



adult learning and skills service
learner handbook

AUGUST 2020 TO JULY 2021

Come and learn with us

Fully equipped teaching facilities in great locations

Most courses take place in the Macbeth Centre, a lively and friendly hub in central Hammersmith, which houses our teaching rooms, specialist studios and workshops, all equipped with everything you will need. New facilities include a professional teaching kitchen and pottery studio at Macbeth. Some courses take place in schools and community venues throughout the borough.

Macbeth Café has the winning recipe



Enjoy hot beverages and fresh home-cooked food in the award winning onsite café at Macbeth. A permanent fixture serving the community and local businesses for over twenty-five years, the Macbeth Café took home the coveted winning title of Best Place to Eat at H&F Brilliant Business Awards in 2018. With affordable prices, attention to customer service, a daily changing menu, and a friendly inclusive atmosphere open to all you are sure to enjoy your experience.

Choose from a diverse mix of part time courses

We offer over 500 part time courses during the day, or at evenings and weekends. Whether you are looking to nurture your creative side, learn business skills or languages, 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 artists 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 and develop skills to help you find employment, improve health and well-being and have fun.

Welcome

Thank you for enrolling on a course with Hammersmith & Fulham Adult Learning and Skills Service (ALSS). 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 ALSS continues to offer a high quality service. When the Service was last inspected by Ofsted in 2016, the achievements and successes of our learners were highly praised. This strong judgement is testimony to the 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 alssinfo@lbhf.gov.uk

We do hope you enjoy studying with us.

Eamon Scanlon

Head of Service

Adult Learning and Skills Service

London Borough of Hammersmith & Fulham

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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 telephone number on the enrolment form.

If you do not want to receive information in this way please email: **rakesh.pawaroo@lbhf.gov.uk**

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?

Text ALSS followed by the course code and your message to 60777.



Wi-Fi access

Wi-Fi is fully accessible and FREE for all staff and students at all three of our learning centres: Macbeth, Normand Croft and Uxbridge Road.

Ask your tutor for the Wi-Fi access code/password.

Your tutor's details

Tutor's name:

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Tutor's contact details:

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Your class times

Class times:

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Tea breaks (if applicable):

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Learner COVID guidelines

Keeping you safe and healthy is our number one priority. That's why we have maintained our enhanced cleaning procedures and social distancing measures, which have been guided by the expert information from the UK government and Public Health England.

Risk assessments

All learners will be required to fill in a risk assessment form prior to attending classes. This will be in the form of a link that will be sent out to all enrolled learners to fill in and return electronically. Learners who do not have access to IT or who do not return the form will be asked to fill one in at reception before attending their class.

Hygiene

Students must sanitise their hands when they come into the building and regularly during their stay. Additional hand sanitiser units have been positioned at key areas throughout the centre, including classrooms. Antiseptic wipes will be made available to clean shared equipment.

Cleaning and disinfecting

We'll be sanitising surfaces throughout the day and cleaning the entire centre every Morning.

Classrooms and equipment will need to be sanitised at the end of your class by the learners and tutor in the class before leaving. Please wipe down the surfaces that you have been working on and any equipment you have been using with the supplied sanitisers.

Social distancing

You'll see new social distancing signs around the centre including one-way systems where possible with clear floor markings. We're also limiting the number of students in each area, including in the lift, and we've reduced the amount of classroom furniture where appropriate. There will be no seating in reception as social distancing must be in force and if you are chatting to other students in reception or elsewhere in the building you will be asked to move on.

Changes to classes

We're running classes with smaller numbers to keep everyone safe and have adapted the teaching spaces to reflect social distancing and cleaning requirements.

If you have enrolled for a morning and an afternoon course on the same day you will need to leave the centre and return for the afternoon class.

Limited services and facilities

Our café will be closed.

Protecting you and our staff and tutors

We've installed plastic shields at our reception desks and we'll be providing Personal Protective Equipment (PPE) to our staff where necessary.

What you can do to keep yourself and others safe

To keep our centre as safe and clean as possible, we need your help too. We ask that you follow a few simple rules when you arrive.

Stay home if you're unwell

Please don't come to the centre if you feel unwell or have COVID-19 symptoms.

