliment?
 - a. You friends
 - b. The library
 - c. Sarah Perkins or Reception
3. What is the password for the college WIFI?
 - a. 0123456
 - b. WIFI5657
 - c. Peterborough2025
4. What is a Progress Record (ILP) used for?
 - a. To pay for books
 - b. To take attendance
 - c. To check your learning and progress
5. Is it ok to attend the course but decide not to sit the exam?
 - a. Yes, I don't care about exams I just want to learn!
 - b. No, I have made a commitment to the course, which includes taking exams
 - c. My course does not include an exam
6. What should you do if you feel unsafe or know someone is being hurt?
 - a. Say nothing
 - b. Post about it online
 - c. Tell a teacher or safeguarding officer

7. What is phishing?
 - a. Playing online games
 - b. Sending fake emails to get your personal information
 - c. Buying things online
8. What must you do as part of your course agreement?
 - a. Bring snacks to class
 - b. Arrive late to class
 - c. Attend your class and exams on time
9. If you have a disability, for example you can't hear very well, what should you do?
 - a. You should not come to college
 - b. You should tell reception or your teacher
10. You have completed your course, but you are not sure what you want to do next, what should you do?
 - a. Speak to your friend about it
 - b. Talk to our careers and learning advisor
 - c. Ask your next-door neighbour for help



Why Attendance Is Important

At City College Peterborough, we want you to get the most from your course.

Coming to class every week and on time helps you:

- ✓ Learn more
- ✓ Build your skills and confidence
- ✓ Get support from your teacher
- ✓ Make progress and pass your course

We also have many learners who are waiting for a place. To be fair to everyone, all learners must attend regularly.

If you:

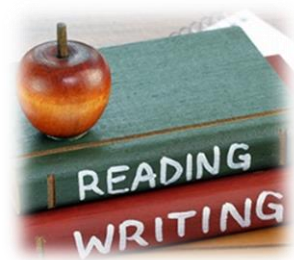
- Miss 3 classes without a good reason
- Are late often
- Do not contact the college

👉 You may be withdrawn from your course, and

👉 You may have to pay a £125 fee if this happens.

If you're ever struggling to attend, please talk to your teacher or contact the college – we're here to help.

Welcome to City College Peterborough



Every year, about 3,000 people study with us.




We also run classes in different places around the city and in some local workplaces.

Our learners are of all ages and come from many different countries.

You will have the chance to learn new skills and make new friends.


Need to talk to us?

If you have a:

-  Question
-  Problem or complaint
-  Compliment (something nice to say)

You can:

 Email: admin@citycollegepeterborough.ac.uk

 Call: 01733 761361

 Speak to someone at reception

 Ask to speak to Sarah Perkins, the Adult Education Manager

If you have a disability and need support

It is important to tell the college about your disability as early as possible. This helps us make sure you get the right support from the start of your course. When we know about your needs early, we can plan to make learning easier and safer for you.

If you need help because of a disability, please talk to your teacher or go to reception. We want to work with you to find the best ways to support you, so you can fully take part in your course and enjoy your learning.

Wi-Fi

City College Peterborough has free Wi-Fi for all visitors. To use the internet, follow these steps:

1. Choose the "City College Peterborough" network on your device.
2. Enter the password: WIFI5657.

Sometimes, we might stop the Wi-Fi for a short time if there is a security problem, like a virus. This helps keep everyone safe.

To keep your devices safe while using our Wi-Fi, we suggest using Windows Defender. This antivirus programme for Windows helps protect against many threats and gets regular updates.

If you have any problems, email for IT support at admin@citycollegepeterborough.ac.uk or ask for IT at reception.

Exams

Some courses, like GCSE or English and Maths, include an exam at the end.



You will be told before you join if your course includes an exam.
This helps you know what to expect.



Important: You Must Attend Your

Exam

When you join a course with an exam, you are agreeing to:

- ✓ Take the exam
- ✓ Come on time
- ✓ Be ready and prepared

Exams are very important – they help you achieve your

qualification.

