



Sefton Community
Learning Service

Sefton Council 

Learner Handbook

2026-2027

What our Learners say:

“Learners feel taught by excellent staff, enjoy their learning, grow in confidence, develop meaningful skills, and feel supported both academically and personally.”

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Creative Industries | **Digital** | **Education and Training/Employability**
Construction | **English, Maths & ESOL** | **Family Learning**



Sefton Council 



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Welcome:

At Sefton Community Learning Service, we aim to provide high quality adult learning programmes to help people make positive changes, support personal development and help communities to thrive.

We are pleased you have chosen to learn with us.

This handbook provides key information about Sefton Community Learning Service and is designed to assist and support you during your time with us.

Funding from the Liverpool City Region Combined Authority (LCRCA) Devolved Adult Education Budget finances the delivery costs of the majority of our courses, whilst other courses may incur learning fees.

The information that we collect through enrolment, learner records and surveys, enables us to secure the continuation of funding.

Sefton School Term Dates 2026-27

	Autumn Term	Spring Term	Summer Term
Term commences	01/09/2026	04/01/ 2027	12/04/2027
Half Term Holiday	26/10/2026 – 30/10/2026	15/02/2027 – 19/02/2027	31/05/2027 – 04/06/2027
Term Ends	18/12/2026	25/03/2027	21/07/2027

Please note: Course dates may vary; your tutor will confirm these, including any sessions taking place during half term.

How to contact us:

General enquiries (courses, fees, enrolment): Contact main office –

 communitylearningservice@sefton.gov.uk  **0151 934 4546**

Safeguarding concerns: Designated Safeguarding Officer Angela Range

 Angela.Range@sefton.gov.uk  **07929822866**

Complaints/compliments: Head of Service, Lisa Grimes – Lisa.Grimes@sefton.gov.uk

Course delivery requests: Contact the main office to request course delivery at your organisation or venue.

Join our team of tutors: Complete the online application or contact Angela Range

Information, Advice and Guidance:

For general enquiries, information about our courses, how to enrol or course fees, please email our main office at Communitylearningservice@sefton.gov.uk or ring us on **0151 934 4546**. More details about each learning programme are provided on our Course Information Sheets, which can be collected from the main office or sent to you via email.

As a learner with Sefton Community Learning Service, we will offer you confidential and impartial Matrix accredited information, advice and guidance (IAG) throughout your learning journey to help you achieve your goals and prepare you for your next steps. This includes:

- impartial advice to identify the right course for you and setting of suitable learning targets
- advice and support to overcome barriers to learning
- information about available pathways. Our staff will be happy to provide you with impartial information, advice and guidance (IAG) about progression opportunities. This includes information of further learning opportunities within our Service or with other learning providers, or to move onto paid employment or volunteering
- details of organisations that can provide you with specialist impartial IAG

Your tutor will give you advice at the beginning, during and at the end of the course.

You can find out more about career paths, tips for completing job applications; CV writing and interviews by contacting Sefton at Work:



seftonatwork.net

Seftonatwork.info@sefton.gov.uk

[Tel: 0151 934 2610](tel:01519342610)



Or National Careers Service

nationalcareers.service.gov.uk

Learner comment:

"I have learned and picked up new skills when it comes to my job searching skills."

Opening hours:

Our office phone lines are staffed Mon-Thu 9-5pm (excluding public holidays) and Friday 9-4pm.

We deliver courses at different times, including some twilight and evening classes on Monday & Tuesday evening.

Car Parking:

We deliver courses at various venues across Sefton Borough. We offer limited free onsite parking at our main centre in Cambridge Road, Seaforth. For availability of parking at other venues, please ring the course venue directly.

Refreshments:

Refreshments will be made available throughout the day.

Lost Property:

Any items found will be handed into the main office at the venue you attend, where it will be kept for 3 weeks.

Cancellation of Classes:

Courses usually run as advertised but may be delayed or cancelled; you will be informed as soon as possible and offered alternatives where available.

If a lesson is cancelled, we will contact you as soon as possible. Please ensure your contact details are up to date and inform your tutor of any changes during your course.

Please see the Fees and Refunds policy for your options if we cancel a course.

Quiet room:

Where possible, we have allocated a quiet room for prayer or meditation which is available for staff and learners to use.

Learner Volunteering Opportunities:

We can offer a range of volunteering opportunities throughout the year to help build your skills and CV. We will provide training and a reference on completion — speak to your tutor to find out more and arrange a short interview.

