



# Student Handbook

## Life Skills Edition | 2023

We are a learning community that helps people of all ages move forward with their lives.



*Course*

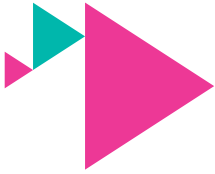


*Tutor*



# Table of contents

3	Welcome
4	Housekeeping rules
6	What your learning community provides
7	What we expect from you   Attendance
9	Code of conduct
11	Data protection
13	Publicity and media policy
14	Hardship fund
15	Equality and Diversity   Learners and Disabilities   E-Safety
16	Staying safe online   Staying safe online resources
17	Health and Safety   Safeguarding
18	Safeguarding at ELATT
19	Safeguarding: how to report a concern
20	Prevent   Using Computers   IT Equipment Loans
21	British Values
22	Changing Class   Certificates
23	Activities at ELATT
24	Your Learning Journey
25	Term dates
26	Course dates
27	Our funders



# Welcome!

ELATT is a learning community – made up of a dynamic group of people. From tutors and partners, to students, volunteers and supporters, we are constantly evolving so we can improve the lives of others. Our community is supportive, diverse, and welcoming.

We want to teach you well. To help you learn, you must attend all your classes, listen to your tutors, get involved and practice your skills.

Tell us if you have a problem. It is our job to listen and try to help. Please complete our surveys and tell your tutor if you need help.

This year represents a major milestone for ELATT, as we celebrate our 40th year. Please get involved in our celebration activities throughout the year, and we can't wait to see what we can achieve together!

Good luck on your course and in your future career.

**Anthony Harmer**  
**Chief Executive**

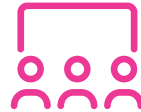
# Housekeeping rules

## At the centre

Please sign in:



At reception



In class

Classroom rules:



No smoking in the classroom



Turn your phone to silent



Please take your belongings  
with you when you leave class



No eating in  
the classroom



# Housekeeping rules

## Online



Check you have  
your zoom link



Mute your microphone  
when you join



Ask for help from your teacher  
if you have problems using  
your device or internet



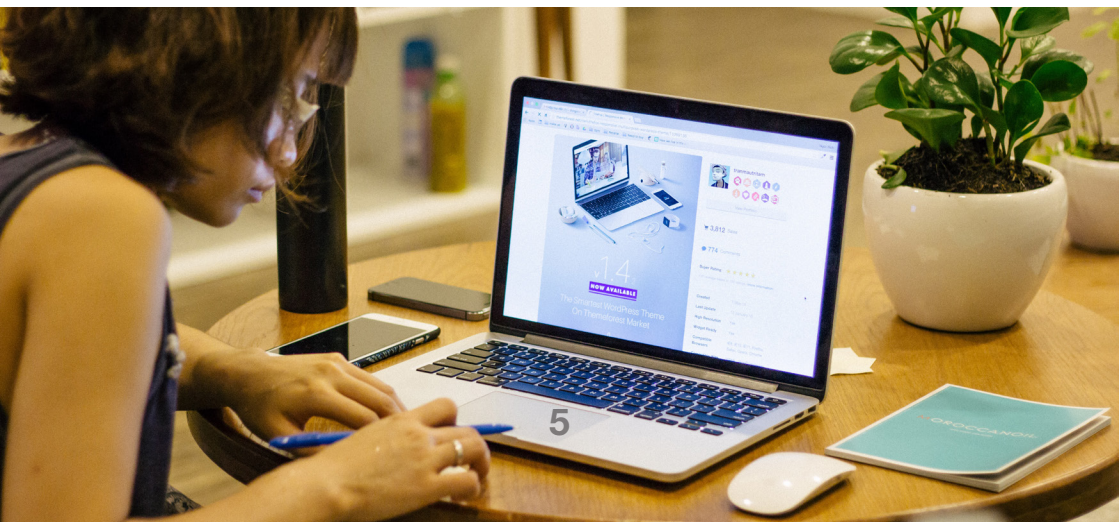
Make sure you are  
camera ready: wear  
appropriate clothing



Turn your camera on  
when you join



Be ready to learn



# Your learning community provides the following...

- ▶ Excellent tutors that offer you help whenever you need it.
- ▶ Lessons that start on time.
- ▶ Good resources suitable for your needs.
- ▶ The chance to give your ideas in your class.
- ▶ The chance to tell us how we can improve.
- ▶ Support with volunteering.
- ▶ Support whilst you're working and studying at the same time.

