



# Student Handbook Standard Edition | 2023

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

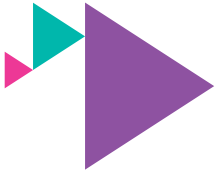
 *Course*

 *Tutor*



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# Welcome!

Welcome to ELATT and thank you for choosing to study with us. We're an award-winning charity with a history. For over 40 years we have supported hundreds of Londoners to better their lives.

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 are here to help you realise your potential and reach your career goals. Our job is to deliver a personalised service to you. Your job is to attend your classes regularly and punctually, take an active role in your learning and to listen to feedback from your tutors and act upon it.

We also want to know about any issues in your personal life that may affect your learning. It is our goal to address these with you and to help you overcome them.

We do our best to ensure your time at ELATT is fulfilling. However, if you have a complaint you can write to me directly. We welcome your feedback, as this is the best way we have to improve our services and your success.

Good luck on your course and in your future career.

**Anthony Harmer**

**Chief Executive**

**[anthony@elatt.org.uk](mailto:anthony@elatt.org.uk)**

# Our commitment to you

Our staff will support you throughout your time here through regular input on your course and in 1:1 tutorials.

## We are proud to offer you the following services:

- ▶ We are offering high quality online teaching and learning by qualified tutors with industry knowledge.
- ▶ Impartial and unbiased advice on the courses we provide.
- ▶ Information regarding the qualifications and career paths that our programmes offer.
- ▶ Referrals to specialist agencies to help you when you are facing personal difficulties.
- ▶ Referrals to other quality learning providers if our courses are not suitable for you, or we cannot meet all your needs.
- ▶ Assessment to make sure the course level is right for you.
- ▶ Soft skills and employability support, or referral to partner agencies to access these services.
- ▶ Advice on progression into work or further learning.
- ▶ On some of our courses, we will help you access work placement or volunteering opportunities.

## What you can also expect:

- ▶ You will get free access to the internet to apply for jobs.
- ▶ Your meetings with your tutor and supporting staff will remain confidential.
- ▶ We will actively promote equal opportunities and diversity.
- ▶ We will welcome the opportunity to receive your feedback on the quality of our service to you.
- ▶ We will actively strive to improve our services based on your feedback and our own quality improvement measures.



# Your commitment to us

Your success is also down to you and the effort you put in to your learning.

## **You will need to:**

- ▶ Attend all your classes on time.
- ▶ Listen to the feedback and advice provided by your tutor, student support advisor or assessor.
- ▶ Engage in constructive discussion about your learning aims and progress.
- ▶ Read, understand and abide by all our policies and procedures, and follow our Code of Conduct at all times.
- ▶ Complete homework and practise at home.
- ▶ Ask for support.

Our aim is to help you achieve your learning goals, so please feel free to come and talk to us if you have any difficulties; these may include, welfare or personal issues, or academic difficulties.

If we do not have the expertise to resolve your issues, we will refer you to a specialist partner organisation.

# Site housekeeping rules

- ▶ Please sign in and out at reception on each occasion you enter and leave the building. This is essential for health and safety purposes.
- ▶ Please sign the attendance record sheet for each session of your course. This is compulsory for funding purposes, and to claim any financial support you receive on your course.
- ▶ You cannot eat or smoke in the classrooms.
- ▶ You cannot have tea or coffee in the classrooms.
- ▶ You must put mobile phones on silent in class.
- ▶ You must not use your phone for texting or messaging.
- ▶ Do not leave valuables unattended. ELATT cannot take responsibility for your belongings in the event of damage or theft.

## Environment

- ▶ Please make sure you turn off computers, monitors and lights at the end of classes.
- ▶ Please only print when absolutely necessary and use double-sided printing wherever possible. Unwanted paper copies can be recycled at designated points – using green recycling boxes.
- ▶ You can also help by saving water – please fill up the kettle only for the amount of water you need.
- ▶ We strongly advise the use of public transport, cycling and walking to come to ELATT. Parking is prohibited outside the building and you may be clamped if you leave a car there.

