

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.

www.citycollegepeterborough.ac.uk



CONTENTS

Classes

Page

3	Induction quiz
5	Attendance policy
5	The Adult Skills department
6	Books and exams information
6	Diagnostic assessment
7	Progress record or Individual Learning Plan (ILP)
7	Your feedback
7	Questions and advice
8	Information, advice, and guidance
8	Other courses

The College

Page

9	College address and phone number
10	Facilities
10	Learner lanyards
10	Equality and diversity
11	Feeling safe
12	Online safety
13	Prevent information
14	Health and safety
14	Help with money
14	Compliments and complaints
15	Important information: Your entitlement and responsibilities as a learner

INDUCTION QUIZ

What's What / What's Where at City College Peterborough?

1. What is the lowest amount of attendance you can have?
 - a. 80%
 - b. 90%
 - c. 100%
2. When should you tell the college if you can't come to class?
 - a. Only if I am passing
 - b. Every time
 - c. Only if I have time
3. Is it ok to have a holiday during class time?
 - a. No, except in emergencies
 - b. Yes, whenever I want
4. If you're not happy with anything relating to your course, should you:
 - a. Tell your friends
 - b. Shout at your teacher
 - c. Speak to the reception
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 does the word safeguarding mean?
 - a. Safeguarding means to keep me and others safe by reporting things I'm worried about to my teacher or at reception.
 - b. Safeguarding is a word used to describe someone who is responsible for health and safety.

7. Can you think of a way that you can stay safe online?
-
8. If the fire alarm suddenly goes off when you are in class, what should you do?
- a. Stay calm and follow your teacher out of the college to the fire point
 - b. Run to reception for help
 - c. Go and find your friend in another class
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





Adult Skills Learner Attendance and Exams Policy

We have a lot of people on our waiting lists who want to learn. Our aim is to give places to as many people who need them as we can. It is important that you attend your class because if you miss 3 lessons in a row and you don't phone the college to let us know why you are not attending, we may ask you to leave so that somebody else can join in your place.

By enrolling on your course, you are agreeing to attend your classes and your exams, if you have any, as well.

The Adult Skills Department

Around 3000 people study at City College Peterborough every year. The college also runs classes in other places around the city and in local companies as well.

Learners are of all ages and come from all over the world. We are sure you will enjoy improving your skills while you make new friends.

If you need to ask questions, have a complaint, or want to say something nice about anyone who has helped you at the college, you can email admin@citycollegepeterborough.ac.uk, call us on 01733 761361 or speak to someone at reception.

Books

You may need to buy a course book and workbook for your course. Your teacher will give you details about which book to buy if you need one.

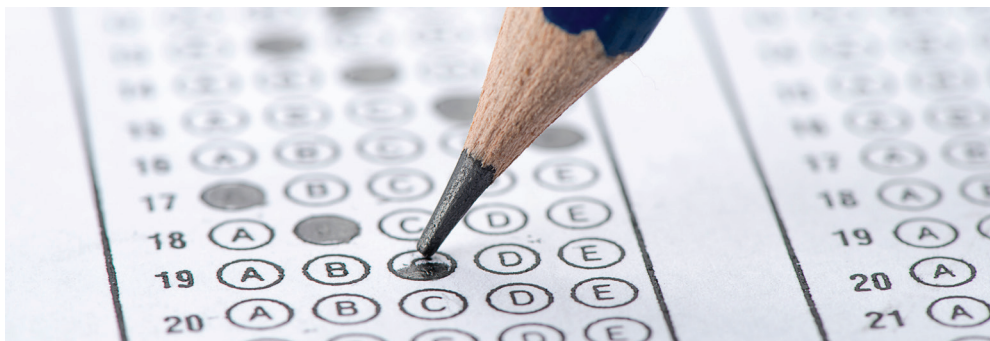
You can buy your books from many places, for example:

- Waterstones bookshop on Bridge Street in Peterborough
- WHSmith on Bridge Street in Peterborough
- Online from Amazon

Exams

If you join a qualification class, such as GCSE or functional skills maths, you will be required to take an exam to pass your course. You will be given information about whether or not your class is a qualification course before you enrol so you know what to expect throughout your course.