## **In addition, we can offer you the following services:**

- ▶ Advice on all the courses we have.
- ▶ Information about qualifications.
- ▶ Training to use computers, devices and your smartphones.
- ▶ Support to access the internet or get a device if you need one.
- ▶ Introductions to other organisations who can help you.
- ▶ Advice on money problems.
- ▶ Referrals to other courses.
- ▶ Individual help.
- ▶ Activities that enrich your learning and help you get connected with your community.

On some of our courses, we will help you with volunteering, getting involved in your community and preparing for employment.



# What we expect from you

- ▶ Attend all of your classes.
- ▶ Start your classes on time.
- ▶ Complete all class work and independent study that your teacher gives you.
- ▶ Follow our Equality and Diversity Policy.

## Attendance

If you cannot join the class or if you are sick please telephone:

**ELATT: 0800-0420-184**

Please tell your tutor in advance if you need to take days off.

If you are absent without telling us we will phone you.

**We expect you to attend all lessons, and by joining this course you are committing to attending 100% of your classes.**

**If you miss more than three lessons you will be removed from the course.**

[https://resources.elatt.org.uk/elatt-handbook/17-students/elatt-attendance\\_punctuality\\_policy.pdf](https://resources.elatt.org.uk/elatt-handbook/17-students/elatt-attendance_punctuality_policy.pdf)

Please see the Disciplinary Procedure on our website at [www.elatt.org.uk/students](http://www.elatt.org.uk/students)



СОВРЕМЕННАЯ ЗАРУБЕЖНАЯ

СОВЕТСКИЕ



# Code of conduct

ELATT is committed to ensuring the safety and well-being of all its students, volunteers and staff at all times.

Staff, volunteers and students can contribute to a positive and safe learning environment in the following ways:

- ▶ Respect each other and each other's opinions, whatever the ethnicity, disability, sexual orientation, age, or belief of the student, volunteer or staff member.
- ▶ Do not behave in a way that others may find discriminatory, offensive or aggressive.
- ▶ Challenge discrimination and report if you see it happening.
- ▶ Use the internet and devices for learning appropriately when on the course:
  - ▶ Whatsapp and communications groups only for learning.
  - ▶ Do not contact another student without their prior agreement.
  - ▶ Do not share inappropriate content.
  - ▶ Do not let other people who are not students use the link shared.

## **Consider the health and safety of yourself and others:**

### In the centre:

- ▶ Keep our learning centres clean and tidy.
- ▶ Do not eat or drink whilst working at the computer.
- ▶ Respect the local environment and community on your way to and from ELATT.

### Online:

- ▶ Take regular breaks when doing online activities. Your tutor will give you breaks too.
- ▶ Do not eat or drink whilst at the computer.
- ▶ Make sure you are not straining your neck or back when using your device.

## **Join your class on time. Let your Course Tutor know if you can't come in.**

Students and staff must behave within the law at all times.

Students must not use or be under the influence of alcohol or non-prescribed drugs on our premises.

## **If a student breaks our Code of Conduct, the student may face action under our Student Disciplinary Policy, which can lead to suspension or dismissal.**

We want ELATT to be a safe space, which is respectful and enjoyable. Our policy is that no substances (drugs or alcohol), weapons or any other illegal activity are allowed in ELATT and in the immediate surrounds of our centre. If you don't follow our policy, you will be subject to our disciplinary procedures which could lead to you being asked to leave the course.

# Data protection

ELATT collects your information to:

- ▶ Help you learn and share online learning details with you.
- ▶ Keep you safe.
- ▶ Refer you to support services that may be able to help you.
- ▶ Improve the quality of our teaching.
- ▶ Provide information that our funders want.
- ▶ Follow the law on data sharing.

We may ask you for:

- ▶ Your personal information – name, address, date of birth, ethnicity, language, nationality, health and life experiences, childcare needs, phone number and email address.
- ▶ Your attendance, achievement on your course and what you do next.
- ▶ Your medical information. (if we need to)
- ▶ Your parent's contact information. (if you are under 18)



## **We will always ask you before we share your information with anyone**

We may ask to share your information with our funders, other colleges, employers, Job Centre Plus, HMRC, partner organisations like Island Advice and other organisations.