Your Rights and Responsibilities:

Your Entitlement as a Learner:

As the provider of your course, we seek to ensure that:

- we provide a safe, accessible and pleasant learning environment
- you have the opportunity to tell us your views about your learning experience
- progression opportunities are available, internally whenever possible, and that they are explained simply.
- you are treated with respect by all staff and fellow learners

Code of Conduct:

Below, we outline the behavior and attitude expected from our learners to ensure a safe environment and success on the course. We ask you to:

- attend regularly and punctually. If you can't attend, please notify us
- show a positive attitude. Participate fully in class and submit work by the agreed deadline
- attend all planned examinations/assessments and ensure all work submitted is your own work
- respect and value the rights of all those you encounter during your learning experience
- adhere to SCLS policies and ground rules that are agreed in class
- always behave responsibly and safely and comply with the Acceptable IT Users policy
- inform us of any medical conditions which may affect your attendance, learning or that you feel we should be made aware of
- seek help if you need it and tell us if you have a disability or learning difficulty
- complete all relevant paperwork and surveys to help us improve our service
- follow all safety rules and help to make your place of learning a safer place by reporting any incidents or concerns
- restrict the use of mobile phones to emergency usage in class unless otherwise instructed by tutor

Misconduct

Our Learner Disciplinary Policy outlines the procedure for disciplining learners following misconduct.

The following are examples of behaviour which are considered as misconduct and may result in exclusion from your course:

- failure to follow the Health and Safety Regulations
- conduct which prevents, obstructs, or disrupts teaching, learning, or the administration of the business of the Service
- bullying, intimidating or using threatening behaviour or language
- failure to follow the reasonable instructions of a member of staff
- smoking, drinking or illegal use of drugs on the premises
- disorderly behaviour or the use of bad or abusive language
- causing damage to learning buildings, equipment, or furnishings
- interference with software belonging to or used by the Service, or misuse of computer facilities
- discriminatory behaviour or language which is racially or sexually offensive or offensive to those with disabilities
- violence or threat of violence
- any illegal act on or off SCLS' premises which may harm the Service
- failure to adhere to Service policies

Where learners are causing disruption to the learning of others, they might be required to leave the classroom and/or site immediately.



External Assessments and Examinations:

If you are enrolled on a qualification course, you will be expected to complete the relevant assessment, including potential external exams. We will notify you well in advance of the exam date so that you can plan to be available as exams may take place on a different day/time than your usual session.

If you require exam access arrangements, you must notify your tutor within the first 4 weeks of your course.

More information about exam and assessment processes and how to appeal if you disagree with the outcome can be found in our policies, available on our website or from the Admin office.

Students must submit work for assessments which is their own and not copied or paraphrased from another source such as an Artificial Intelligence tool, without being appropriately referenced, and ensure that the content reflects their own independent work.

Feedback:

We constantly aim to improve our Service, please let us know if you have any comments.

We love to hear from you about how we are doing and how we can improve. You can write your comments on a feedback card at any time and post it in the feedback box located outside the main office or email your feedback to us at... communitylearningservice@sefton.gov.uk

At the end of your course, we ask you to complete the Course Satisfaction and Impact surveys at the back of your Individual Learning Plan booklet. Your responses will help us improve and enhance the service we offer, as well as to secure future funding to continue to provide courses for the local community.

To enable us to measure the impact of your learning, several weeks after completing your course you may be contacted by our Admin team so that we can find out about any ways that your learning has benefited you. If you need information about other learning opportunities at this time, we will be happy to help.



Equality Diversity & Inclusion:

At Sefton Community Learning Service, we are committed to promoting Equality, Diversity and Inclusion in all aspects of learning and work.

We expect everyone to be treated fairly and with respect. All courses should provide a safe, welcoming environment free from discrimination, harassment and bullying.

We support our learners and promote Equality, Diversity and Inclusion by:

- offering a wide range of courses in different settings and formats
- providing clear information and advice before, during and after your course
- discussing your starting point, goals and aspirations
- promoting respect by challenging discrimination and extremism
- supporting essential skills, including digital skills, English, maths and English language
- giving free access to Microsoft Office 365 (terms and conditions apply)
- offering financial support when studying for a qualification

Learning Support:

We offer learning support to learners with an identified learning difficulty and/or disability to help them succeed in their studies.

Support includes:

- changing or adjusting classrooms to facilitate easier access
- adapting teaching materials, strategies, equipment, resources
- additional support in class
- additional study support sessions

To access Learning Support please discuss your requirements with your tutor and complete the initial assessment to identify the support required.

Learner Support:

We can provide support to ensure that courses at Sefton Community Learning Service remain accessible for all and that those facing hardship are not disadvantaged when accessing further education and skills.