If you have any questions, you can go to reception, call the college on 01733 761361, email admin@citycollegepeterborough.ac.uk or talk to your teacher.



Diagnostic Assessment

When you start your course, you may be required to undertake specific tests. This is to help you and your teacher to find out more about what you can do already and what you need to learn. We can help you better if we know more information about you.

REMEMBER: Exams are very important. By enrolling on an exam-based qualification course, you are agreeing to come to the exams.

If you have problems coming to your exam on the day, please call 01733 761361 as soon as you can and let the college know.

Your Progress Record or ILP

You will complete a Progress Record with your teacher during class. This will help you to decide what you need to learn and to see how you are getting on (progressing) with your course. You and your teacher will assess your progress regularly throughout your course. If your course only lasts a few weeks, you will probably only have one formal assessment, if you are on a longer course, you will have more assessments.

What do you think about your course? Give your opinion

There will be a few times during your course that the department manager, the quality department, and your teacher will ask you to complete a review about the college and your course.

The department manager will look at what you think and use this information to make courses better for you and others in the future.

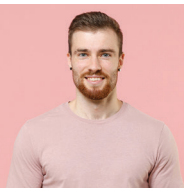
Questions and Advice

- 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

If you need help to understand what the qualification system means in the UK, or if you want help finding a university or college course you can come in and see our learning and careers advisor for a 1 hour free appointment.

The Learning and Careers Advisor can also help you with:

- Looking for work
- Writing a CV or resume
- Applying for jobs
- How to give a good interview



Other Courses

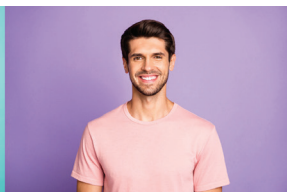
We have lots of other courses available to help you to either get more qualifications or to do the things you enjoy doing.

We have courses available in:

- English
- Maths
- IT
- Childcare
- Teacher training
- Health care courses
- Business administration
- Customer service
- Cooking courses
- Art courses
- The Reading Club and lots more.

If you would like to find out more about the courses you can join, please speak to reception, or call 01733 761361 or email admin@citycollegepeterborough.ac.uk

You can always keep an eye out on our website as well. www.citycollegepeterborough.ac.uk



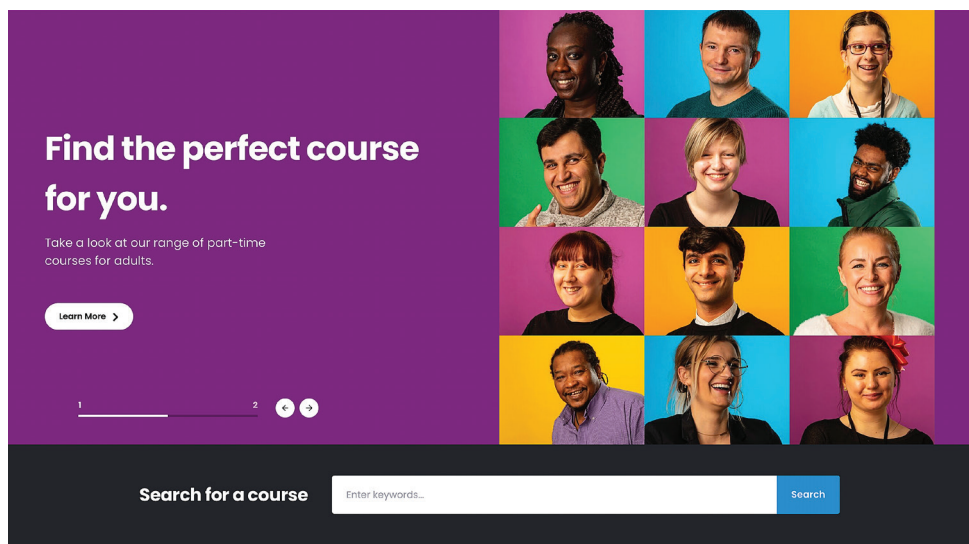
The College

Address: City College Peterborough
Brook Street
Peterborough
PE1 1TU

Telephone: 01733 761361

Email: admin@citycollegepeterborough.ac.uk

Website: www.citycollegepeterborough.ac.uk



Find the perfect course for you.