# Housekeeping rules

## Online



Check you have  
your zoom link



Mute your microphone  
when you join



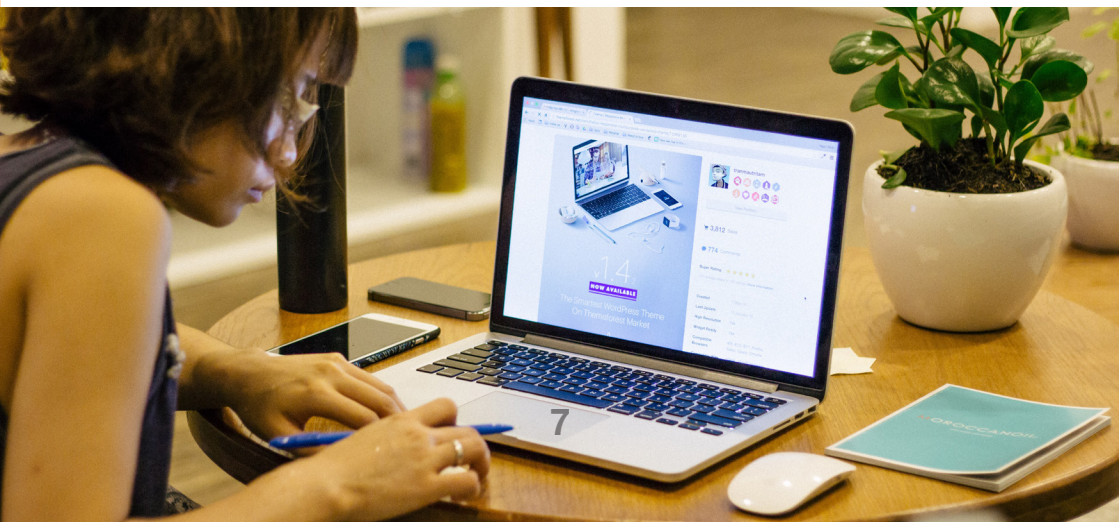
Ask for help from your teacher  
if you have problems using  
your device or internet



Make sure you are  
camera ready: wear  
appropriate clothing



Be ready to learn



# Code of conduct

**We want ELATT to be a safe space, which is respectful and enjoyable.**

We are committed to ensuring the safety and well-being of all our 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 it if you see it happening.
- ▶ Use our computer equipment and Internet access responsibly.
- ▶ Consider the health and safety of yourself and others:
  - ▶ 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
- ▶ **Come to class on time and 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.

No substances (drugs or alcohol), weapons or any other illegal activities are allowed in ELATT and in the immediate surrounds of our centre.

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 will also involve the relevant authorities where required.

Staff work under a similar Disciplinary Policy.





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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.

## Attendance and punctuality

If you cannot attend on any day because of personal illness or illness of a dependent, you must telephone 0800 0420 184 before 9.30 and let reception know about your absence. Please advise us if you expect to be off sick for more than one day. You must provide a doctor's note for any absence over seven days.

You are required to come to your classes on time. If you are persistently late for more than ten minutes we may take further action and you may lose your place on your course or not progress to the next level.



# Authorised absence

If you are ill and inform us or you have an appointment that is out of your control, your absence will be authorised. For any such appointments you should inform your tutor in advance and show an appointment card or letter where possible.

Appointments outside of your control may be: solicitor appointments, job interviews, court appearances, immigration interviews, hospital appointments or external exams. Please discuss this with your tutor. If you do need to miss some time from your class and agree this with your tutor, we will try to help you catch up on missed work.

## Appointments

Other appointments should be arranged outside training hours e.g. doctor, dentist, etc. You should arrange Job Centre signing on times to be outside of training hours.