Arriving at the Centre and leaving

Entry and exits to and from the building will be clearly signposted, please ensure you adhere to these. Once your class is finished, please leave the building as soon as possible to minimise the number of people in the building.

When you arrive for your class

Try to arrive no more than 15 minutes early and follow the social distancing rules while you're waiting for the class. When it's over, please leave the centre as quickly as possible.

Face coverings

You must wear a face covering when entering the Centre, outside of your classroom, and we strongly encourage you to wear them in class. We will update this advice regularly in line with Government recommendations. There are some people who are exempt from wearing face coverings including those with hidden disabilities and those who are travelling with, or providing assistance to, someone who relies on lip reading to communicate. Please remember when you are communicating with someone in the Centre that they may be Deaf or hard of hearing and will find it difficult to understand you whilst your mouth is covered.

You should bring your own face covering with you unless you have an exemption. You will not be able to enter the centre without one.

Avoid using the lift if you can

The use of the lift will be restricted to one person at a time. If you can use the stairs, please do.

Stairs

Stairs should be used in preference to lifts and follow one-way systems around the college. If lifts are to be used, then single use only where possible.

Classrooms

Rooms should be well ventilated / windows will be opened to allow fresh air circulation.

Toilets

There should only be one in and one out system for using the toilets, wipes and sanitisers will be readily available in toilets for wiping down after you have used them, to include taps, door handles etc.

Bring your own

Please bring a full water bottle as the water fountains are not in use. If your class lasts several hours, you may wish to bring your own snack for break time as the café will be closed.

Arrive ready to learn

Please avoid using the toilets to change your clothes.

Travel light

We would like to minimise the number of items brought into and taken out of the college. Please bring only the bare minimum with you.

Payment

You must have enrolled before you attend the Centre and you may do this either on-line or by phoning 020 8753 3600. No payment will be taken at reception during the current time

Use hand sanitising stations

You'll find these before you reach reception and throughout the building. Make sure you follow proper handwashing if you use the toilets.

Follow the social distancing signs

Keep to the one-way system and try to stay at least two metres from others as much as possible.

Test and Trace

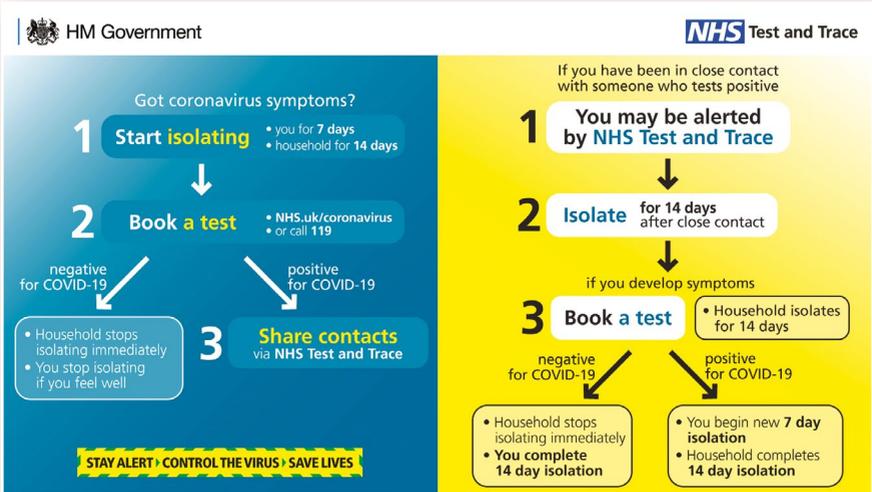
The new Test and Trace policy outlined by the government on 27 May states that if someone develops the coronavirus symptoms, they should:

1. Start isolating
2. Book a test and if they have a positive Covid-19 test they should...
3. Share their contacts with NHS Test and Trace.

If someone is contacted by NHS Test and Trace, they should isolate for 14 days and if symptoms start, they should book a test and isolate for **10 days** (previously 7 days) and their households should isolate for 14 days. If the test is negative, they should continue their 14-day isolation.

For the latest information and to keep up to date please visit <https://www.gov.uk/coronavirus> Further information on social distancing in schools can be found here: Coronavirus (COVID-19): implementing protective measures in education and childcare settings.

