

**2026
to 2027**



Learner Handbook

Greenwich Adult and Tailored Learning



greenwichlearns.org.uk


ROYAL *borough of*
GREENWICH

"When I first got to the UK I couldn't speak English, I didn't know what to do or where to start. My support worker referred me to Community Systems and I enrolled on the ESOL Skills for Life Pre Entry course. Since joining the course I have progressed really well. I have gone on to achieve Entry Level 2 Esol and Entry Level 3 Functional Skills Maths. My confidence has grown so much, I've made friends and I feel more settled in my community."

**– Guadalupe Sanchez,
ESOL Skills for Life Pre Entry
Level, Community Systems**

"I joined the In2Construction course at Flower Skills to gain skills and knowledge for employment in construction. I have learnt new skills like how to apply tiles and paint doors but also skills such as being punctual and I have become more confident. I'm now going on to level 2 in plastering and tiling."

**– Yukesh Rai,
In2Construction,
Flower Skills**

"I joined this course because I wanted to improve my customer service skills. Attending this course has improved my skills and knowledge and given me practical experience to apply in all industries. My tutor was full of experience and approachable. The training was not only impactful but enjoyable."

**– Francis Kofi Anatsni,
Level 1 Customer Service,
Global Solutions**

"I joined this course to progress further in my jewellery making skills. With the advice and guidance of my tutor, my skills have improved greatly to the point that I can work on jewellery pieces successfully. This course has given me greater confidence."

**– Rory Kenny,
Progression in Jewellery
(Sliver and Brass), London
South East Colleges**

Contents

5	Welcome
6-7	Learning charter
8	Staying safe
9	Course providers
10-13	Learner spotlight
14	Quality assurance
15	Equity, diversity and inclusion
17	Your learning journey
19-20	Learner awards
21	Online safety
22-23	ICT Safe working practices and acceptable use policy
24	A year of successes
25	London Learner Survey
26	Living in Britain
27	Prevent programme
28	Comments, compliments, and complaints
29-31	Staying safe
32	Mental health
33	Information, advice, and guidance
34-35	How we use your personal information
36	Additional learning support
37	Notes

Welcome



Welcome to Adult Skills and Tailored Learning in the Royal Borough of Greenwich for adults aged 19 or over. Whatever your background, skill level or previous skills and experience of learning we are sure you will find the Royal Borough of Greenwich a friendly, inclusive and enjoyable place to learn. Dedicated tutors and support staff will ensure you feel comfortable and supported throughout your time with us.

Royal Greenwich works with partners including The Training Place of Excellence, Uganda Community Relief Association, Unity Works, Community Systems, Flower Skills and Training, Global Solution Service, GCDA, and London South East Colleges. We also work with a number of community partners, such as schools and children's centres, libraries, faith and community groups, to extend our resources and give you some great opportunities.

The handbook is designed to give you the information you need to support you on your learning journey. We hope you find it useful and your course of study enjoyable, pleasurable, and rewarding. It is important to us that you succeed and gain all the skills and knowledge you need to reach both your long term and short term goals. If you need support in your learning, please be sure to let us know. You can call us on **0800 0283 230** or email **adult-learning@royalgreenwich.gov.uk**.

Please keep this handbook throughout the course as it provides information you will find useful.



**It's never too late to
LEARN something new**

Learning charter

What can you, as a learner expect from us?



A welcoming and safe place to learn with suitable resources.



Accessible learning opportunities for all, in line with our equity, diversity and inclusion policy.



Assurance that your application is processed promptly in line with the Council's data protection policies.



Qualified and experienced tutors to deliver high quality teaching that enables you to achieve and reach your goals.



Tutors will work with you to complete an Individual Learning Plan (ILP) that will contain your personal targets and goals, and review your progress towards them at regular intervals.



Support where possible if you disclose any disabilities and/or learning difficulties.



Information on how to keep safe.



Regular opportunities for you to give feedback, which we will use to improve the service.

What do we expect of you, the learner?



Attend all classes regularly and punctually. Please arrive a few minutes early so you can start each session on time and inform us when you cannot attend.



Familiarise yourself with our Staying Safe policies and procedures, comply with all instructions and act at all times with due regard for your safety and that of others.