We follow the General Data Protection Regulation (GDPR) when we collect and share your information:

- ▶ We will always tell you if you need to give us your information, or if you can choose not to give it to us.
- ▶ We will not share your information with anyone without your permission – unless the law or our policies allow us to.
- ▶ We will store your information safely while you are learning with ELATT. For some courses, we will store the information for some time after you leave because our funder requires it.

### **You have the right to:**

- ▶ Ask us if you have any concerns about your information
- ▶ Ask to see the information about you (or your child) that we are storing.
- ▶ Ask us not to store information that is causing you distress.
- ▶ Ask us to destroy inaccurate information about you.
- ▶ Claim compensation if we break data protection law.

Contact Mia Wylie, **ELATT's Data Protection Officer**, if you would like to do this. Email [mia@elatt.org.uk](mailto:mia@elatt.org.uk) or write to ELATT, 260 Kingsland Road, London, E8 4DG

If you are not happy with the way ELATT has used your data, you can contact the Information Commissioner's Office:

**<https://ico.org.uk/make-a-complaint/>**

# Publicity and media policy

## Photographs for use in publicity

If we take photos of you, we may use your picture on our website, social media channels or advertisements. If you do not want us to use your picture, please tell your tutor.

If you are 16 – 18 years old, we will ask your parent or guardian to sign a consent form. If you see your picture on our website and you want us to remove it, please talk to your tutor.

If you see your image on our website or other publicity material and you do not wish us to use the image, please email us at: **hello@elatt.org.uk** at the earliest opportunity and we will endeavour to remove the image.

## Cyber safety

We encourage the free use of posting on our social media - including Facebook and Twitter. We will check these media each morning to identify any potential misuse or inappropriate behaviour online.

Staff and students should be aware that our Code of Conduct, and its associated procedures, relates to online behaviour to the same extent that it relates to face-to-face behaviour.

If you feel you are the victim of inappropriate online activity originating from ELATT, its staff or students, please email **hello@elatt.org.uk** immediately.

## Recordings of online learning sessions:

- ▶ Your teacher may ask you for permission to record your learning session. (or your parents if you are under 18).
- ▶ The recording may be shared with your classmates to revise class or for ELATT as part of our quality assurance process.



## Hardship fund

We can help you with travel and childcare costs. Our Hardship Fund may also support you with other costs to help you stay on your course.

Please talk to your tutor if you need any help. We are here for you.

Please note, we only pay for your costs on the days you come to class.

# Equality and Diversity

We want everybody in the community to be able to learn. This means we believe in equal opportunity for all.

Our aim is to make sure that everybody is treated the same no matter their sex, gender, race, nationality or ethnicity, disability, sexual orientation, marriage and civil partnership, pregnancy and maternity, age or faith. You can find our Equality and Diversity statement on our website at [elatt.org.uk/students](http://elatt.org.uk/students).

## Learners and disabilities

We help learners with a disability and we work with the Local Authority and other organisations to help people who have learning disabilities or mental health issues find work. All our courses help learners to find work, volunteer or progress to other courses.

## E-Safety

We want our students to be safe, in the classroom and online on the internet. Our Code of Conduct is important in all places. Please talk to your Tutor if you are worried about your safety online.

# Staying Safe Online

- ▶ When sharing your screen in class, please make sure that no personal details or information are visible. It is good practice to only share one window at a time when screen sharing.
- ▶ Make sure your device is secure. Use a password.
- ▶ Do not share your password
- ▶ Watch out for phishing and scams
- ▶ Make sure any website you're using has "https" at the start of the address so that you know it's secure.
- ▶ Do not click links from emails or messages that ask you to log in or share your details
- ▶ Always think before you post on social media or Zoom or Edmodo or WhatsApp. Make sure your post is appropriate
- ▶ Class WhatsApp groups are to discuss your course only, do not post unrelated messages or forward messages from other WhatsApp groups
- ▶ Do not contact other students via their personal WhatsApp numbers without prior consent
- ▶ Do not share your passport or proof of address documents with people online unless you know they are from ELATT. If you are not sure, you can call the office or email [esolhello@elatt.org.uk](mailto:esolhello@elatt.org.uk)

# Staying Safe Online Resources

- ▶ AgeUK - <https://www.ageuk.org.uk/information-advice/work-learning/technology-internet/internet-security/>
- ▶ British Council ESOL - <https://esol.britishcouncil.org/content/learners/uk-life/family-learning/how-stay-safe-online>



# Health and safety

## **You must sign in and out at Reception.**

You will see health and safety signs and symbols. Your tutor will explain these to you. To keep yourself safe in the classroom please read these health & safety rules:

- ▶ No smoking or eating in the classroom.
- ▶ Don't touch any wires or cables.
- ▶ Ask your tutor where the fire exits are.
- ▶ No young children in the classroom.
- ▶ Do not touch the computer screens.
- ▶ Report any accidents or things that are unsafe to your tutor.
- ▶ If you hear the fire alarm, listen to what your tutor tells you.
- ▶ Leave the building through the fire exits and do not use the lifts.

