



their goals. All learners have the right to complain if they feel they have been discriminated against, or treated unfairly. The Service has a Racial Incidents reporting procedure, and complaints of any kind may be made to Tutors or Centre staff. We know that making complaints can be difficult; perhaps you could ask a friend to support you. Please ask at your Centre for a copy of the Bullying and Harassment policy/procedure.

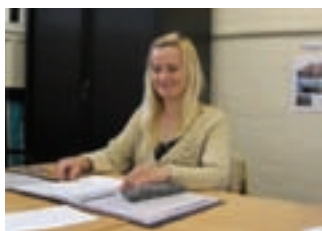


Access for Disabled Learners

All learners who access our service are entitled to have a good quality learning experience, which reflects their individual needs or circumstances.



If you are disabled or have an impairment which affects your access to learning, please ask your tutor to arrange an informal interview. This will give you the opportunity to tell us about your access and additional learning support requirements and we can let you know which of our centres would best suit your needs.



For further information, please request a copy of our Disability Statement at your Centre.



For further help and advice, or to request any of the information mentioned in this leaflet, please call our Helpline on 0151 233 3026 or ask at your Centre. You can also visit our website at: www.liverpool.gov.uk/learninliverpool

Translation available on request

অনুরোধ করলে এর অনুবাদ করানোর ব্যবস্থা করা হবে।

अनुरोध करने पर अनुवाद करने की व्यवस्था की जाएगी।

Marka la soo codsado ayaa la turjumi doona.

若有需要時將會翻譯成中文。

ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਤਰਜਮਾ ਕਰਵਾਇਆ ਜਾਵੇਗਾ

درخواست کرنے پر ترجمہ فراہم کیا جائے گا۔

ستترجم عند الطلب

Braille, audio tape & large print available on request

Learning for Life, Learning for Work

The Information for Learners Booklet

Introduction

Liverpool Adult Learning Service aims to create an effective learning environment by providing a wide range of high quality part-time day and evening courses. Our courses can help you to:



- Gain confidence
- Widen your interests
- Improve your skills and knowledge
- Gain qualifications
- Widen your job opportunities
- Take an active interest in your community

We deliver our courses from local Adult Learning Centres, libraries, community centres and other community venues.

We will ensure that you have access to:

- Guidance and advice on the most appropriate course(s) to meet your needs
- An induction programme that introduces you to the requirements of your chosen course
- Equality of opportunity to participate in your chosen course(s)





We offer courses that are:

- Interesting and motivational
- Designed to help you reach your potential
- Well managed and focus on your learning needs



- Delivered by staff who are appropriately qualified, trained and experienced
- Delivered by staff who are supportive and responsive to your changing needs



- Sufficiently resourced

We will provide:

- A safe, secure and welcoming learning environment
- Additional learning support based on your identified needs, which will help you to join and complete your course
- Assessment programmes that are planned, fair and appropriate to your course
- Constructive feedback and, as appropriate, individual tutorials, to enable you to achieve your learning goals
- Advice and guidance on what you need to do to progress from your course into further training or employment



We will ensure that:

- Your application to join a course is dealt with promptly
- You will receive adequate advice and guidance assessment to ensure you are on the course which meets your needs and requirements
- You receive appropriate advice on the available financial assistance to enable you to join and/or stay on your course
- Your results will be made available to you as soon as possible after your course finishes
- Your progress will be assessed regularly to ensure you attain your learning goals



We expect you to:

In order for you to benefit fully from joining a course with the Liverpool Adult Learning Service, we expect that you will:

- Be punctual for all sessions
- Inform your tutor if you are unable to attend a session
- Complete the work within the deadlines set by your tutor
- Maintain your portfolio of work as appropriate to your course
- Treat others with respect and behave in an appropriate manner



Information, Advice and Guidance

Our Information, Advice and Guidance Workers can help you to decide which course you need to join to follow a particular career path, or give you tips on our range of courses which may be useful to you in your current job. They can also advise you on how to fill in job application forms, write a CV and develop your interview skills. You can contact a Guidance Worker by asking at your Centre.



Ensuring Equality

Liverpool Adult Learning Service is committed to promoting and maintaining Equality of Opportunity. The service promotes equality of opportunity and access to education and training for all, regardless of race, gender, ethnicity, disability or sexual orientation.



We will not under any circumstances tolerate prejudicial behaviour, bullying or harassment of any staff or learners within Adult Learning Service.

The Service has a Bullying and Harassment Policy which specifically relates to learners, and a procedure to assist in dealing with any instances. Definitions of what we mean by discrimination and harassment are set out in the policy.



We respect the diversity of every individual and we aim to provide a safe and supportive environment where all learners can achieve

