

# Learner Handbook

Find yourself here.



**Future Connect**

*Step up your game*

2 To enrol by phone call **020 3790 8674** or visit [www.fctraining.org](http://www.fctraining.org) for more information

# Enjoy a diverse mix of classes in London & Birmingham

## Fully equipped teaching facilities in great locations

Our courses take place in London and Birmingham; both are very lively and friendly cities. Both offices have our training rooms, specialist workshops areas, all equipped with everything you will need. Feel free to speak with any member of the staff for more help and information that you may require at any stage.

## Choose from a diverse mix of full time and part time courses

We offer various full time and part time courses during the day, or at evenings and weekends. Whether you are looking to nurture your accounting academic side, learn business skills or important software, we will have a course for you, at a time that suits you.

## Support from our team of experienced teachers

We foster a culture of great learning, encouraging you to explore and develop new skills and your confidence. We trust and respect our teachers to share their knowledge in their own style with you. Many are practising accountants and experts in their field.

## More than just learning – increase your skills, improve your job prospects, make friends and have fun!

We take pride in our friendly atmosphere. Our courses will help you learn something new, develop skills to help you find employment, improve health and wellbeing and have fun.

# Welcome

Thank you for enrolling on a course with Future Connect Training. This handbook provides a range of information that is intended to assist you in getting the most out of the course you have joined. Do please take the time to read the procedures and policies, which seek to ensure that we continue to offer a high quality service.

This strong commitment to deliver a quality service is a commitment of all staff to ensure that learners achieve the best they can. If there are areas where we can improve further, we encourage learners to let us know, so that the matter can be addressed. Please complete a feedback card which can be found in reception, or email [Support@fctraining.org](mailto:Support@fctraining.org)

We do hope you enjoy studying with us.

**Umar Tariq**  
Director Operations  
Future Connect Training

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## New courses

We want to keep you informed of new courses, news and other interesting stories via email and SMS text messaging so we ask for your email address and tele-phone on the enrolment form.

If you do not want to receive information in this way please email: [support@fctraining.org](mailto:support@fctraining.org)

## Learner feedback

Please take the time to tell us what you think. Your feedback helps us to know when we are 'getting it right' and also helps us to listen to our learners and make improvements to the service.

## Going to be late or absent from class?

Inform us by calling on 0203 7908674 or simply by texting on 07588454536



### Wi-Fi at Our Centres

In response to learner feedback we introduced Wi-Fi at all our centre, it's FREE for staff and students.

**Ask your tutor for the WIFI access code/password today.**

## Your tutor's details

<b>Tutor's name:</b>
<b>Tutor's contact details:</b>

## Your class times

<b>Class times:</b>
<b>Tea breaks (if applicable):</b>

## Induction checklist

At the beginning of your course your tutor will go through this checklist informing you about First Aid, Fire Evacuation procedure, Health and Safety, term dates and may give you more details relevant to your class. Further information is on [www.fctraining.org](http://www.fctraining.org)

### Health and safety

- Check you know what the fire alarm sounds like and what to do in the event of a fire or other emergency. The fire alarm will be sounded last Monday of each month. Please ensure you know the fire procedure
- Check you have information on any health and safety hazards specific to your course, including Control of Substances Hazardous to Health (COSHH), e-Safety and Risk Assessments where appropriate.
- Be aware of your general responsibility in contributing to the health and safety of yourself and others, as well as procedures for reporting all accidents, near misses, dangerous occurrences etc.
- Health and Safety guidelines may vary depending on the class you attend. Your tutor will supply information on specialist health and safety requirements.
- Check you are clear on Safeguarding and the Prevent duty, and how this applies to you.

- If you are using computers in class, or using the Wi-Fi, make sure you are clear on the Acceptable Internet Use Policy.

Has your tutor mentioned the following policies? More information [www.fctraining.org](http://www.fctraining.org)

( Please tick the boxes.)

- Fire Evacuation
- Health and Safety
- Student Charter
- Safeguarding
- Prevent
- Acceptable Internet use
- Equal Opportunities
- Complaints

### Equal opportunities

You are expected to comply with the Future Connect Training equal opportunities policy.

### Compliments or complaints

We aim to provide a high quality service at all times. We like to hear both about good service and where things have gone wrong. If you wish to compliment any aspect of the service or have a complaint, contact reception, email [umar.tariq@fctraining.org](mailto:umar.tariq@fctraining.org) or complete a feedback card which can be found in your portal. Please let us know if we can support you to make your compliment or complaint by providing an interpreter or any other support staff

## Information, advice and guidance

Choosing the right course: We have a team of experienced staff who are able to give you information on a wide range of courses and help you choose the right one.