Use the internet and technology safely and appropriately.



Setting your own personal learning goals with your tutor.



Where appropriate complete homework in a timely manner.



Taking part and complying with classroom ground rules.



Let us know as soon as possible if you feel you are falling behind with work to enable us to put support in place.



Comply with all our policies and procedures.



Learners must not attend sessions under the influence of alcohol or drugs. No smoking is permitted on our premises.



Always show respect to all people, in line with our safeguarding and equity, diversity and inclusion policy.

Staying Safe

We should be able to live free from fear and harm and have our rights and choices respected. Royal Greenwich operates a zero tolerance policy to all forms of abuse.

All learners have a right to participate in a learning environment that is free from violence and mistreatment. Our safeguarding arrangements are to:

- ensure we practice safe recruitment of staff and volunteers
- train staff in safeguarding on a yearly basis including designated safeguarding officers
- implement procedures for identifying and reporting safeguarding concerns
- provide a safe learning environment to learn and work
- identify and support vulnerable learners
- equip learners with the skills to keep themselves safe

*A full copy of the safeguarding policy is available from your provider
Please make a note here of the designated safeguarding officer in your Adult Learning Centre:

or follow this link greenwichlearns.org.uk/about/safeguarding-2025-2026

Course partners

Community Systems

Offering ESOL (English for Speakers of Other Languages), Functional Skills Maths & ICT courses.

Flower Skills

Whether you wish to improve your DIY skills or are looking for work in the construction sector, improve your tiling, brickwork, plastering, painting, or decorating skills with Flower Skills.

Greenwich Cooperative Development Agency (GCDA)

GCDA has worked in Greenwich for over 35 years supporting the community to thrive through training and enterprise support. They offer a wide range of training for those wanting to start their own business, learn new culinary skills, develop a food project or progress their business.

Global Solution Services

A customer driven careers guidance and training company which has supported over 1,500 Greenwich residents to gain relevant skills and qualifications to pursue their chosen career.

Unity Works

Unity Works is a London based charity supporting people with a learning disability gain skills, qualifications and jobs.



See more information about each course provider at greenwichlearns.org.uk/providers

London South East Colleges (LSEC)

Employability, IT, textiles, languages, art and ceramics are just some of the short courses you can enjoy. Whether your goal is to gain a new skill, improve your employability or build self-confidence and a new circle of friends, find out what LSEC has to offer.

The Training Place of Excellence

Training courses teach practical skills to complement learners' educational qualifications and enhance your employment skills. Courses lead to accredited qualifications in customer service, business administration and accounting.

Uganda Community Relief Association (UCRA)

UCRA is a community organisation that delivers a range of course including ESOL, Functional Skills, English and Maths, Preparation to work in Adult Care Level 1, 2 and 3, Diploma in Adult Care, Safeguarding and Equality and Diversity.

Learner Spotlight



Yixin Yu
Ceramics Wheel
Throwing

"I attended this course because I'm very interested in pottery, particularly throwing but commercial studios are very expensive. When I found a funded course, I was so thrilled. Pottery makes me feel creative and calm.

I've gained a lot of skills and confidence. I've learnt a lot of techniques for throwing different shapes and items. I've also enjoyed meeting new people and talking to my classmates.

I will now be progressing to another throwing course next term, and I hope to improve on my techniques further, strengths and consistency to eventually sell my products on a market stall.

The course has greatly improved my mental health; it has been very therapeutic."



Michelle Skone
Dry Lining and
Plastering Diploma
Level 2

"Before I came to Flower Skills, I suffered with social anxiety and struggled with going out. Since starting the course, I have not only learnt a lot of new skills but put myself out of my comfort zone and gain new confidence.

Flower Skills has given me a safe environment to learn and thrive, and I have learnt skills to do jobs around the house, and I don't need to pay a workman."

Learner Spotlight



Ruthie Olaiya
Support Work in
Schools and Colleges
– Level 2 Award

"I completed Level 2 Award in Support Work in Schools and Colleges. An assessment in Maths and English was conducted to determine my suitability for the course. The induction was informative, particularly on online safety, including cyberbullying, health and safety, and other topics. The support provided by the Tutor during the online lectures was impressive and stress-free.