If you're a resident of the Liverpool City Region, aged 19+ or over, experiencing financial hardship, unable to source funding elsewhere to support your studies and studying for a qualification at level 3 or below, we can offer the following, through the Liverpool City Region Adult Skills Fund:

- Travel costs to get to and from your course
- A stationery pack

To apply for the Learner Support Fund please ask your tutor for a learner support declaration and application form.

Policies and Procedures:

Health and Safety & Online Safety:

Your safety and wellbeing are important to us. We aim to provide a safe and supportive environment for all learners.

If your course involves activities that require specialist guidance, your tutor will explain how to complete these safely before you begin.

Everyone has a responsibility to help prevent injury. Please report any accidents, hazards or concerns to a manager, tutor or the office/reception of your venue immediately.

General health and safety guidance will be covered during your course induction.

For advice on staying safe online, visit: getsafeonline.org



Use of Artificial Intelligence (AI) in Your Course:

AI tools (such as chatbots or content generators) can support learning, but must be used responsibly.

Use AI as a support tool only – to help with ideas, understanding, or checking work.

Do not submit AI-generated work as your own – this may be treated as plagiarism.

Protect your personal data – do not enter your name, personal details, or coursework with identifiable information into AI tools.

Follow tutor guidance – your tutor will explain when and how AI can be used appropriately

✓ Remember: Your work should always reflect your own understanding and skills.

Safeguarding:

Here at Sefton Community Learning Service we are committed to providing a safe environment for all our learners and staff. We do not tolerate any form of bullying or harassment (this includes cyber or social media bullying). Please note, users of the Service's network should be aware that internet activity is logged and that it is possible to trace any site visited by a user.

The Service recognises that we have a duty to facilitate opportunities for learners to explore and discuss controversial issues safely. There is no place for extremist views of any kind in our Service. We recognise that if we fail to challenge extremist views, we are failing to protect our learners. Therefore, all our staff receive specialist PREVENT training from the Home Office.

A safer recruitment policy is in place including pre-employment checks of all our staff that come into contact with Service users.

We have a clear process for reporting Safeguarding, bullying or harassment incidents and your tutor will inform you of this at induction. If you have a concern about a Safeguarding issue please contact our **Designated Safeguarding Officer**, Angela Range. angela.range@sefton.gov.uk - 07929822866.

Refund Policy:

Refunds will only be given if the course is cancelled by the Service.

Any other matters regarding course refunds please contact the Assistant Manager, communitylearningservice@sefton.gov.uk or ring 0151 934 4546.

How to make a complaint:

We aim to deliver a good service and we hope you enjoy your time with us, however, if we fail to meet your expectations or you are not satisfied with any aspect of our service, we operate a fair procedure for dealing promptly and courteously with any complaints and we endeavour to acknowledge your complaint within 5 working days. We will inform you then if we need longer to resolve the problem or provide you with an outcome.

- If appropriate, please discuss your complaint with your tutor
- If this is not appropriate, please put your complaint in writing to the Head of Service, 53 Cambridge Road, Seaforth, L21 1EZ

GDPR Policy - Keeping your personal information safe:

The personal and sensitive information you provide when enrolling with us is kept secure, both in locked storage and on protected computer systems.

We use your information to:

- register you on your course and any qualifications
- claim funding from the Liverpool City Region Combined Authority (LCRCA)
- add your details to the National Learner Record Service

Your information may also be used by the Service or LCRCA to review and improve our courses. You may be contacted to complete a survey about your experience and how your learning has helped you.

We treat your information as confidential. It is only shared with relevant staff or organisations connected to your course or qualification, and we will not share your personal or sensitive information without your consent.

We will never pass your information on without your permission, and we will securely dispose of your records when they are no longer required for audit purposes.

If you decide at any time that you do not want us to use your information, please contact us in writing.

Who We Share Your Information With:

Sefton Community Learning Service - Sefton Council (SCLS) - to register your learning with Liverpool City Region and to contact you about your course.

Liverpool City Region Combined Authority (LCRCA) - we need the information you give us to claim funding and to get information about your learning.

Department of Education - to perform statutory functions on behalf of the Secretary of State.

Awarding Bodies - the Service will register you with an awarding body to allow you to get qualifications.

Sefton@Work - at times we ask Sefton@Work to give impartial advice and guidance to learners, so we share learner/course information including attendance and achievements.

Referral Agencies - at times, learners are referred to our courses by other agencies, such as Job Centre Plus. When requested, we provide them with information about your attendance and achievements.

Please read our Privacy Notice for further information.