Check our website regularly for the latest news: www.hfals.ac.uk



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 also give you more details relevant to your class. Further information is on www.hfals.ac.uk

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 three times a day during the first week of term. 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 Macbeth Wi-Fi, make sure you are clear on the Acceptable Internet Use Policy.

Key policies

Has your tutor mentioned the following policies? More information on www.hfals.ac.uk (☑ Please tick the boxes.)

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

Information, advice and guidance

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

To find out about jobs please contact Work Zone (see page 18 for details), who can help you find a job or an apprenticeship position. Many vacancies are in Retail, Admin, Construction, Catering and Hospitality. They are always recruiting for vacancies, from cleaners to store managers, and experience is not always essential. Work Zone also offers support with CV and cover letter writing and interview skills.

For further information visit
www.workzoneonline.co.uk
Call **020 8753 6773**
Email **info@workzoneonline.co.uk**

Volunteering opportunities

If you are interested in volunteering opportunities, we have staff from the Volunteer Centre available every Tuesday 2-4pm. You can book online at **www.hfals.ac.uk/interviews** Please note these appointments will take place online.

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 before the start of class 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 ALSS and council policies at all times
- Participate in the learning activities and complete any work set
- Turn off your mobile phones when in class
- Agree your learning targets and review your progress to get the most from your class.

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 **eamon.scanlon@lbhf.gov.uk**

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

Prevent

From 1 July 2015, Parliament placed a statutory requirement on the council 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. Our Adult Learning and Skills Service uses 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

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.

You are expected to comply with the London Borough of Hammersmith & Fulham equal opportunities policy.

Keeping track of your learning

All students will have an Individual Learning Plan (ILP), or learning targets. These will set 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. You will be given the opportunity to review your targets and comment on your progress. Your tutor will use all of this information to help plan their teaching.

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 emailing karen.fall@lbhf.gov.uk 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 one-to-one, and whole group, learning support assistants
- Dedicated classes for discrete learner groups

Study support sessions

There are two support sessions per week, in the computer rooms at the Macbeth Centre, facilitated by an experienced IT lecturer. They allow you to use programs and the internet, print work and assignments, research information using websites, discover materials and resources, use adaptive equipment and practice your computing skills. Please ask your tutor for more information.

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 Saeedah Qureshi, Programme Manager - Skills for Life and Family Learning, at saeedah.qureshi@lbhf.gov.uk

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 email Sean Buckley at sean.buckley@lbhf.gov.uk 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

Easy read versions of our Disability Statement, Appeals Procedure and Health and Safety Induction, with Makaton symbols, are available from reception upon request.

The service is committed to supporting people with disabilities by trying our best to:

- Have trained staff to help and advise you, including trained BSL signers;
- Make our buildings as accessible as possible and moving classes to step free access if required
- Make information available in different formats, including Makaton.
- Provide specialist equipment or materials

- Have support staff in classes
- Have confidential discussions and advice in person, via the phone or email
- Make sure class materials are accessible
- Link you with your tutor before you start
- Have a range of classes especially for people with learning difficulties including access to qualification courses and advice on progression routes
- Work with other organisations such as Action on Disability and MIND to get more help and advice if we need it
- Have study support sessions where you can get extra help and practice your skills

How can I get advice and support?

- You can contact Sean Buckley to have a confidential discussion on how best we can support your learning.
- You can ask for help at reception. Course information sheets are also available to help you decide if the course is what you want.
- Once you have enrolled and said that you have an Additional Support need, you will be contacted to discuss the best way to support your learning.
- We try to follow up all additional support requests as quickly as possible so the sooner you inform us the better

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

- We need to know if you require 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 extra help you get will depend on your individual circumstances and in some cases you will have to provide medical evidence. You may be allowed to have assistance, special equipment, additional time or other support
- 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 or you can talk to the Sean Buckley, the Programme Manager for Student Support.

Learner Voice

The adult learning and skills service seeks the views of its 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 HFALS website
- Learner evaluation during courses
- Observations of teaching, learning (OTLA) and assessment

Paying by instalments

Students who are enrolling on a year-long course and experiencing hardship can apply to pay in three instalments. First instalment is taken at the time of enrolment, the remaining course fees can be paid over two more instalments for which you will be required to complete a Direct Debit Mandate. Please note once you are enrolled all instalments must be paid.