Overall, I was elated with the course from start to finish. Help was always on hand from everyone, including my tutor and management. At the end of my course, I was employed as a Teaching Assistant in a school, which I find interesting and satisfying. UCRA walked my journey with me when I had lost hope, I got a job in a school, I gained confidence and now the sky is the limit. I am indebted with gratitude."



Greg Oghenevwegba
Diploma in Adult
Care Level 3

"I studied Level 3 Diploma in Adult Care with UCRA and work with Johav Care Support Limited. At the beginning of the course, I was a senior carer but now I am the Acting Care Co-ordinator. The support at UCRA is excellent from both the office and my tutor Joyce, checking regularly on how I am doing. They made me who I am – I have gained a lot of confidence and knowledge which enable me to work independently and most importantly, I am now earning a good salary as a care co-ordinator with more responsibilities. I am responsible for the care plans and staff rotas.

I am currently studying Level 5 Diploma in Adult Care to become a registered CQC manager as a personal goal. It all started with UCRA. I enjoyed everything but what stood out was the unit on personal centred approaches along with a focus on equality and inclusion. I work in a setting with people of differing needs, and these two units made me understand how to differentiate clients' needs for effective support."

Learner Spotlight



Kitty Noofah

Social Media for Business, Web Design, Take a Product to Market, Cooking Courses, and Yoga

"I'm an award-winning makeup artist and Beauty Editor for FabUK Magazine. After becoming seriously ill and spending a year in a coma, I was left paralysed from the neck down and now use a wheelchair. Recovery has been challenging, but GCDA Learning has played an important role in helping me rebuild my confidence and develop new skills.

Through GCDA, I have completed courses including Social Media for Business, Web Design, Take a Product to Market, cooking courses, and yoga. The support from tutors and staff has been outstanding. The yoga teacher adapted activities so I could fully participate, and the chef ensured I had suitable access during cooking classes, making me feel included and valued.

GCDA Learning has helped me gain confidence, improve my wellbeing, meet new people, and continue learning despite the challenges I face. I am incredibly grateful to the entire team for their kindness, encouragement, and belief in me. Their dedication to supporting learners from all backgrounds makes a real difference, and I would highly recommend GCDA to anyone looking to learn new skills and grow in confidence."

Learner Spotlight



Abdelmonem Mohamed Elameen Hashim

ESOL Skills for Life entry level and Functional Skills Maths

"I was referred to Community Systems through the Jobcentre and National Careers Service after arriving in the UK from Sudan as a refugee in 2025. When I started, I had limited English and low confidence, which made it difficult for me to communicate and access job opportunities. I joined the course to improve my English, build my confidence, and develop the skills I need to move towards employment and settle into life in the UK.

Since joining the course, I have improved my speaking and listening skills and gained more confidence in communicating with others.

The activities, group discussions, and real-life practice have helped me become more fluent in English. I now feel more confident taking part in class and speaking with others. I also enjoy helping my classmates, which has made me feel more positive and motivated about my learning.

My next step is to continue learning and improving my English by progressing to the next level of ESOL. My long-term goal is to move into employment once my communication skills are strong enough. I am motivated to keep learning and becoming ready for work in the UK.

This course has made a big difference in my life. I feel more confident speaking to people and taking part in everyday activities. The supportive environment has helped me feel included and part of a community. I now feel more positive about my future and more prepared to work towards my goals and become independent."

Quality assurance

We are committed to improving the quality of adult learning in Royal Greenwich. We want to make sure that we provide a high-quality service with a wide range of courses and that our learning centres meet the needs of residents and employers. We welcome feedback and comments from our learners to help us improve.

You can share feedback at any time by:

- completing an end of course evaluation form
- taking part in a learner forum (speak to your tutor or centre staff about this)
- leaving a message on **0800 0283 230**

These focus groups give you the opportunity to suggest how we can make your learning experience even better.

Observation of teaching and learning

To support our commitment to a high-quality service, someone may visit your class to observe the quality of learning. The observer may wish to speak to learners to get their views about the course, so please share your comments.