If you would like help choosing the right course or applying for jobs to further or higher education, deciding on a career path or writing a CV and preparing for an interview please ask any staff member to book a performance review through your portal

To find out about jobs please contact Jagruti Patel (see page 18 for details), who can help you find a job or create job profile on different recruitment platforms

## Safeguarding

We are committed to safeguarding young people, and vulnerable adults, and also to providing a safe and secure learning environment for all learners. We work with the local safeguarding boards and recruit and train staff in line with current legislation. If you have any concerns about the treatment of children and young people, or of vulnerable adults please contact

[palwi.sood@fctraining.org](mailto:palwi.sood@fctraining.org)

If you observe any health and safety issues, please contact a member of staff as soon as possible.

## Prevent

From 1 July 2015, Parliament places a statutory requirement on the institutions to “have due regard to the need to prevent people from being drawn into terrorism.” ‘Prevent’ focuses on supporting and protecting people who might be susceptible to radicalisation. We use established safeguarding processes to ensure awareness of ‘Prevent’ for both staff and learners and so help divert potentially vulnerable people from becoming involved in extreme or radical groups.

## Promoting British values

### Democracy

- Your opinions count
- Don't forget to vote

### The rule of law

- No one is above the law
- Laws protect everyone
- Innocent until proven guilty

### Individual liberty

- Freedom of speech

### Respect and tolerance for:

- All backgrounds and cultures
- All ages
- All genders and sexualities
- All religious belief

## Student charter

You can expect:

- Accurate information about courses and our services
- Friendly and helpful staff who will treat you with respect
- Easy and accessible enrolment procedures
- Good teaching
- Support if you find learning difficult
- A safe and pleasant place to learn
- A service which is open and promotes learning for all
- That we listen and respond to your concerns
- Staff who are trained to work within the council's guidelines on safeguarding children and vulnerable adults.

## We expect you to:

- Arrive on time so that you don't disrupt other people's learning
- Attend regularly and let us know when you are going to be absent
- Bring everything you need for the class
- Pay the appropriate fees
- Treat all staff and students with consideration and respect
- Take an active part in promoting health and safety
- Abide by our policies at all times
- Participate in the learning activities and complete any work set
- Turn off your mobile phones when in class.
- Agree your individual learning plan and review your progress to get the most from your class.

## Equal opportunities

The adult learning and skills service will ensure that no one is discriminated against because of their ethnic or national origin, race or colour, gender, age, class, sexual orientation, or because of their religious or political beliefs, disability or income.

If you feel you have been discriminated against please talk to your lecturer or ask at reception to speak to a manager.



## Keeping track of your learning

All students will have an Individual Learning Plan (ILP). This sets out what you want to learn on the course. It includes an assessment of what you know and can do at the start, a record of the progress that you are making, and what you have achieved by the end of the course. The ILP also gives you a chance to comment on what is helping you to learn and anything that you would like to be changed. Your tutor will use all of this information to help plan their teaching. ILP is part of your e-portfolio.

## Additional learning support

Anyone enrolled in an adult education class can receive extra help with their learning through a number of varied support options offered by the service. If you have a support need please notify us as early as possible at enrolment, or by calling Jagruti Patel on 0203 790 8674 or emailing him at [Jagruti@fctraining.org](mailto:Jagruti@fctraining.org) to arrange a confidential interview.

### The service can provide:

- Confidential interviews about any additional support you may require.
- Help with language, literacy and numeracy skills.
- Free access to computers and the internet in the Study Support sessions.

- Adaptive equipment for students with a learning difficulty or disability.
- Experienced 1-2-1, and whole group, learning support assistants,
- Dedicated classes for discrete learner groups.

## Literacy, language and numeracy support

Like many adults, you may find reading, writing and number skills difficult, particularly if you are returning to study after a long break. Students whose first language is not English may find their course difficult because of this. If you think you may experience difficulties during your course, please speak to your tutor as soon as possible and/or email

[Jagruti@fctraining.org](mailto:Jagruti@fctraining.org)

## Learning difficulty or disability support

If you are interested in our provision for learners with learning difficulties and disabilities, or would benefit from some additional support, or access to adaptive technology, because of a learning difficulty or disability please call Jagruti Patel on 023 790 8674 or email him at [jagruti@fctraining.org](mailto:jagruti@fctraining.org) to arrange a confidential interview.