Invoicing your employer

We can invoice your employer for course fees. You must bring written proof, on letter headed paper, that your employer agrees to pay and an additional fee of £30 is charged for administration.

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 £12 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 in cash or by cheque, it will be processed within one week (at the beginning of terms this process may take longer)

Credit

If you have been given credit, please use it within the academic year.

Fees

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

Learner Support Funding

Support funding for learners falls into two categories. Funding is provided by the Education and Skills Funding Agency (ESFA) and Mayor of London to assist learners who are not able to pay for essential equipment/materials, travel costs, childcare, registration fees and other necessary expenses.

These categories are:

- Discretionary Learner Support Fund (for accredited courses up to and including level 2)
- The 24+ Adult Learning Loan Bursary (for learners who are in receipt of an Adult Learning Loan for the full fees of the course from the Student Loans Company)

These funds are only available to learners studying towards an approved qualification and who are on a low household income of less than £20,962 gross per year (resident in London), or £17,004 gross per year (resident outside of London, but resident in England).

Parental income will not be taken into consideration but the income of any spouse or partner will.

Proof of low income must be attached to your application. Please discuss this with your tutor at interview.

Students must submit a separate application for each course.

(This information is subject to change.)

What costs can be claimed?

- Course fees (up to 20%, but only in exceptional circumstances)
- Course books
- Travel costs
- Childcare - must be registered with Ofsted
- Essential equipment or materials required for the course.
- Registration fees (for professional bodies)

How to apply?

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

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 beryl.lester@lbhf.gov.uk or complete a feedback card which can be found in reception.

Please let us know if we can support you to make your compliment or complaint by providing an interpreter, signer or advocate.

All complaints received are taken seriously and are dealt with according to the complaints procedure.

We will make sure that you are supported to progress your complaint by providing an interpreter, signer or an advocate if necessary.

You can discuss any complaint to do with disability and access informally with Sean Buckley on **07900 737744** or email sean.buckley@lbhf.gov.uk who will try to resolve the issue and will advise you on the corporate procedure should you want to take the matter further.

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
- Ofsted monitor and inspect our service on a regular basis
- 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 development and improvement plan. If you have any comments or suggestions please let us know. We were last inspected by Ofsted in 2016 and the report can be read in full by visiting www.hfals.ac.uk

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.

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 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.

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.

Hazardous substances

Some of the substances used in practical subjects can be hazardous. Your tutor will provide information and advice about using these safely. If you

are not sure please ask before using any substance you are not familiar with. It is your responsibility to inform the tutor of any relevant allergies that you might have.

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.

e-Safety and Acceptable Use

Computer skills are vital to access employment and life-long learning, but there are dangers and risks associated with using computers and the internet. The adult learning and skills service (ALSS) want all our learners to be able to get the most out of using technology and use it in a responsible way. ALSS provide guidance and advice on keeping yourself safe in our Acceptable Internet Use and e-Safety policy. You can see our Acceptable Use policy in all classrooms and can request a copy of the e-Safety policy from reception.

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.

How we use your personal information

This privacy notice is issued by the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE). It is to inform learners how their personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations.

For the purposes of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA. Your personal information is

used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). Your information will be securely destroyed after it is no longer required for these purposes.

Your information may be used for education, training, employment and well-being related purposes, including for research. The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting on their behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

Your information may also be shared with other third parties for the above purposes, but only where the law allows it and the sharing is in compliance with data protection legislation.

Further information about use of and access to your personal data, details of organisations with whom we regularly share data, information about how long we retain your data, and how to change your consent to being contacted, please visit:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

Café

Macbeth Community Café serves freshly cooked food and the menu changes daily.

Due to the current situation the Macbeth Community Café remains closed.

Reception

Term time opening

Monday to Thursday

9am to 6.30pm

(last enrolment 6.15pm)

Friday 9am to 4pm

(last enrolment 3.45pm)

Saturday 9am to 12 noon

Outside term time

Monday to Friday

9am to 4pm

(last enrolment 3.45pm)

Opening times may change, please call for details or visit the website to check before visiting the centre (last enrolment time will be 15 minutes prior to closure).