Health and safety

If you have an accident or near miss whilst on our premises please inform your tutor. Your safety is extremely important to us. Your tutor will help you familiarise yourself with health and safety procedures, including where the fire exits are at your venue. Smoking and use of e-cigarettes is not permitted at any of our sites. Please go outside and away from the building if you wish to smoke at break time.

Equity, diversity and inclusion

We are committed to providing an inclusive learning environment in which all learners can participate, achieve and progress. We recognise that learners have different starting points, learning styles and support needs and are committed to identifying and removing barriers to learning and assessment wherever possible.

All learners have the opportunity during enrolment to identify any learning difficulties, disabilities, health conditions or other circumstances that may present a barrier to learning or assessment. This information is treated confidentially and is used to plan appropriately. Should additional needs be identified during the programme, these are discussed with the learner and recorded so that suitable support can be implemented without delay.

We will ensure that every learner is supported to achieve their full potential and can succeed, regardless of their individual circumstances.

The Royal Borough of Greenwich celebrates diversity and wants to ensure that everyone that comes into contact with our services is treated fairly and not discriminated against.

We do this by:

- challenging discriminatory and inappropriate language and behaviour
- creating a comfortable and safe learning environment for all
- challenging all behaviour which stops learning taking place
- ensuring learning materials are made available in appropriate formats
- offering learners, where possible, appropriate equipment to support their learning needs

Learners and staff are responsible for ensuring the promotion of equity and diversity for all. This involves treating everyone with respect and dignity and being sensitive to each other's needs.

"I joined this course to gain skills and knowledge in accountancy and gain experience using accounting software. This course has helped me gain confidence to apply for more training in accountancy, improve my CV and apply for junior roles in AAT." – **Jack White, Employability Skills, Training Place of Excellence**

"I started this course during a period of unemployment, with no formal qualifications and limited opportunities. UCRA worked closely with me assessing my existing skills and my barriers to learning. I had a personal development plan to reach my long-term goals. I've also completed maths and English, and it has all enabled me to progress to university."

– **Jane Kayitetsi, Diploma in Health and Social Care, UCRA**

Your learning journey

At Royal Greenwich we aim to make sure that we are doing everything to support learners from diverse backgrounds and with diverse abilities.

At the start of your course the tutor will ask you to complete your individual learning plan or learner journal. This helps you and your tutor to identify your learning goals and record your progress. You will have to complete a certain amount of necessary paperwork in order to enable us to give evidence of learning to relevant funding agencies. Talk to your tutor if you need help with English, Maths or ICT skills. Changes can be made to how courses are taught to help you. Your tutor can give you advice about taking the next steps in your career or continuing your learning.

During your learning

If you can't make a session or must leave the course, please ring your course provider directly. You can find the contact details of each learning provider at greenwichlearns.org.uk/providers. During and at the end of your course we will ask for feedback about your learning to help us make improvements or keep up the good work. Please tell your tutor or other staff what you think or fill in surveys if asked. To measure your progress, you will be asked to review your learning journey and individual goals on your Individual Learning Plan. A course information sheet will be issued at enrolment or induction. Please ask your teacher if you require a copy. Course information can also be found on greenwichlearns.org.uk

At the end of your course

We are very proud of our learners' achievements and your tutor may ask you to be part of a 'case study'. If you agree your learning story will go in our marketing projects to encourage and motivate other learners to take up learning and enrich their own lives. If you don't want your name used, we can just use your initials.

To find out what learning you can do next log onto greenwichlearns.org.uk or call **0800 0283 230** to find out about new courses. This is our Tailored Learning website. It has a list of all the courses and workshops so you can find opportunities to progress with our learning, and possible next steps.

"I joined the course to help me start a career in education, get an understanding of how schools work, safeguarding and how to support students to learn. The course has improved my knowledge, skills, confidence and self-esteem. My attitude to learning has changed and I have a positive approach to new challenges. I'm now looking for a teaching assistant job and will progress to a level 2 certificate in teaching.

**" – Mary Rose Wood,
Level 2 Award Support Work
in Schools
and Colleges, UCRA**

"I wanted to improve my digital skills further by doing a hybrid course such as the Inclusive Working course in Health and Safety. This course is a good way to learning about how to keep safe in the workplace, and it is important to keep learning."