If you are absent without telling us why, we will telephone you. If you continue to be absent without telling us for a week, we will write to you. After two weeks of absence without telling us, you may be withdrawn from the course. This means you may have to leave your course. Please see the Disciplinary Procedure. ELATT expects you to maintain an 85% attendance rate and 90% punctuality throughout the duration of your course.

### **If your attendance drops below 85%:**

- ▶ Your financial support may be affected.
- ▶ We may not pay your exam fees.
- ▶ You may not be able to progress onto the next level course.
- ▶ You may be withdrawn from the course.

# Health and safety

You must take reasonable care for the health and safety of yourself and others, maintain a clean and tidy learning environment and avoid eating and drinking in the classrooms. Keep toilets and kitchen area tidy.

## Fire evacuation

In the event of a fire or a fire drill, please follow the instructions given to you by your tutor, read the notices and know how to evacuate the building if you hear the fire alarm. You will be given the location of the nearest emergency exits and assembly point in your first class.

## Data protection

ELATT collects your information to:

- ▶ Help you **learn**.
- ▶ 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 for:

- ▶ Your **personal information** - name, address, date of birth, ethnicity, language, nationality, health and life experiences, childcare needs.
- ▶ 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 before we share your information with anyone**

We follow the General Data Protection Regulation (GDPR) when we collect and share information, and our Data Protection Privacy Notice details the ways in which we use and retain your personal data.

We will always ask 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.

You will always have the right to opt-out of marketing data. However, you will not always have the right to erasure in regards to the personal data we hold about you related to the progress of your course where it is necessary for us to retain this information in order to comply with our legal obligations and for the performance of a task carried out in the public interest or in the exercise of official authority vested in ELATT. We ask you to note that in these cases ELATT does not rely on consent as the lawful basis for processing your personal data. You can find more information about how ELATT processes your personal data for these purposes in our Privacy Notice.

Contact Mia Wylie, ELATT's Data Protection Officer, if you would like to request that your personal data is removed. 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/>**

# Using the IT Network

We will give you a login name and password when you start your course. This account will expire one month after the end of your course and any documents in your folder will be deleted. In some cases your tutor can authorise an extension of up to three months.

Please use the software provided on the PCs. You may not download or install any other software onto ELATT's PCs. If you are on a technical IT course, you will have specific rights to meet the needs of your curriculum.

Please do not save your personal files or information on the network. Whilst accessing your personal email account, please make sure you logout. Do not provide email usernames and passwords to any staff or student.

You may access the Internet from any PC. However, the PC may not be used to access any offensive material. Any such abuse may result in disciplinary action. You will find the IT Acceptable Use Policy at **[www.elatt.org.uk/students](http://www.elatt.org.uk/students)**.

There is a wireless network available at ELATT. Please obtain the password for this at reception. The IT Acceptable Use Policy applies to devices using the wireless network, and users access this network at their own risk.

# 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.





## Online learning code of conduct

Since the Covid-19 pandemic began, many of our classes have moved online. When your class is online, please follow these guidelines:

- ▶ Be on time for your interactive session.
- ▶ Be dressed appropriately for learning.
- ▶ Remain attentive during sessions.
- ▶ Interact patiently and respectfully with your tutors and peers.
- ▶ Provide feedback to tutors about your experiences and any relevant suggestions.

Please remember that when learning online, your teacher and others on the video call can see into your home if your camera is on. Turn off your sound and camera if you have background noise occurring (children, pets etc.) or need to speak to family members



# 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.
- ▶ 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.

# 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>



# More About Staying Safe Online

All students of ELATT have the right to study in an atmosphere free of bullying and harassment, and to be treated with dignity and respect. ELATT agrees to take appropriate steps to promote such a place, creating a climate in which individuals respect each other's human integrity.

Should a student feel they are subject to harassment or bullying at ELATT then they should bring the matter to the attention of staff at ELATT.