INFORMATION, ADVICE AND GUIDANCE

Hammersmith & Fulham Council offers a broad range of services tailored to suit the needs of the individual. These are provided by the economy department.

Our experienced advisors work together to deliver the following:

CREATE A CV

- Draft your own CV or improve your existing CV to gain interviews
- Prepare an effective cover letter

FIND VACANCIES

- Find out where to look for job vacancies

INTERVIEW SKILLS

- Create a lasting impression - make every second count
- Prepare for different types of interviews

CONFIDENCE BUILDING

- Practical help to boost your confidence for job searching
- Improve and promote your employability skills
- Support for those who are returning to work after a break

USING THE INTERNET AND SOCIAL MEDIA

- Use the internet to find vacancies, register on job sites and apply
- Set up an email account, send, retrieve, reply, attach documents
- Learn key words and phrases used in the job hunting process
- What is social media and how can it help with your job search?
- Maximise your networking opportunities, create social media accounts

SKILLS HEALTH CHECK PERSONAL DEVELOPMENT PLAN

- Clients' information regarding skills and experience
- Highlight suitable job profiles and career paths

BASIC SKILLS FOR WORK

- Find courses needed to progress in work
- English, ESOL, maths and ICT
- Interactive, practical exercises

CONSIDERING SELF-EMPLOYMENT

- Could self-employment be for you?
- Review steps for registering your business and start-up procedures

SECTOR-SPECIFIC

- Routeways into work available on request
- Examples include: security, hospitality, care work, retail, construction

We also work in partnership with the National Careers Service and BEAM, who are able to support individuals in finding employment, and the Volunteer Centre, who are able to support with volunteering opportunities.

For further information or to book an appointment, please visit the website.

www.hfals.ac.uk
020 8753 3600

Libraries and employment

Learning at H&F libraries

The adult learning and skills service is working in partnership with the borough library service so you can continue your learning out of class time using books or the internet.

Learning Zone at Shepherds Bush

We now offer ICT/computing drop-in and a family learning homework club at Shepherds Bush Library's Learning Zone. Come in and find out more or enquire at Reception. For more Family Homework Clubs, please see pages 45-47 of the adult course guide.

ALSS students welcome

Anyone enrolled on a course is eligible to join a Hammersmith & Fulham library.

Most libraries are open late evenings and Saturdays. Hammersmith, Fulham and Shepherds Bush libraries are also open on Sunday, 11am-5pm.

For full details of opening times please see the website

www.lbhf.gov.uk/libraries

Telephone (24-hour automated telephone service): **020 7361 3610**

Internet access is available at all libraries

Free for the first hour if you are a member of the library. Wi-Fi is available at Shepherds Bush, Hammersmith, Askew Road, and Fulham Libraries.

Scanning and photocopying facilities are also available. Membership also includes access to online resources - please refer to www.lbhf.gov.uk/libraries

The Local Studies and Archives Service is based in Hammersmith Library.

Fulham Library includes the main reference library which also provides quiet study spaces.

Hammersmith & Fulham Volunteer Centre is also based in Fulham Library. The libraries are always keen to hear from people interested in volunteering. There are many different roles to get involved in. If you would like to find out more please email:

libraries@lbhf.gov.uk

For full information please visit www.lbhf.gov.uk

Libraries in Hammersmith & Fulham

Askew Road Library

87-89 Askew Road, W12 9AS
Tel: 020 8753 3863

Avonmore Library

and Community Centre
North End Crescent, W14 8TG

Fulham Library

598 Fulham Road, SW6 5NX

Hammersmith Library

Shepherd's Bush Road, W6 7AT

Shepherds Bush Library

Westfield Retail Centre
6 Wood Lane, W12 7BF

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: **020 8753 6548**

Email: volunteering@lbhf.gov.uk

Apprenticeships

As employees, apprentices earn a wage and work alongside experienced staff to gain job-specific skills.

Off the job, apprentices get training to work towards nationally-recognised qualifications.

Key benefits:

- earn a salary
- get paid holidays
- receive training
- gain qualifications
- learn job-specific skills

Call: **020 8753 6773**

Email: info@workzoneonline.co.uk

Who are Work Zone?

Our free employment services exist to support local residents and connect you to our employers.