**- Divine Hilary, Inclusive
Working: Health and
Safety Unity Works**

Adult Skills and Tailored Learning Awards



We host an annual ceremony to celebrate the achievements of both our learners and tutors.

"Adult community learning makes to an incredible contribution to Royal Greenwich. It helps people grow in confidence, gain valuable skills, and find new prospects. We are so proud of the courses being delivered, which often see learners progress from workshops and courses, to work experience and volunteering, all the way to paid employment."

**- Cllr Asli Mohammed, Cabinet Member for Economy,
Town Centres and Co-operatives**

Woolwich Town Hall was filled with cheers and applause as nominees were called up to receive their awards from Councillor David Gardner, Mayor of the Royal Borough of Greenwich.



Online safety

You will use a range of technology to help you with your studies, work, leisure and more. It is important to understand how to stay safe while you are using and accessing information, and the risks that can be involved in using technology.

Your tutor will help guide you on how to stay safe when using technology and let you know what the policy is for e-safety. You can also find help, information and advice here:

nspcc.org.uk/keeping-children-safe/online-safety

To stay safe online you must:



Use the internet and social media responsibly.



Avoid sharing personal information.



Protect your email by using a strong and separate password.



Do not show your password.



Never save your password or personal details on a public PC or laptop.

1 2 3...

Change your password on a regular basis, include numbers and symbols to make it more difficult for other people to guess your password.



Install the latest software and app updates (these contain vital security updates to help protect your devices from criminals).

When using technology at the learning centre do not:



Access, display or download any offensive or extremist material



Use or display offensive or abusive language



Use unauthorised material

ICT safe working practices and acceptable use policy

The Council may provide you with ICT equipment to support your learning. Typical activities may include, word processing, internet research, e-learning or using software related to your course of study.

The computer equipment must not be used to:

- create, send, store, exchange, display, print or circulate offensive material, obscene or indecent data (or material likely to cause annoyance, inconvenience or needless anxiety) in any form or medium (including abusive emails, text messages, social media posts, pornographic material or anything that depicts violence or incites racial hatred)
- violate the privacy of other users or harass others with unwanted electronic communication of any description
- deliberately attempt to access unauthorised facilities or services via the computer network
- send unsolicited commercial or advertising material (junk or spam mail)
- hack into unauthorised areas, install software, alter the settings or make changes to the computers, which make them unusable by others
- commit any form of illegal activity, including software and music piracy, cyber bullying, defined as threats and intimidation by mobile phone, email comments on websites, social networking sites or message boards
- waste staff effort or networked resources and corrupt or destroy any data belonging to staff or other users
- view, share, store, exchange or print any form of extremism or encourage radicalisation

You must adhere to HM Government Prevent Agenda and the Council's Prevent policies.



E-Safety encompasses all internet-based technologies and electronic communications, such as mobile phones, as well as collaboration tools including the use of AI and personal publishing.

Your use of Royal Greenwich computer facilities must comply with current legislation. This includes Data Protection.

Copyright law applies to the internet as it does to any materials.

You can usually make single copies of website materials for private study or research, but you should ask the copyright owner for permission if you intend to do any more than simply browsing it, unless the website contains a clear statement that you may freely copy it.

Plagiarism (passing off another person's work as your own) is a breach of copyright and is unethical. All work submitted as part of your course should be your own. Quoting from an author is likely to be acceptable provided the source is acknowledged.

If you are in any doubt whether your proposed activity is permitted, speak to a member of staff first.

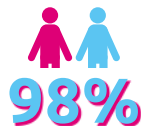
By using our computer facilities, you agree to abide by this policy.



3,097 residents enrolled onto adult education courses



99% of learners passed their course or workshop



98% of learners said they would recommend a course to a friend



99% of learners on accredited courses achieved their qualification

Make this the year you develop your skills no matter what goal you want to achieve! See which course interests you and embark on your learning journey at **greenwichlearns.org.uk**

The London Learner Survey is an important online survey about adult education in and around London. The Mayor of London and the GLA want to find out what kind of changes happen in peoples' lives while they are studying. The survey asks about why you want to study, your health, your job (if you have one) and how you feel about other things in your life like working, volunteering and spending time with different kinds of people.