The student bringing the complaint will be dealt with sympathetically and the incidents will be thoroughly investigated to establish the truth. If the allegations are found to be true, the student/s responsible will have disciplinary action taken against them. This might result in exclusion if their behaviour is serious enough to constitute gross misconduct.

## Definitions

**Bullying** is an expression of power designed to intimidate other students.

**Harassment** occurs when a person (male or female, regardless of age, racial origin or sexual orientation) is subject to any form of unwanted verbal, non-verbal or physical conduct, that occurs with the purpose or effect of violating the dignity of a person, in particular when creating an intimidating, hostile, degrading, humiliating or offensive environment, which is unsolicited by, and is offensive to the recipient.

Examples of harassment are bullying, banter and abuse, applying nicknames, name calling, religious or homophobic jokes.

**Sexual Harassment** means any form of unwanted verbal, non-verbal or physical conduct of a sexual nature. Examples of this include physical or intimidatory abuse based upon an individual's gender; unwanted and repeated physical contact; coercing sexual intercourse; unwanted sexual advances, propositions or pressure for sexual activity; remarks, innuendo or comments that are viewed as offensive or lewd; displaying obscene or pornographic material that causes offence; sexually suggestive gestures.



# Equality and Diversity

We are committed to ensuring that everyone can participate in learning. Therefore we place strong emphasis on equality of opportunity.

Our aim is to ensure that no student receives less favourable treatment on the grounds of age; disability; gender, including mental ill health or learning difficulties; including gender reassignment; marital or civil partnership status; race; religion or belief; sexual orientation; pregnancy or maternity status. For further reference please see our Equality and Diversity Strategy 'Redefining Difference' which can be found on our website at **[www.elatt.org.uk/students](http://www.elatt.org.uk/students)**

Our commitment to Equality and Diversity also means that we may be able to offer you other support to help you achieve your learning. For example, if you need more time on your course, or help with English and Maths, or have a disability and need further support, please talk to your tutor or one of our advisors.

We promote the independence of learners with disability and work closely with the local authority to ensure pathways into employment for learners who have learning difficulties and mental health issues. We are committed to ensuring that all of our courses are accessible at all levels and that there are clear progression routes into employment and education.



# Safeguarding Contacts

Our student policies, including the Code of Conduct and Equality and Diversity Policy, highlight the standards of behaviour expected at ELATT from all staff and students and can be used to protect and enforce your personal safety.

If you tell us that your safety may be at risk whether at home, at work or at ELATT we will always do our best to help you. Where the issue is external to ELATT, or outside our area of expertise, we can refer you to specialist agencies.

If you do disclose a personal issue to any of our staff, please be aware that all our staff are duty bound to report this to the Designated Safeguarding Lead, without contradicting our confidentiality policy. By doing this we can establish whether any further support is needed, or whether intervention by specialist agencies is needed.





# 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 Sixth Form and  
Adult Vocational  
Shafique Khan



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 of the UK's counter-terrorism strategy. At ELATT, we want our students to be safe from all forms of danger, including extremist views and violent acts.

ELATT expects 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.





## Changing class/course

If you feel your course is not right for you, you may have the option to transfer or change class during the first two weeks of a course, depending on the course length. Please discuss this with your tutor as soon as possible.

## Certificates

We will phone or email you when your certificates arrive at ELATT so that you can arrange to come in and collect them. Please ensure we have your correct phone number, email address and home address before leaving your course. Please inform us if your contact details have changed.

If you have not received your certificates within three months of the completion of your course, please let us know. If you lose your certificate you will need to contact the examining body and pay any necessary fees for a replacement.





## Progression

ELATT is committed to enabling students to progress into work or into learning. Current students with 85% attendance will be given priority to progress onto courses at the next level. If your attendance is poor, ELATT may not offer you the opportunity to progress to the next level.

Information on your next steps after leaving ELATT is crucial to helping us ensure we are providing students with the right skills to achieve. Please expect our staff to be in touch with you once you have left your programme.