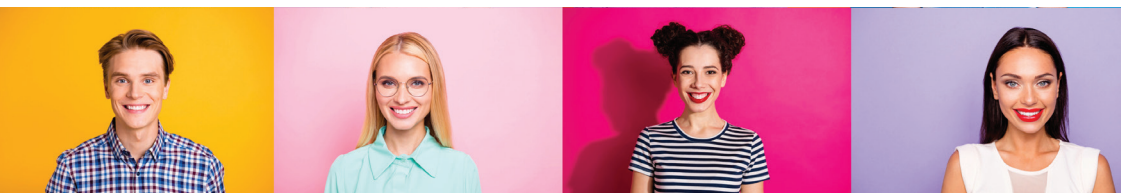
Take a look at our range of part-time courses for adults.

[Learn More >](#)

1 _____ 2 < >

Search for a course [Search](#)

The banner features a purple background on the left with white text. On the right, there is a 3x3 grid of nine diverse individuals, each in a colored square. Below the grid is a dark grey search bar with a blue 'Search' button.





Facilities

Our coffee shop serves hot and cold food and drinks during the day. In the evening, there are vending machines available for cold snacks and drinks and there is one available for hot drinks.

Equality and Diversity

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.

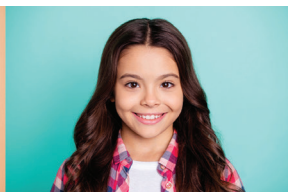
Learner and Staff Lanyards

To ensure the safety of our learners and staff, City College Peterborough has become a closed site. If you are enrolled on to a course, you will now need a student lanyard to gain access to the building. You can get one of these by speaking to reception when you join your course.

Staff will also be wearing a lanyard.

- Black means staff member.
- Yellow with a picture of a bee means safeguarding officer.

If you have a safeguarding concern about you, your family or friends or about anyone else, you can speak to anyone wearing a yellow lanyard and we will help you.



Feeling Safe (Safeguarding)

Everyone should be able to feel safe from harm. If someone is hurting you or if you know that someone is being hurt or if you think they are being hurt, we are able to help.



You can speak to your teacher, or you can find anyone in the college that has a bee

symbol on their door as this means they are a safeguarding officer.

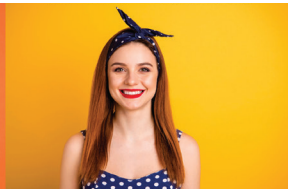
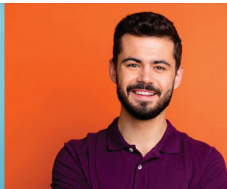
The manager of Adult Education, Sarah Perkins, is a safeguarding officer.

Some examples of the way that people are sometimes hurt include:

- Making you feel stupid
- Frightening you or threatening you or your family
- Hitting or pushing you
- Kicking or burning you
- Stealing your money or your personal things/details. This includes online, it is not always done in person
- Making you do something that you do not want to do.

REMEMBER: If you or someone you know is in danger, call 999 and speak to the police straight away.

We have a list of contacts, available at reception if you need any further information about how to stay safe.



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

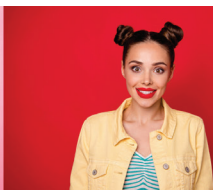
The college can help you with books, travel costs and childcare if you meet the criteria. If you are an asylum seeker or a permanent UK resident on a low income, you may be able to get help from the Learner Support Fund. Please ask at reception if you need more information about this.

At our Brook Street campus, we have a school uniform exchange and a book swap shop. To find out more, speak to your teacher or the reception team.