# Safeguarding

We want you to be safe. All of our staff have had a criminal record check. We expect good behaviour from both staff and students. If you tell us about a problem with safety at home, at work, online, or at ELATT, we will try to help you. If the problem is not at ELATT we will contact the right people to help you. If you tell any personal issues to your tutor and your tutor feels it is important for your safety, he or she must tell their manager. Then we will discuss if you need any further help from us. This is part of our policy.



# Safeguarding at ELATT

ELATT is committed to safeguarding and promoting the welfare of children and adults with care and support needs. In accordance with our Safeguarding Policy, we expect all staff, volunteers, trustees and visitors to share this commitment.

Please sign at reception upon arrival, display your staff, student or visitor badge clearly, and act in a respectful, courteous and responsible manner.

## Our Designated Safeguarding Staff are:



Designated  
Safeguarding  
Lead for ELATT  
Mia Wylie



Designated Deputy  
Safeguarding Lead  
for Life Skills  
Yvonne Bizayi

## Report a concern

If you witness a safeguarding concern, or a concern is disclosed to you, please contact our Safeguarding team on:

 07936 624962

**If you are in imminent danger,  
always phone 999**

# Safeguarding: how to report a concern

**If you are a student at ELATT and feel that you, or a friend, are at risk then please:**

- ▶ Tell our Designated Safeguarding Lead or one of our Deputy Designated Safeguarding Leads.
- ▶ Tell any member of staff you feel comfortable to talk to and they will pass your concern on to our Designated Safeguarding Lead or Deputy Designated Safeguarding Lead.
- ▶ Tell your parent/s or carer/s or an adult that you trust at home.
- ▶ Call Childline (0800 1111) or The Samaritans (08457 909090). Childline is free to call from any phone.
- ▶ Contact Hackney Social Care, who can be contacted directly in working hours (020 8356 5500) or out of hours (020 8356 2170).
- ▶ If you live in another London borough, visit the London Safeguarding Partnership to find the contact details for your local authority's social care team.



# Prevent

Prevent is the name for part of the UK's counter-terrorism strategy. We want our students to be safe from all forms of danger, including extremist views and violent acts. We expect staff and students to respect each other's beliefs and we encourage open dialogue to discuss opposing opinions. We challenge people who say that violence is a solution to conflict. For more information please see our Prevent Policy.

# Using computers

Computers are for learning. Please do not use them for anything illegal or for anything that could cause risk to your or other's safety. Your tutor will give you a password and a username so you can use the computers in class. If your classes are not at ELATT, your tutor will tell you how to use any computers and wifi at your centre or online.

# IT Equipment Loans

We can help you with an equipment loan so that you can access digital courses and study at home whilst you are on your course. We can help students with laptops, smartphones or tablets, subject to availability and our eligibility criteria. We can also provide pay as you go phone data vouchers for people without internet access at home.

You'll need to return your equipment at the end of the course. We reserve the right to withhold your certificates until all loaned equipment is returned to the ELATT offices. Failure to return the loaned equipment could result in criminal charges.

# British Values

## Democracy:

- ▶ We make decisions together.
- ▶ We learn about politics and society in the UK.

## Mutual respect and tolerance:

- ▶ We respect each other.
- ▶ We share our cultures.
- ▶ We learn about people from different backgrounds.

## Rule of law:

- ▶ We choose our classroom rules and follow them.

## Individual liberty:

- ▶ We do not force our opinions on each other.





## Changing class

If you think you are not in the right class please tell your tutor early so we can try to help you.

## Certificates

We will phone you when your certificates are ready so you can come in to collect them. Please give us your correct phone number and address. If you lose your certificate you will need to pay for a new one.