## Compliments, comments and complaints

We hope that you will be happy with the service you receive. If you are not, please obtain a Complaint Form from reception or your tutor and submit this to our Chief Executive, Anthony Harmer.

We will deal with your complaint confidentially, constructively and efficiently and use it to improve our service. Your complaint will be acknowledged within a week and a full response will be provided to you within ten working days.

If you are not happy with the resolution of your complaint, you can appeal firstly to the Chief Executive, and then the Board of Trustees.

# Publicity and Media Policy

## Photographs for use in publicity

When we take photographs for publicity purposes online or in print, we will tell you in advance. All posters for public events such as student celebrations carry the message that photographs could be used for publicity purposes. If you do not wish to be part of the photos or subsequent publicity, please let our photographer know, and we will not involve you in photo sessions. Where the event is private we will ask you to sign a consent form.

If you are aged 18 or under, we will not use your image - whether taken at private or public events - unless your parent or guardian has signed a consent form.

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.



# Enrichment

As well as gaining a qualification, we will also help you with preparing for employment, volunteering and going on educational trips.

## Preparing for employment

Practical advice and help in writing CVs, applying for jobs and through employability events. Depending on availability, you may also have the opportunity to gain some work experience.

## Volunteering

As a student at ELATT 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. Volunteering places are dependent on availability.

## Educational trips

All our students will go on educational trips to places such as our supporters, employers, galleries, museums and places of interest in London.

# Financial Support

We have a fund to help you with the costs associated with attending your course. This may include the childcare and travel expenses you incur by attending your course, and could also include costs such as equipment, books, trips and emergency support to help you remain on programme. These funds are strictly limited and if you wish to apply please obtain the application form from your tutor.

Assessment will take into account your income, previous educational background, employment status and programme of study.

We will pay your travel expenses in advance by cheque, to cover the costs of travelling to ELATT. We will reimburse you for days that you are required to attend your course and other days you attend by arrangement with your tutor. You will not be paid for travel on days that you do not attend and we do not pay for weekly or monthly travel-cards or bus passes. Please note that you must give us your travel receipts, tickets or an Oyster card print out before we can make the next advance payment.

We will cover the childcare costs of eligible students wherever possible. We will only pay for childcare with registered childminders and nurseries. Your childminder or nursery will need to invoice us to receive payment.

If you cease to attend or attendance falls below 85% we will stop paying your childcare costs. If your circumstances change please tell us.



# Term Dates 2023-2024

The following dates are a guide and may be subject to change.

## Autumn Term 2023

Start Date	Half Term	End Date
Monday 4 <sup>th</sup> September 2023	Monday 23 <sup>rd</sup> October - Friday 27 <sup>th</sup> October 2023	Thursday 21 <sup>st</sup> December 2023

## Spring Term 2024

Start Date	Half Term	End Date
Monday 8 <sup>th</sup> January 2024	Monday 12 <sup>th</sup> February - Friday 16 <sup>th</sup> February 2024	Thursday 28 <sup>th</sup> March 2024

## Summer Term 2024

Start Date	Half Term	End Date
Monday 15 <sup>th</sup> April 2024	Monday 27 <sup>th</sup> May - Friday 31 <sup>st</sup> May 2024	Friday 19 <sup>th</sup> July 2024

## Bank Holidays for 2023-24

- ▶ Monday 25th December 2023 (Christmas Day)  
Tuesday 26th December 2023 (Boxing Day)
- ▶ Monday 1st January 2024 (New Year's Day)
- ▶ Friday 29th March 2024 (Good Friday)
- ▶ Monday 1st April 2024 (Easter Monday)
- ▶ Monday 6th May 2024
- ▶ Monday 27th May 2024
- ▶ Monday 26th August 2024




# Our funders

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




**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



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 [@elatlondon](https://twitter.com/elatlondon)

 [@elatlondon](https://www.instagram.com/elatlondon)

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