



Learner Information 2023/24

Welcome to Bottisham Village College Adult Learning

ADULT LEARNING AT BOTTISHAM VILLAGE COLLEGE

Whichever course you have chosen, we hope that you find your learning experience at Bottisham Village College Adult Learning enjoyable and rewarding.

We endeavour to provide clear information about our courses and help you choose a course which is right for you. Please let us know quickly if you feel we have not provided a reasonable service or if you have any problems with your course. You should speak to your Tutor in the first instance or come to the Adult Learning Office to speak to a member of staff in confidence.

Equality and Diversity

We are fully committed to equality of opportunity and welcome enrolments from all adults aged 19+. We believe that everyone is entitled to learn in an environment that is free from discriminatory behaviour. We expect everyone to treat each other with respect, regardless of differences in culture, ethnicity, gender, ability, age, sexual orientation and social class. Everyone has a right to learn in a supportive environment, so please ensure that your actions do not adversely affect another's learning.

Specific Needs

We encourage learners with any concerns about specific needs to discuss their requirements with us in confidence. We will do our best to accommodate any requests that may facilitate access to resources, equipment and activities and will make reasonable adjustments to ensure that all learners can undertake and satisfactorily complete their course. If you have any difficulties which may affect your evacuation from the building in the case of an emergency, please let us know.

You have the right not to disclose your disability, but this could mean that we may not be able to provide you with relevant support.

Adult Safeguarding & Prevent

Arrangements have been made to make sure that you are safe at our Centre. If you feel you are not safe for any reason, for example through verbal or physical abuse or you have been discriminated against, please tell your Tutor or the Adult Learning Manager, who will investigate further and take the necessary steps to ensure your safety.

Tel: 01223 811372

Email: adultlearning@bottishamvc.org

Web: www.bottishamvc.org/adultlearning

Health and Safety

Your Tutor will give you an induction at the beginning of your course covering health and safety procedures, which you must observe. Please ensure that you safeguard the health and safety of yourselves and others. Familiarise yourself with evacuation routes, fire alarm locations, assembly points.

Covid19 - Ensure that you follow current Government guidance regarding self-isolation and do not attend your class if you show any Covid symptoms. We recommend that you should sanitise your hands on entering the College and after using shared equipment. Wearing face masks is personal choice.

In order to promote social distancing, we recommend that you bring your own refreshments with you rather than using the shared kitchen.

If you have any health and safety concerns or accidents, please report them to the Adult Learning office.

In Case of Fire

The alarm is a continuous ringing of the bell. When you hear the alarm leave the building immediately via your nearest fire exit. Go to the nearest assembly point, report to your Tutor and await instructions.

Fitness Classes

If you attend a fitness class, you will be asked to complete a [Pre-Exercise Health Questionnaire](#) which you should hand to your Tutor at the first class.

First Aid

A First Aid Kit is available in the Adult Learning office. Various members of staff are trained First Aiders, but if they are not available, there is always a First Aider on site at the SPORTS CENTRE.

Absences

If you are going to be absent from a lesson, please let a member of the Adult Learning staff know in advance by telephone or email. We will then be able to inform your Tutor. Office contact details are on the back page.

Lessons Cancelled at Short Notice

If we must cancel a lesson at short notice due to Tutor illness or adverse weather conditions, we will endeavour to advise you by email if possible. Unfortunately, it is not possible to telephone every learner at short notice. If Bottisham Village College is closed due to adverse weather conditions, or other circumstances beyond our control, please assume that Adult Learning courses will also be cancelled. Please check the Bottisham Village College website where you will find closure details.

Refunds

Occasionally we have to cancel a course due to low learner enrolments or other circumstances, in which case you will receive a full refund. If a class is cancelled due to circumstances beyond our control, an extra class will be added at the end of the course where possible.

Unfortunately, we cannot offer a refund if you choose to withdraw once the course has started. If you are paying for a course by instalments, and you choose to withdraw, the full fee remains payable. However, if your reason for withdrawal is due to illness you may be entitled to a pro-rata refund of the course fee upon receipt of a doctor's certificate.

Courses with fewer than the minimum number of learners may have the option of continuing, on payment of a supplementary fee, at the discretion of the College.

Feedback and Complaints

We value your opinion on our courses, and we ask that you complete an end of course evaluation. We use this information to make improvements to our courses as we endeavour to provide the best service possible for our learners.

However, if you wish to make a complaint about any aspect of our provision, please record the complaint with a member of the Adult Learning staff as soon as possible. If the complaint can be dealt with immediately, we will do so. If you feel that the complaint is of a more serious nature, please refer to our Complaints Policy which is available to all learners.

Data Protection - How we use your information

Adult Learning at Bottisham Village College is part of the Academy Trust called Anglian Learning. For the purposes of Data Protection legislation, Anglian Learning is the Data Controller. This means it is responsible for the personal data that is held about you. We collect and use information about you so that we can provide you with learning services under legislation. For more information as to how we process and keep your personal data safe then please refer to the Trust's Customer Privacy Notice which is available on our website.

If you have any data protection queries, please contact the Data Protection Officer for the Trust, Paul Stratford: paul.stratford@theictservice.org.

Social Media

It is expected the learners will not post any images or text on Social Media sites that could bring Adult Learning or the College into disrepute.

Contact Details

Adult Learning Office, Bottisham Village College, Lode Road, Bottisham, Cambridge CB25 9DL

The office is open:

Monday, Tuesday and Wednesday: 08:00 – 14:00

Thursday: 08:00 – 13:00

Tuesday and Thursday Evening: 18:30 – 21:30

Miss Élise Lapaire, Adult Learning Manager: adultlearning@bottishamvc.org

Mr Nicholas Milne, Adult Learning Assistant: nmilne@bottishamvc.org