When you start a new course, your course provider will send you a link to complete the survey and talk to you about it in class.

By taking part in the survey you will:

- Help your course provider improve their courses
- Help to improve adult courses for all Londoners
- Help make sure that the right courses are available in the right areas, so that all Londoners have access to the help they need to achieve their goals
- Help the Mayor of London and the Greater London Authority understand who is taking part in adult education in London, and how it has helped them

Go to this website to do the survey and be in with the chance of winning an iPad: **iffresearch.com/LLS/wyve**

The survey takes 10 minutes.

Living in Britain

British Values underpin what it is to be a citizen in a modern and diverse Britain.

Democracy

Britain is a democracy - this means that the people of Britain vote for the people who make the laws and decide how the country is run. If we didn't have a democracy, just one person might be able to make all the laws and that would not be fair. The UK General Election is a good example of democracy. Some countries do not have democratic elections and/or are ruled by dictatorship regime.

Rule of law

In Britain we have police forces who make sure people do not do the wrong thing and break the law - this means that we are safe. Many British laws can be traced back to the Magna Carta which is a charter agreed by King John of England, on 15 June 1215.

Individual liberty

In Britain, as long as we do not break the law, we can live as we choose and have our own opinions about things, for example, the freedom to vote for whoever we like, the right to be able to move around the world freely, and the ability to spend time with anyone we choose.

Mutual respect

We might not always agree with other people, but we try to show respect for their thoughts and feelings. We can give respect to others and we can expect other people to show us respect.

Tolerance of different faiths and beliefs

In Britain we accept that other people might have different beliefs than ours and they may follow different religions.

Prevent - Run Hide Tell

The Council's Adult Tailored Learning Learning supports the Prevent programme. Prevent is the UK government's counter-terrorism strategy which aims to stop people being drawn into or supporting terrorism. If you recognise signs of radicalism or extremism, you should report this to your tutor, the safeguarding officer and contact: **royalgreenwich.gov.uk/community-safety**

If you are caught up in an incident remember to:



RUN

Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...



HIDE

It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...



TELL

Tell the police by calling **999**

Information is vital. If you see or hear something that could be terrorist related, trust your instincts, and call the confidential anti-terrorist hotline on **0800 789 321**. Specially trained officers will take it from there. Your call could save lives.

In an emergency, always call **999**.

Comments, compliments and complaints

We want you to enjoy your experience and during your learning you may want to pass on compliments and comments. If you are unhappy with any aspect of your learning or your experience, there are things you can do:

- follow your learning centre's guidance about complaints
- if you are still not happy, you can make a formal complaint at: **royalgreenwich.gov.uk/complaints**
- if you have safety concerns you can contact us on **07805 708524**, 9am to 5pm Monday to Saturday. Outside of these hours you should call **020 8854 8888**
- if you see something that could cause an accident tell a member of staff straight away

Attendance and absence

It is important that you attend all of your classes and that you arrive on time. We have found that learners who miss classes or arrive late find it hard to achieve their goals. Late arrivals can disrupt classes and make it hard for other learners to keep focus. Poor attendance can also lead to courses being withdrawn, and no longer being available for other learners.

If you have a very good reason to be absent, like an illness or accident, you must report this to your provider by phoning the contact number given to you. If you do not inform your training provider of your absence and miss three consecutive classes, you will be withdrawn from your course.

Staying safe - Useful contacts

There are many local and national support services out there but knowing where to start to look for help can feel overwhelming.

Royal Borough of Greenwich's Adult and Tailored Learning is committed to providing a safe and secure learning environment for all its students and staff.

The adult learning team and its partners seek to create an open and accepting environment for learners as part of their general responsibility for pastoral care. We aim to help learners feel free to discuss any concerns which may affect educational progress and that they will view the classroom as a safe place if there are any difficulties elsewhere in their lives.

Translation and Interpretation

The Royal Borough of Greenwich provides translation and interpretation services for a wide range of languages. It also provides access to British Sign Language interpreters. Search for 'Royal Greenwich Interpreting Service' on: **royalgreenwich.gov.uk** or call **020 8921 3928**

Safeguarding children and vulnerable adults

Safeguarding children

If you are concerned about a child's safety or wellbeing, you should contact Children's Services at the Royal Borough of Greenwich.

