



Student Handbook

Young People Edition | 2019

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



Course



Tutor



elatt
The Learning Community

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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 30 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 staff are committed to supporting you and facilitating this change. Through the experience and dedication of our tutors we have developed a national reputation for quality and innovation in the classroom.

Delivering a personalised service to you is our job. 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



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:

- ▶ High quality 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 and to complete homework.
- ▶ Access to course material online and additional support for English and maths.
- ▶ Your meetings with your tutor and supporting staff will remain confidential, unless we believe you need additional support.
- ▶ 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 of your classes.*
- ▶ Come to 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.

We have a high expectations that they will do well. In order for this to happen, students are expected to attend at least 85% of their lessons. It is also very important that you are present at the beginning of all of your lessons. Failure to meet these expectations can lead to disciplinary measures, which could lead to exclusion.

If you are having problems attending, please speak with someone from the Student Support Team. We will ask to see any documentation related to your absence.

(* As a safeguarding measure, we may contact your parents if you are not in class)

(** If you are late, you might be asked to work through your breaks to catch up on the work you missed.)

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.

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. You can also email your teacher or the faculty administrator. If we haven't heard from you and you are not in class within thirty minutes of the start of your lesson, we will call your parents to confirm your absence. This is a safeguarding measure.

Please advise us if you expect to be off sick for more than one day. We will contact your parents to confirm your absence. You must provide a doctor's note for any absence over seven days. Failure to do so may lead to removal from the course or stop your bursary payments.

You are required to come to your classes on time. If you are persistently late for more than 10 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. Your parents, guardian or key worker will be contacted to confirm your absence.

Please discuss long-term absence with your tutor. If you do need to miss some time from your class and agree this with your tutor and YP Manager, we will try to help you catch up on missed work.

Appointments

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%:

- ▶ **If your attendance or punctuality drops below 60% for any 2 week period, you will automatically be removed from your course.**
- ▶ 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.

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.

Safeguarding

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 our Student Protection Champion. By doing this we can establish whether any further support is needed, or whether intervention by specialist agencies is needed.

Please remember that staff are duty bound to report any potential risk to a student and this does not contradict our Confidentiality Policy.

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.

Bullying

ELATT is committed to providing a caring, friendly and safe environment for all of our students so they can learn in a relaxed and secure atmosphere. We value and celebrate diversity and expect all sections of our learning community to demonstrate respect towards others and together make ELATT 'safe for everyone'. We take bullying very seriously and will follow up any on any incidents that are reported to us.

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 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 information:

- ▶ We will always tell you if you **need** to give us 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 at ELATT. For some courses, 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 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/>



Classroom contract

- ▶ We need to be on time to learn.
- ▶ We need to attend all our lessons.
- ▶ Mobiles are given to the teacher at the start of each lesson.
- ▶ We will come prepared to study.
- ▶ We need to talk respectfully.
- ▶ Following the teachers' instructions help us learn and complete our work.
- ▶ We must listen to the teacher and the students when they are talking.
- ▶ We will respect each other.

Rewards

We aim to be a supportive environment, recognising, encouraging and rewarding good behaviour. We believe in rewarding good behaviour and this will be done in a number of ways:

- ▶ Verbal praise and encouragement.
- ▶ Contact with parents/carers by phone or email.
- ▶ Termly reports.
- ▶ Attendance awards.
- ▶ End of term rewards for positive behaviour and good attendance.