If you cannot attend your exam on the day,

📞 Please call us as soon as possible on 01733 761361 or email us at admin@citycollegepeterborough.ac.uk.

Diagnostic Assessment

At the beginning of your course, you might be asked to do a short test. This is called a diagnostic assessment.

It helps:

- You understand what you already know
- Your teacher understand how to support your learning

Don't worry — it's not a pass or fail test.

It just helps us plan the best way to help you learn and succeed.

Your Progress Record or ILP


During your course, you and your teacher will work on a Progress Record together.


This is sometimes called an ILP (Individual Learning Plan).

It helps you to:

- ✓ Set learning goals
- ✓ See what you're doing well
- ✓ Know what to work on next

You'll review your progress regularly with your teacher.

 If your course is short, you may only have one assessment.

 If your course is longer, you will have a few assessments during your learning journey.

It's a great way to see how far you've come and what you've achieved.

Your Feedback Matters

During your course, you will be asked a few times to give your opinion about:

- The college
- Your course

You might be asked by your teacher, the department manager, or the quality team.

Your feedback helps us to:

- ✓ Make courses better for you and other learners
- ✓ Show the people who fund the course the positive impact it has on you.

Questions and Advice

- Is the time or day of your course hard for you to attend, do you need to change it?
- Do you need help with buying books for your course or transport to college?
- Do you need a letter about your course for work?

For any questions, including the ones above, you can contact reception on:

- Call: 01733 761361
- Email: admin@citycollegepeterborough.ac.uk

If you want to speak to someone face to face, please go to reception, and speak to the receptionist when you are next in for class.





Information Advice and Guidance

Do you need help understanding qualifications in the UK?
Or do you want help finding a college or university course?

You can book a free 1-hour appointment with our Learning and Careers Advisor.

The Learning and Careers Advisor can also help you with:



-  Looking for a job
-  Writing a CV or resume
-  Applying for jobs
-  Getting ready for a job interview

Types of Courses

We have many courses to help you get qualifications or enjoy your hobbies.

Some of our courses include:

- English
- Maths
- IT
- Childcare
- Health care
- Business administration
- Customer service
- Cooking
- Art
- Reading Club
- And more

Want to know more?

Ask at reception, call 01733 761361,
email admin@citycollegepeterborough.ac.uk
or visit www.citycollegepeterborough.ac.uk

The College – Contact Details

Telephone: 01733 761361

Email: admin@citycollegepeterborough.ac.uk

Website: www.citycollegepeterborough.ac.uk

Food and Drink

During the day, our coffee shop serves hot and cold food and drinks. In the evening, you can use vending machines for snacks, cold drinks, and hot drinks.

Equality, Diversity and Inclusion

We want everyone at the college to have the same chances to learn and study. The college has an equal opportunities policy. You can get a copy of this from your teacher or from reception. The policy is also available on our website.

Learner and Staff Badges

City College Peterborough is a closed site to keep students and staff safe.

If you are joining a course, you will need a student lanyard to enter the building.

You can get your lanyard at reception when you start your course.

Staff also wear lanyards:

- ● Black = Staff member
- ● Yellow with a  bee = Safeguarding officer

If you are worried about your safety or someone else's, talk to someone wearing a yellow lanyard. We are here to help.



Feeling Safe (Safeguarding)

If someone is hurting you, or you think someone else is being hurt, we can help.

You can:

- Talk to your teacher 
- Speak to someone at college who has a bee symbol on their door — they are a safeguarding officer

Sarah Perkins, the Adult Education Manager, is also a safeguarding officer.

Some examples of harm include:

- Making you feel stupid
- Frightening or threatening you or your family
- Hitting, pushing, kicking or burning you
- Stealing your money or personal details — this can also happen online
- Making you do something you don't want to do

If you or someone else is in danger, call 999 and speak to the police.