Tel: **020 8921 3172** or **020 8854 8888** (out of hours)

Email: **mash-referrals@royalgreenwich.gov.uk**

Safeguarding vulnerable adults

If you are an adult, and someone abuses you, tell someone you trust, for example, a doctor, a social worker, a co-worker, care manager, friend or local police. In an emergency call **999**.

Raise a concern about a vulnerable adult being abused.

Tel: **020 8921 2304** or **020 8854 8888** (out of hours)

Email: **aops.contact.officers@royalgreenwich.gov.uk**

The Herbert Protocol

The Herbert Protocol is an information sharing form which allows carers, family or friends of a vulnerable person to share information with the police in the event that the person goes missing. The Herbert Protocol form can be downloaded via the MPS website.

met.police.uk/herbert-protocol

Female Genital Mutilation

Female genital mutational (FGM) is illegal. Get advice and support to keep girls and women safe from FGM. Tel: **0800 028 3550**
Website: **nspcc.org.uk/FGM**

Modern slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse. If you are concerned about this for yourself or someone you know contact:

England and Wales: The Salvation Army Human Trafficking Helpline (**0800 808 3733**) The Modern Slavery Helpline (**08000 121 700**)

Website: **antislavery.org/slavery-today/slavery-uk**

Stop Hate UK

Helpline for anyone who has experience hate crime or discrimination.

Tel: **0800 1381625**

Website: **stophateuk.org**

Domestic violence and abuse

If domestic abuse is happening to you, or someone you know, contact:

Her Centre

Tel: **020 3260 7772** Website: **hercentre.org**

Greenwich Domestic Violence & Abuse Service

Tel: **020 8317 8273** or **0808 2000247** (free phone)

Website: **gdva.org.uk**

Transport for London

TfL's Safer Travel at Night initiative can be found here: **tfl.gov.uk/campaign/safer-travel**

To tell TfL about an urgent safety matter, call **0343 222 1234**
tfl.gov.uk/help-and-contact/

Housing and eviction

Greenwich Housing Rights

Tel: **020 8854 8848** Website: **grhr.co.uk**

Safehaven superhub scheme

If you are in danger, feel threatened or harassed on the street, are unwell or just in need of some help, you can visit a safehaven superhub and staff will help you.

Website: **royalgreenwich.gov.uk/safehaven-superhubs**

Mental health

The Samaritans

If you need a safe place to talk at any time contact the Samaritans.
Tel: **116 123**

Greenwich MIND

Email: **selmind.org.uk/contact**
Tel: **020 8853 2395**
Website: **selmind.org.uk**

Mencap

For support with learning disabilities
Tel: **020 7454 0454**
Website: **menicap.org.uk/advice-and-support**

Oxleas Mental Health Crisis Line

If you are experiencing a mental health crisis, or are worried about a friend or family member, you can access support via WhatsApp
Messenger: Message **0303 330 1511** on WhatsApp

Street Link

Support for people sleeping rough
Website: **thestreetlink.org.uk**

Hearing Voices Network

For people who hear voices, see visions or have other unusual perceptions
Website: **hearing-voices.org**

Information, advice and guidance

Citizens Advice

For help and advice with benefits, work, debt, money and housing please visit their website to find your local Citizens Advice.
greenwichcab.org.uk

Tel: **080 8278 7965**
Website: **citizensadvice.org.uk**.
justanswer.co.uk/law

Job centre plus

Enquiries Tel: **0800 169 0190**
Website: **gov.uk/contact-jobcentre-plus**

Greenwich Money Advice Service

For advice with money worries telephone Greenwich Citizens Advice or visit **greenwichcab.org.uk** Tel: **08082 787965**

National Careers Service

For more information regarding training and learning for work
Tel: **0800 100 900**
Website: **nationalcareersservice.direct.gov.uk**

Greenwich Local Labour and Business

Tel: **020 8921 2440**
Website: **royalgreenwich.gov.uk/gllab**

Unity Works (The Camden Society)

Support people with a learning disability to live the lives they choose. Website: **unityworks.org.uk/home**

Volunteer Centre Greenwich

Information and guidance for people wish to volunteer.
Website: **vcgreenwich.org.uk**

Greenwich Supports: help with the cost of living

Information about support from the council, local charities, and community groups at **royalgreenwich.gov.uk/greenwich-supports**

How we use your personal information

This privacy notice is issued by the Royal Borough of Greenwich. It explains how your personal information will be used by the Adult and Tailored Learning team and Greenwich Local Labour and Business (GLLaB) in Royal Greenwich, the Department of Work and Pensions (DWP), the Department of Education (DfE), the Greater London Authority (GLA) and any successor bodies to these organisations. For the purpose of relevant data protection legislation, the DfE is the data controller for personal data.