## Recruitment policy

It is our policy to help students enrol on the course that is right for them. Any entry requirements will be clearly set out in the course information sheet. We will also make it clear where courses are designed to meet the needs of specific groups.

## Disability statement

The service is committed to supporting disabled people by:

- Making our building as accessible as possible
- Making information available in different formats, including symbols
- Providing specialist equipment or materials
- Having support staff at premises.
- Encouraging you to tell us about your needs and arranging private interviews.
- Making sure class materials are accessible

- Having a range of classes especially for people with learning difficulties including access to certification and advice on progression routes
- Having study support sessions where you can get extra help and practice your skills. Please ask at reception for details.
- Working with other organisations such as Action on Disability and MIND to get more help and advice if we need it.

## What happens if I need extra help to do my exams?

- We need to know if you need extra help for any classes, but especially if you are going to do an exam.
- When you are registered to do a qualification we will inform the examination board of your additional needs.
- The additional support you may get will depend on your individual circumstances and you will have to provide medical evidence to support your request. You may be allowed to have a reader, scribe, special equipment or additional time
- Please declare any additional support needs, as early as possible, on the form at enrolment or inform your tutor at the beginning of your course.

## Learner Voice

We seek the views of our learners – past, present and future.

The service seeks to capture these views in several ways:

- Annual student satisfaction survey
- Learner focus groups
- Monitoring letters of complaints and compliments
- Celebrating learners success at events and exhibitions
- Suggestion boxes and learner feedback cards
- Learner feedback on our website
- Learner evaluation during courses.
- Observations of teaching and learning (OTLA)

## Paying by instalments

Students who are enrolling on a year-long course can apply to pay in instalments. Please ask when enrolling. First instalment is taken at the time of enrolment.

## Invoicing your employer

We can invoice your employer for course fees. You must bring written proof that your employer agrees to pay and an additional fee of £15 is charged for administration.

## Fees

**Please note:** Course fees, times and dates are correct at time of going to press. In exceptional circumstances however we may need to update the amounts to be charged. You should check that you have the correct details before enrolling.

### How to apply?

Before you can apply for the Learner Support Funds, you must attend an interview and enrol on your course. Further information and application forms are available from reception

### If something goes wrong?

We recognise that things do go wrong and want to know so that we can seek to remedy the matter. All complaints received are taken seriously and are dealt with according to the complaints procedure. Firstly please see if any difficulty can be answered by the staff you are in contact with. If this is not satisfactory please contact a manager at the centre where you are registered.

## Refunds

**A full or partial refund of your course Fee will only be made when:**

- 1. We close, merge or reschedule your course and you cannot get to the alternative.**
- 2. There is a medical reason supported by a certificate or doctor's letter.**

**An administrative charge of £10 will be made for this refund. We do not provide refunds where individual sessions have to be cancelled, but will make every effort to offer an alternative session.**

- If you paid by debit/credit card, we will require the original card used in order to provide a refund.**
- Please note where a refund is approved, we are able to do this immediately for card payments but for fees paid by cash or cheque, it will be processed within one week (at the beginning of terms this process may take longer).**



To enrol by phone call **020 3790 8674** or visit [www.fctraining.org](http://www.fctraining.org) for more information

## Quality assurance

We are committed to providing the highest quality of learning opportunities. Our approach to quality assurance is based on building quality, and equality, into every aspect of the service. We believe ensuring quality is part of everybody's job and all policies and procedures are directed to improving the quality of provision. We promote an ethos of critical analysis and continuous improvement.

We carry out a number of checks to assure and improve the quality of our service. These include:

- Regular visits to classes to observe the quality of teaching and learning, by both our own staff and external inspectors
- External verification of quality standards by Accrediting bodies
- Monitoring recruitment, retention and achievement
- Course and curriculum reviews
- An annual student satisfaction survey and report
- Regular reviews of our systems and procedures.

All of this information is fed into an annual self-assessment report, and a quality improvement and a development plan.

## Assessment appeals

If you wish to appeal against an assessment of your work you should raise it with a member of staff. The tutor will discuss the assessment with you and take appropriate action. If you are dissatisfied with the outcome please ask at reception about the next stage of the appeals procedure. For accredited courses the awarding bodies have their own appeals procedure and this can be requested at reception.