You can also ask for a list of support contacts at reception.

Online Safety

When we talk about staying safe, we are also talking about staying safe online. This means any device that you can use to get online, for example, computers, smart phones, tablets, I-pads, and even your smart TV.

What's unsafe about being online?

There are people online who are pretending to be someone that they are not (Catfishing). They steal other peoples' names, pictures and birthdates so they can pretend to be them to trick people. They may be trying to trick people to steal their money.

The signs of a catfish include:

- They don't have many friends
- They never change their picture
- They never want to video call
- Their stories don't add up
- They ask you for money

Phishing is the fraudulent practice of sending emails pretending to be from companies we all know in order to trick people into giving them personal information, such as passwords and credit card numbers. If you get an email or text message unexpectedly and the email or text message doesn't feel right, find the telephone number of the company online and call them to see if the message was real before replying or clicking any links.

Remember your bank or credit card company will never contact you and ask you for your banking details.

Fake news and misinformation is everywhere online. Make sure you check the facts of everything you read. You can:

- Check the information is from a specialist.
- Check to see if the information is on any other websites.
- Check the date of the information, older information may be incorrect now.
- Check how the information is written, is it easy to read, is the font the same throughout and does it make sense when you read it.

Cyberbullying is when someone bullies others using electronic

devices. This might involve social media and messaging services on the internet that are accessed on a mobile phone, tablet or gaming platform. The behaviour is usually repeated and at times can be as subtle as leaving someone out of a group chat or cropping them out of a picture.

Cyberbullying may include any of the below:

- Threats and intimidation
- Harassment and stalking
- Rejection and exclusion
- Identity theft, hacking into social media accounts and impersonation
- Publicly posting or sending on personal information about another person
- Manipulation

It is important to keep yourself safe when online. Strong passwords are essential to prevent unauthorised access to your electronic accounts and devices. Make sure you use different passwords for all of your accounts, and remember to keep them private.



Prevent: Vulnerability to Radicalisation or Extreme Viewpoints

The college has a duty to protect people from being recruited into any form of extreme ideas which may lead them to harm themselves or others. The college aims to safeguard its learners and keep a watch out for them to notice and report signs of

extremist views and behaviours. We are committed to promoting British Values for life and work, in a safe, secure and happy community.

Health and Safety

At the college we have people who are first aid trained. If you need help, please speak to your teacher if you are in class. If you are not, please go to reception and they will call someone to help you.

If the fire alarm sounds, please follow your teacher to the fire assembly point at the back of the carpark. Your teacher will show you the most direct fire exit to your classroom.

Help with Money

The college can help you with books and travel costs if you meet the criteria. If you are an asylum seeker or a permanent UK resident on a low income, you may be able to get help from the Learner Support Fund. Please ask at reception if you need more information about this.

Compliments and Complaints

If you are not happy with anything related to your course or if the college could do something better, we want to know. You can email admin@citycollegepeterborough.ac.uk, speak to your teacher, speak to Sarah Perkins the Adult Education Manager or leave a suggestion in the box in the front reception area.

We have an appeals process, which you can access through the quality team or via email at admin@citycollegepeterborough.ac.uk

Important Information

We want you to enjoy your course and have a good learning experience. You have the right to:

- A plan to support your learning needs
- Clear course information before you start
- Know your teacher's name and how to contact the college
- Feedback and support during your course
- A safe place to learn
- Equal treatment and support with English, maths or other needs
- Qualified teachers and high-quality teaching
- Honest advice about your learning and future
- Share your views about the course

What we expect from you

We ask that you:

- Come to at least 80% of your classes and attend your exams
- Do your work on time
- Fill in your learning plans when asked
- Tell us if you're going to miss a class or be late
- Be respectful to staff, other learners, and equipment
- Join in and be on time for lessons
- Talk to your teacher if you have any worries
- Agree to be contacted after your course to say what you're doing next

Need help?

Go to reception and they will find the right person for you to speak to.