Sanctions

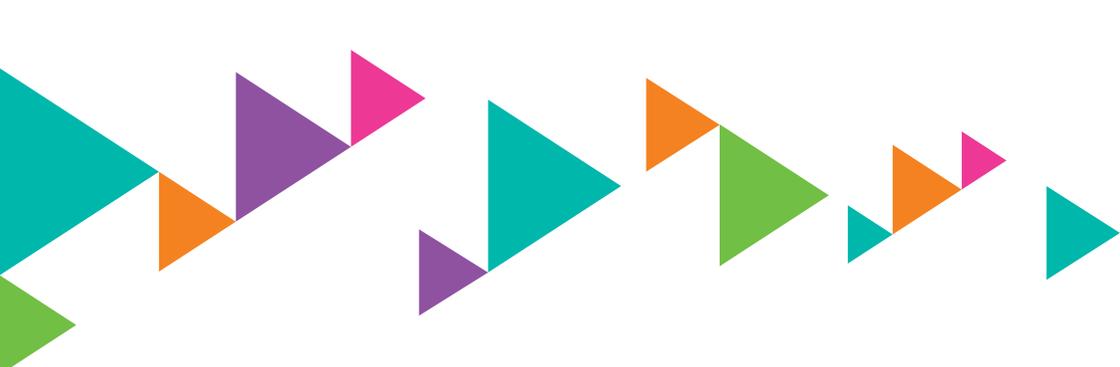
Although we do our best to work with students to help them develop socially acceptable and appropriate behaviour, sanctions for unacceptable behaviour will be enforced by the senior management team at ELATT.

Unacceptable behaviour, whether inside or outside classroom, will lead to:

- ▶ Staff reprimands.
- ▶ Removal from classroom.
- ▶ Detentions during break and lunchtime - used to catch up on work.
- ▶ Community service - such as cleaning or tasks related to the course.
- ▶ Removal of enrichment privileges.
- ▶ Carer meetings to discuss exclusion.

Sanctions will be forced enforced for inappropriate behaviour, including the following:

- ▶ Lateness
- ▶ Play fighting
- ▶ Disruptive behaviour
- ▶ Swearing
- ▶ Playing loud music
- ▶ Not following instructions
- ▶ Mobile phone use in classroom
- ▶ Bullying and aggressive behaviour



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**.

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 are a Disability Confident employer. 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.



Changing class

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

Progression

ELATT is committed to enabling students to progress into work or further 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 the next steps you take after leaving ELATT is crucial to help us ensure we are providing students with the right skills to achieve, so please expect our staff to be in touch with you once you have left your programme.



Certificates

We will phone 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 before leaving your course. Please also inform us if you change your address.

If you have not received your certificates within 3 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.

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.

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.

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**.

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.



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 from 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 the earliest opportunity at **hello@elatt.org.uk** 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.



Financial support

Bursary scheme

ELATT has a bursary scheme for young people aged 16 - 18, and in some cases 19. To be eligible to receive a bursary in the 2018 - 2019 academic year a student must be aged 16 or over but under 19 before the 31st August 2018.

Students aged 19 or over are only eligible to receive a bursary if they are continuing on a study programme they began aged 16 - 18 ('19+ continuers') or have an Education, Health and Care Plan (EHCP).

If you stop attending and your attendance drops below 80%, or you are consistently late for class, we will stop paying your bursary. You will have to speak to the YP Manager to have your bursary reinstated.

Travel expenses

If you do not have a Zip Card (available to 16 - 17 year olds), or you wish to apply for an 18+ Student Oyster photocard, you will need to speak to a member of the Student Support Team. They will be able to explain the process to you.





Advanced Learning Loans

In 2013, the government introduced a new loan scheme to help adults aged 24 and over access funding to pay for advanced level courses (Level 3 and above). However, if you are 19 plus and are taking your second level 3, you will also have to take out the advanced learning loan.

The Advanced Learning Loans work through the Student Loans Company and operate in a similar way to Higher Education Loans. Find out more by speaking to one of our advisors or searching 'Advanced Learning Loans' on our website www.elatt.org.uk.

Alternatively, you can find out more at:
www.gov.uk/advanced-learning-loans.



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 another safeguarding measure.
- ▶ You cannot eat or drink in the classrooms.
- ▶ You must switch mobile phones off in class. Your teacher has the right to take your phone if you are caught using it in class.
- ▶ Do not leave valuables unattended. ELATT cannot take responsibility for your belongings in the event of damage or theft.
- ▶ Please make sure you turn off computers and monitors at the end of your classes.