# Activities at ELATT

As well as gaining an ESOL qualification, we will also help you with preparing for employment, volunteering, getting involved in your community and going on educational trips.

All activities that are in-person will follow up-to-date government guidelines for safety during the Coronavirus pandemic.

## Preparing for employment

Practical advice and help in writing CVs, applying for jobs in class and through employability events.

## Volunteering

As a student you can apply to take part in volunteering either during or after your course. Volunteering is a great way to gain work experience and develop your practical skills.

## Community action

Our learners organise campaigns to make changes to their local community. Your course includes training on community organising so you can have an impact on issues that are important to you. Learners also plan, organise and take part in regular community events like community lunches and celebrations.

## Educational trips

All our students go on educational trips to places such as local libraries, galleries, museums and the Houses of Parliament. These trips help you improve your English and increase your understanding of your local services

# Your Learning Journey



## ESOL

- ▶ Pre entry
- ▶ Entry 1
- ▶ Entry 2
- ▶ Entry 3
- ▶ Level 1
- ▶ Level 2

## Other Life Skills Courses

- ▶ IT for ESOL
- ▶ Maths for ESOL
- ▶ Functional Skills
- ▶ Teaching Assistant Course

## Other ELATT Courses

- ▶ IT Courses
- ▶ Functional Skills Maths
- ▶ Business Administration

## Progression

- ▶ Volunteering
- ▶ Work
- ▶ Further Study



# Term Dates 2023-2024

## Semester 1

Start Date	End Date
18 <sup>th</sup> September 2023	9 <sup>th</sup> February 2024

## Autumn Half Term Holidays

Start Date	End Date
23 <sup>rd</sup> October 2023	27 <sup>th</sup> October 2023

## Christmas Holidays

Start Date	End Date
21 <sup>st</sup> December 2023	5 <sup>th</sup> January 2024

## Semester 2

Start Date	End Date
26 <sup>th</sup> February 2024	24 <sup>th</sup> July 2024

## Spring Holidays

Start Date	End Date
29 <sup>th</sup> March 2024	12 <sup>th</sup> April 2024

## Summer Half Term Holidays

Start Date	End Date
27 <sup>th</sup> May 2024	31 <sup>st</sup> May 2024

## Exams

If you are studying online, you will be expected to come to one of our centres to sit for your exams. You must attend so you can pass the course and continue studying with ELATT.

# Course dates

Your tutor will tell you your class times and dates:

## Course start:

## Holidays:

## Course end:



# Our funders


ELATT is grateful to its funders and supporters for making the work we do possible. Our funders include the following organisations:

SUPPORTED BY  
**MAYOR OF LONDON**




**All of our funders and supporters can be found on our website at:**  
[www.elatt.org.uk/our-supporters](http://www.elatt.org.uk/our-supporters)

## ELATT Headquarters

 ELATT  
260 Kingsland Road  
London, E8 4DG

 [hello@elatt.org.uk](mailto:hello@elatt.org.uk)


 0800-0420-184

### Visit...

[www.elatt.org.uk/contact](http://www.elatt.org.uk/contact)  
for more directions



## ELATT West London Office

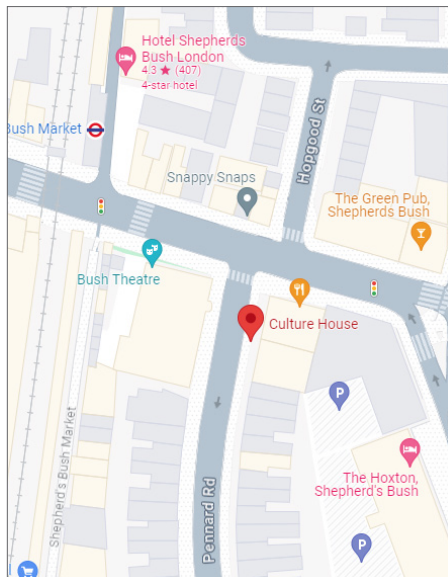
 Culture House  
5A Uxbridge Road  
Shepherd's Bush,  
E8 4DG

 [esohello@elatt.org.uk](mailto:esohello@elatt.org.uk)

 0800-0420-184

### Visit...

[www.elatt.org.uk/contact](http://www.elatt.org.uk/contact)  
for more directions



Follow us for news and views:

 @elattgroup    @elatlondon    @elatlondon    [www.elatt.org.uk](http://www.elatt.org.uk)