- A range of opportunities across the borough in retail, customer service, administration, construction, hospitality and much more
- One-to-one information, advice and guidance towards finding work

- Access to the right employment and skills training to prepare you for employment
- A dedicated Recruitment Advisor, offering a bespoke service
- An opportunity to work for blue-chip companies and household brands

View all our live job opportunities on www.workzoneonline.co.uk

Contact us on

info@workzoneonline.co.uk or

leave us a voice mail message on:

020 8753 6773 and we will get in

contact within 2-3 working days.

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

To book an appointment, please go to our website

www.hfals.ac.uk/interviews

Business Support

The adult learning and skills service offer a range of business courses (www.hfals.ac.uk) and the H&F Business Enterprise Club meets monthly and is the ideal place to network and get useful information to help you set up or run your own business.

For information email:

nicki.burgess@lbhf.gov.uk

Short business workshops

As well as our regular courses we offer further short workshops to support your business, and help guide you with the essentials if you are just starting out. These will be updated regularly on our website at: www.hfals.co.uk so keep an eye out for future workshops coming up.

All workshops take place at the Macbeth Centre, and places can be booked in person, over the phone on **020 8753 3600** or online on the centre website.

You can see our full range of business and computing courses on pages 181-187 of the main course guide.

Business boot camp

An intensive one day session covering the things you need to know to start a business.

Marketing for start-ups

It's all about the promotion: how to let people know about your product and boost your sales.

Presentation skills/PowerPoint for business

The art of the visual: Learn some tips and tricks to get the wow factor in giving engaging and persuasive presentations.

Accounting - what do I need to know for my business?

Everything you need to know to balance your books, working with numbers to help grow your business.

Developing a successful business plan

The key thing you need to succeed is a clear and focused business plan - find out how to do this.

Social media - what is it and how can it help my business?

Demystify social media: find out how you can harness its reach with tips to promote your business, grow your networks and customers.

Social media - get going with Facebook

Dig into Facebook and find out how it can promote and grow your business.

Social media - get going with Instagram

Delve into Instagram and find out how it can promote and grow your business.

Useful contacts



Head of Service

Eamon Scanlon
eamon.scanlon@
lbhf.gov.uk
07818 421521



Operations and Support Services Officer

Beryl Lester
07776 672667



Disability and Student Support Officer

Sean Buckley
sean.buckley@lbhf.gov.uk
07900 737744



Quality Standards Officer

Alison Frosdick
07779 348346



Information Officer

David Ede
david.ede@lbhf.gov.uk
07554 115 095



Safeguarding Officer

Eamon Scanlon
eamon.scanlon@
lbhf.gov.uk
07818 421521



Literacy/Numeracy Support Officer

Saeedah Qureshi
(Gita Bhanderi is currently
on maternity leave)
saeedah.qureshi@
lbhf.gov.uk
07788 380232



Complaints

Reception team
alssinfo@lbhf.gov.uk
020 8753 3600

Term dates 2020-2021

Autumn term 2020

Starts

Monday 14 September

Ends

Saturday 12 December

Half term

Monday 26 October to
Friday 30 October

Spring Term 2021

Starts

Monday 4 January

Ends

Saturday 27 March
2021

Half term

Monday 15 February to
Friday 19 February

Bank Holidays

Good Friday 2 April and
Easter Monday 5 April

Summer term 2021

Starts

Monday 19 April

Ends

Monday 12 July

Half term

Monday 31 May to
Friday 4 June

Bank Holidays

3 and 31 May

Further contacts

Macbeth Centre

Macbeth Street, London W6 9JJ

Tel: **020 8753 3600**

Email: alssinfo@lbhf.gov.uk

239a Uxbridge Road

Shepherds Bush, W12 9DL

Normand Croft

(Lillie Road entrance)

Normand Croft Primary School

Bramber Road,

Fulham, W14 9PA

Outreach Centres

We run courses in a number of outreach centres and schools across the borough. For full information please see the prospectus, call **020 8753 3600** or visit: www.hfals.ac.uk
Please note we cannot answer general enquiries about these centres.

If you would like any part of this document produced in large print or Braille please telephone 020 8753 3600

SUPPORTED BY

MAYOR OF LONDON