All our policies can be obtained from Reception or via our website:

[Community Learning Service \(sefton.gov.uk\)](https://sefton.gov.uk)

Use the QR code to see our policies and document or view a copy in our Reception area.





Common mis-spelled words:

absence	conscious	fortieth	miniature	queue
abysmal	consensus	fortunately	miscellaneous	quiet/quite
accessible	consolidate	forty	mischievous	receipt
accidentally	contract	fulfil	necessarily	receive
accommodation	criticism	fulfilled	neighbour	recognise
acknowledge	daily	gauge	niece	recommend
acquaint	debt	glamorous	ninth	refer(red)
acquire	deceit	government	noticeable	relevant
across	defence	grammar	nuisance	repetition
address	definite	grateful	occasion	schedule
advertisement	description	grievous	occasionally	scissors
allege	desirable	guarantee	occur	seize
already	desperately	guard	occurred	sentence
although	detached	harass	occurrence	separate
amount	develop	hare-brained	occurring	siege
annual	development	height	omission	sieve
apparatus	difference	heir	omit	skillful
appearance	different	holiday	opportunity	stationary
argument	diminution	honorary	paid	stationery
arrangement	disagreeable	humorous	panicked	strength
attach	disappear	humour	parallel(ed)	succeed
awkward	disappointed	idiosyncrasy	parliament	supersede
basically	discipline	immediately	particularly	suppress
beautiful	dissatisfied	imminent	pastime	surprise
because	efficient	incidentally	playwright	temporary
beginning	eighth	independence	possess	tendency
believe	embarrassment	install	precede	lie, lied, lying
benefited	equipment	instalment	preceding	tragedy
business	exaggerate	interested	prefer(red)	truly
calendar	exceed	irrelevant	prejudice	twelfth
catarrh	excellent	jewellery	premises	undoubtedly
ceiling	excessive	knack	preparation	unmistakable
cellar	excite, exciting	knowledge	privilege	unnecessary
choose/chose	excitement	knuckle	procedure	unparalleled
college	exercise	leisure	proceed	until
commitment	exhilarating	liaison	profession	vicious
committed	existence	lieutenant	prominent	vigorous
committee	expense	loose/lose	pseudonym	vinegar
comparative	extraordinary	maintain	publicly	waist
comparison	exuberant	maintenance	pursue	waste
conscience	familiar	marvellous	pursuing	weird
conscientious	favourite	medicine	quay	wilful

Glossary of Assessment Terms:

Instruction	Explanation
Analyse	Give reasons why or how something is done and the effect of this. Write paragraphs that help you to back up your points with evidence and explain your thoughts
Calculate	Work out.../Marks are usually awarded for both the process and outcome
Compare	Looking closely at two or more things which have something in common in order to see how they are the same and how they are different
Complete	Finish in full
Contrast	Look at the differences of two or more things
Describe	A detailed account. More simply – ‘Write down...’ Explain in your own words what/how/or why something happens
Discuss	Give the main reasons ‘for’ and ‘against’ and come to a conclusion
Estimate	Guess/calculate approximately/give a rough idea with evidence
Explain	Give reasons for how or why something happens; you need to give examples
Identify	Pick out/select/find/highlight
Illustrate	Give examples that make your point clear (diagrams/figures/drawings/show how.../demonstrate/make clear)
Justify	Give a reason to support an argument/give an explanation for something/defend a point of view
List	Single words or phrases Questions with this word in do not require any reasoning or explanation
Name	Again, simply name but be very specific
Outline	Give only the most important details/give a brief overview/a brief explanation, but don’t just write a list!
Produce	Create/make/construct
Show the method	Demonstrate/illustrate/explain a way of doing something or a process
Summarise	Draw your key ideas and points together/review key points in one paragraph
Work out	Asks you to solve something – marks are usually awarded for you showing the process behind your thinking as well as the answer you come up with



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For all enquiries and to inform us if you are unable to attend a lesson, please contact us on: 0151 934 4546 or email: communitylearningservice@sefton.gov.uk

What our learners said:

Intro to Maths Skills

Improved my maths skills and made me feel better about life in general

E3 Progression Award - Crafting

Absolutely loved the course and learning a new skill. Tutor & other students were really helpful & friendly. Nice relaxing atmosphere throughout.

Get Digital! Essential Digital Skills E3

This course has really helped me with my digital skills, I really feel that they have significantly improved through learning on this course.



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Sefton Community Learning Service, 53 Cambridge Road, Seaforth L21 1EZ

Telephone: (0151) 934 4546 • Email: communitylearningservice@sefton.gov.uk • www.sefton.gov.uk