## Exclusion policy

The adult learning and skills service is committed to providing a safe and supportive environment in which adults from a wide variety of backgrounds can learn together. In order to maintain this environment we reserve the right to exclude a student from a course where this is judged necessary. A full copy of the exclusion policy and procedures is available from reception.

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14 To enrol by phone call **020 3790 8674** or visit [www.fctraining.org](http://www.fctraining.org) for more information from the room to the assembly point for that centre. Please make sure you stay with your tutor so they can check that everyone is safely out of the building.

## **Health and Safety – Hazards and first aid**

### **Responsibilities**

Everyone has a duty to ensure the safety of themselves and others who may be affected by what they do or do not do. Please help yourself and the service in making this a safe and enjoyable environment in which to learn, by following health and safety procedures and by suggesting and making improvements with regard to health and safety.

### **Reporting hazards**

Report any hazard that you find to your tutor or centre staff. This will be a major help in preventing accidents.

### **Recording accidents and incidents**

Your tutor will record any accidents or incidents in the accident/incident book kept at reception. Managers will then investigate and, where necessary, identify changes to the work routine workplace to make it safer for all. A no blame culture is operated when investigating accidents to ensure the root causes are found.

### **Evacuating the building**

Please make sure you know how to leave the building safely in case of an emergency and that you are familiar with the fire procedures displayed in all adult education centres. When you hear a fire alarm your tutor will escort you

## **First aid**

A list of qualified first aiders and first aid equipment is available at reception. Never handle blood, open wounds or body fluids unless you are wearing safety gloves.

## **Manual handling**

Many injuries are caused through poor manual handling; that is moving an object from point A to point B. Please stop and think before you move or handle anything heavy or awkward. Always ask for help if you are not sure.

## **Equipment and machinery**

Health and safety regulations state that only trained people can use certain equipment and machinery. If you have not been instructed in the use of our

equipment and machinery speak to your tutor for guidance and instruction.

## **Tidy work areas**

Keeping your work area tidy reduces the risk of accidents, improving health and safety for all. Take time before the end of every session to ensure the room is left in a clean and tidy condition.

## **Smoking**

In line with legislation, smoking (both tobacco and e-cigarettes) is not permitted anywhere on the premises or grounds of the service.

## **Mobile phones**

Students are asked to respect others when using their phones and their use is not permitted in classrooms or work areas.

## Food and drink in classrooms

No food or drink (except for bottled water) is allowed in classrooms. Students are asked to not take food or drink into classrooms

## Confidentiality and data protection

The service takes great care to ensure that any information you provide to us is treated as confidential. All your data is protected and accessible under GDPR Regulations.

## Reception

### Opening Times

Monday to Friday  
9.00am-6.30pm  
(last Consultation 6.15pm)

Saturday 9.00am -12.00 noon

Opening times may change, please call for details (last enrolment time will be 15 minutes prior to closure).



## Do you need work experience?

Volunteer work placements give real experience for those who want to take the first steps towards securing employment. Hours can be arranged to fit around residents' availability.

Call: 0203 790 8674

## Becoming Self Employed

If you are thinking about becoming self-employed Job Centre Plus can support you with a mentor who can advise and guide you through the process, including drawing up a business plan and obtaining funding.

You may qualify for the New Enterprise Allowance to support you through the early days of self-employment.

## FC Recruitment

FC Recruitment is a recruitment service that cares. Based at both offices in London, Manchester and Birmingham, it will help you identify skills, assist with CV writing, application forms and prepare you for interviews as well as help build your confidence so that you are successful in getting a job.

For information:

Call: 0203 7908674

Email: [support@fctraining.org](mailto:support@fctraining.org)

## National Careers Service

Helping you to take the next step

- Online, on the phone or face-to-face
- Help to choose or change career
- Skills tests, course search, job search advice
- Personalised help from careers advisers

Call: 0800 100 900

Or visit: [www.nationalcareersservice.direct.gov.uk](http://www.nationalcareersservice.direct.gov.uk)

## Notes

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## **Out of office hours & Emergency support**

If you need any help out of office hours please feel free to call on 0203 790 8674

**Student support officer  
Jagruti Patel**



**Future Connect**

*Step up your game*



## London

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Finchley Central, London,  
N3 2JU



## Birmingham

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Road, Edgbaston, West  
Midlands, B16 8QG



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[www.fctraining.org](http://www.fctraining.org)



[www.fctraining.co.uk](http://www.fctraining.co.uk)