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 the ESOL 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

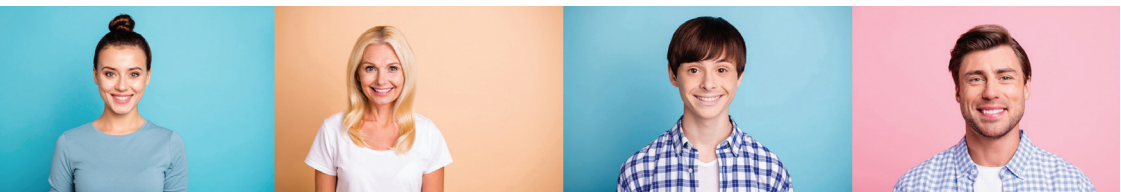
It is important that every learner has the opportunity to enjoy a rewarding and enjoyable experience during the course. You are entitled to:

- An assessment of your learning needs and a plan of how they will be met.
- Receive full information of your programme of study, qualification level aimed for, time and date of your course and fee of your course before it starts.
- Know the name of your teacher and how to contact the college.
- Regular and constructive feedback, advice and support.
- Know what policies we have at the college.
- A safe and secure learning environment.
- Equal opportunities.
- Help and support to deal with literacy, numeracy, language skills and any other identified needs.
- Be taught by trained professionals.

- Programmes of learning that are managed to high standards.
- Receive impartial information, advice and guidance throughout your learning.
- Be asked your views on your experience.

What we expect from you:

- Making a positive commitment to your learning including attending at least 80% of classes and attending all exams.
- Completing work regularly and on time.
- Completing individual learning plans (ILPs) or progress records as required.



IMPORTANT INFORMATION

- Notifying the college of any absences in good time to let your teacher know.
- Respecting equipment, the staff, teachers and any other service user in the college.
- Participating fully in the lessons.
- Arriving promptly for lessons.
- Promptly bring up any concerns you might have to your teacher or manager of your course.
- Agreeing to be contacted by the college once your course has finished to collect destinations (where you have gone on to).

If you have any concerns about this or you would like to talk to somebody, please go to reception and speak to the person at reception. They will be able to call the correct person to come and speak to you.



THE COLLEGE CUP CAFÉ



**Try our delicious snacks and treats made
with locally sourced produce and freshly ground coffee**



Open Monday to Friday for breakfast and lunch

from 9:00am-11:30am and 12pm-2pm

BREAKFAST

choose from

Cereal and yogurts
Fresh fruit
Bacon rolls
Freshly baked croissants

LUNCH

choose from

Large salad bar
Baguettes with a choice of filling
Jacket potatoes with a choice of filling
Dish of the day



The College Cup Café

City College Peterborough, Brook Street, PE1 1TU



City College
Peterborough

The Skills Hub

The college offers a wide range of courses to develop your workforce, including a range of Skills for Work courses and programmes including mandatory courses such as First Aid, Food Safety and Health & Safety programmes. You will also find a range of dedicated work-related courses for business skills, adult social care and childcare qualification courses, some of which may be free, subject to eligibility.

We can also look at creating bespoke courses for your workforce such as IT skills including Microsoft Excel or Powerpoint to help them understand how to get the most out of general technology.



Ideas of what we can offer your company.

We can work with you to create your team building activity, these are just a selection of what we can offer.

Pottery Throw Down • Ready, Steady, Cook • The Survival Game • Mindfulness • Personality Testing

Careers Advice

It's never too early or too late to think about career options, whether you're looking for a new job, want a change of career, or are looking for the skills you need to help progress in your chosen career.

- Our Careers Advisor listens to what you want to achieve and will guide you.
- Book a FREE 1-2-1 session at our new Skills Hub. These run every Tuesday.

Opening hours

Monday – Friday 9:00am – 12pm

Workplace Training & Development

Workplace training can be anything you want it to be to suit your business needs. We can work with you to deliver recognised qualifications or more tailored, bespoke training, from First Aid or Food Safety to Certificates and Diploma qualifications.



The Skills Hub

61 Bridge Street, Peterborough, PE1 1HA

01733 761361 (ext 062) • admin@citycollegepeterborough.ac.uk



**City College
Peterborough**

Working together, learning together



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY



www.citycollegepeterborough.ac.uk