Activities:

- ▶ You may use the kitchen and student area on the ground floor during break and lunch time. Be aware that your conduct will be monitored in these areas.
- ▶ If you are interested in organising activities at ELATT, for example a film club, please let a member of the Youth Team know.
- ▶ Occasionally, you will be invited to attend trips and outings. If you are 16 - 18 years old, you will need to get your parents or guardian to sign a consent form.
- ▶ You cannot remain in a classroom during break or lunch without being supervised by your teacher. You will be asked to leave your classroom, even if your teacher had given you permission to stay. We have additional computers in the reception area, which you are free to use during break and lunch time.

Term Dates 2019-2020

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

Autumn Term 2019

Start Date	Half Term	End Date
Monday 2 September 2019	Monday 21 October - Friday 25 October 2018	Friday 20 December 2019

Spring Term 2020

Start Date	Half Term	End Date
Monday 6 January 2020	Monday 17 February - Friday 21 February 2020	Friday 3 April 2020

Summer Term 2020

Start Date	Half Term	End Date
Monday 20 April 2020	Monday 25 May - Friday 29 May 2020	Wednesday 22 July 2020

Bank Holidays for 2019-20

25 and 26 December 2019

1 January 2020

10 April 2020

13 April 2020

4 May 2020

25 May 2020

31 August 2020

Christmas Bank Holidays

New Year Day Holiday

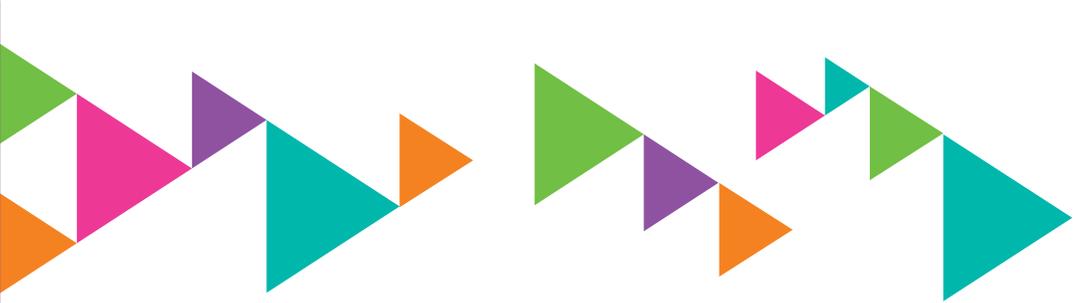
Good Friday

Easter Monday

May Day Holiday

Spring Bank Holiday

Summer Bank Holiday



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



Supported by the Asylum,
Migration and Integration
Funding (AMIF) Programme
2014 - 2020



Education & Skills
Funding Agency

All of our funders and supporters can be found on our website at:
www.elatt.org.uk/our-supporters

ELATT Headquarters

 ELATT
260 Kingsland Road
London, E8 4DG

 hello@elatt.org.uk

 0800-0420-184

Visit...

www.elatt.org.uk/contact
for more directions



ELATT West London Office

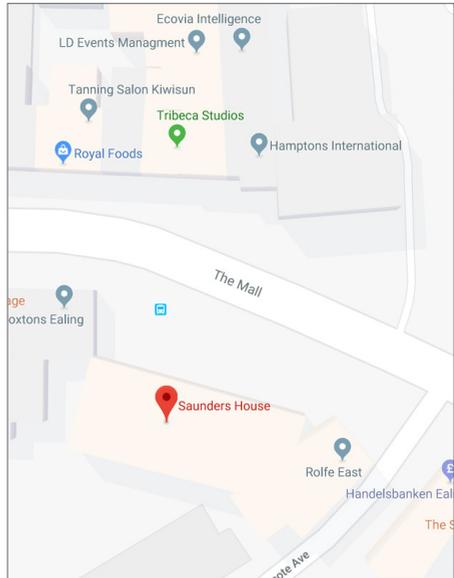
 Aurora House,
71-75 Uxbridge Road,
Ealing, London,
W5 5SL

 phoebe@elatt.org.uk

 07402-448-426

Visit...

www.elatt.org.uk/contact
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 www.elatt.org.uk