Privacy Notice for Greater London Authority (Adult Education Budget Procured Contracts)

The Greater London Authority (GLA) is London's regional government. The Mayor of London provides citywide leadership, and the London Assembly is a watchdog for London responsible for holding the Mayor and his advisers to public account. Find out more about what they do and who they work with at london.gov.uk. The Mayor of London is responsible for your course. This funding is being used to 'match fund' a United Kingdom Shared Prosperity Fund (UKSPF) programme for residents in Greater London. The majority of the information provided by you in the enrolment form is collected by the Department for Education (DfE) under its privacy notice. This information is shared with the GLA, which operates as a data controller of your personal data under relevant data protection law. The GLA is required to process your personal data to enable it to carry out its functions and statutory responsibilities including reporting to the Department of Work and Pensions (DWP) on the 'match funding' of DfE programmes. In addition, the GLA collects some supplementary information to comply with DfE requirements, for which the DWP is the data controller. Information about use of and access to your personal data held by the GLA, details of organisations with whom the GLA regularly share data, information about how long the GLA retain your data, and how to exercise your rights is set out in the GLA AEB Procured Privacy Notice.

Full notice: royalgreenwich.gov.uk/adult-community-learning-privacy

The Department for Education Privacy Notice

Training providers should ensure that all learners have seen this privacy notice as part of their enrolment process. This privacy notice is issued by the Secretary of State for the **Department of Education (DfE)** to inform learners about the **Individualised Learner Record (ILR)** and how their personal information is used in the **ILR**. Your personal information is used by the **DfE** to exercise our functions under article 6(1)(e) of the UK **GDPR** and to meet our statutory responsibilities, including under the **Apprenticeships, Skills, Children and Learning Act 2009**.

The ILR collects data about learners and learning undertaken. Publicly funded colleges, training organisations, local authorities, and employers (FE providers) must collect and return the data to the DfE each year under the terms of a funding agreement, contract or grant agreement. It helps ensure that public money distributed through the DfE is being spent in line with government targets. It is also used for education, training, employment, and wellbeing purposes, including research. We retain ILR learner data for twenty years for operational purposes and until the learner turns 80 for research purposes. For more information about the ILR and the data collected, please see the ILR specification at: gov.uk/government/collections/individualised-learner-record-ilr

ILR data is shared with third parties where it complies with DfE data sharing procedures and where the law allows it. The DfE and the United Kingdom Shared Prosperity Fund (UKSPF) (or agents acting on their behalf) may contact learners to carry out research and evaluation to inform the effectiveness of training. In these cases, it is part of our statutory duties and we do not need your consent.

Supported by



MAYOR OF LONDON

Additional learning support

Contact your learning centre if you have a particular support need. If you have a disability, learning difficulty or medical need we can provide reasonable adjustments. Please ask your training provider, tutor or advisor for information on how we can support you.

Sustainability

In line with Royal Borough of Greenwich's Carbon Neutral Plan 2021 to 2030, learners are asked to play their part in creating a more environmentally friendly borough. This would include ensuring waste is properly disposed of or recycled and turning off electrical appliances when you are not using them. Please follow instructions about sustainable working from your class tutors and other staff at our centres.

Looking for a job or to develop your skills further?

The Council's employment and skills service, Greenwich Local Labour and Business (GLLaB) can help you to:



- Find job vacancies and apprenticeships
- Complete applications, update your CV and improve your interview skills
- Learn new skills or re-train for a new career
- Access advice on debt management, improving your confidence, health and wellbeing, and much more

royalgreenwich.gov.uk/gllab

Notes

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

