Learning & Enterprise College Bexley

Learner Handbook

2025 - 2026

Ofsted Good Provider

matrix quality standard for information, advice and guidance services approved by the matrix Accreditation Body

LONDON BOROUGH OF BEXLEY

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College Contact information

Learning & Enterprise
College Bexley
5 Brampton Road
Bexleyheath
DA7 4EZ

General Enquiries
Phone: 020 3045 5176
Email: enquiries@lecb.ac.uk

Key information

SEND
Phone: 020 3045 4502
Email: sendenquiries@lecb.ac.uk

Financial Support Welfare, Counselling
Email: welfare@lecb.ac.uk

Safeguarding
Phone: 020 3045 3592
Email: safeguarding@lecb.ac.uk

Compliments, Comments and Complaints
Compliments, Comments and Complaints Form

Social Media
Keep in touch & stay informed!

LECBexley
LECBexley
Learning & Enterprise College Bexley
Learning & Enterprise College Bexley

Message from the principal

Welcome to the Learning and Enterprise College Bexley!

I am delighted to have you join our learning community.

Our college is committed to providing high-quality education and training, and fostering an environment where every learner can thrive, irrespective of their background and previous experiences.

Our mission is rooted in the belief that education is a lifelong journey. We believe in the transformative power of education and its ability to open doors to new possibilities, enhance individual potential, and contribute to the well-being of our community. We aim to empower our learners by offering diverse and accessible learning opportunities. From vocational training and professional development courses to personal development programs, our curriculum is designed to meet the varied needs of our adult learners.

At LECB, you will find a dedicated team of staff who are passionate about your success and excellent facilities. We are here to guide you, provide support, and create a learning environment that is both challenging and rewarding.

We are here to help you every step of the way.

Philip Cunniffe
Principal

Good to know

Café

Our Cafe at Brampton Road is open between 9.30am and 2.30pm serving a selection of hot and cold drinks, sandwiches, jacket potatoes and salads. It has a cold-water machine for you to refill your water bottle and a hot drink vending machine.

Wi-Fi

Wi-fi is available and its usage is monitored to ensure that users comply with these conditions.

The WIFI details are:
Network: TLC Public
Password: accesstlc35

Discount

Learners can use their LECB email address to sign up for Student Discount.

By signing up to TOTUM | Join you can access deals and discounts for high street stores, food and restaurants as well as access to learning and wellbeing tools.

Learner Library

The Learner Library is located on the ground floor of the secondary building. It offers internet access and study space.

Term Dates

Term dates for 2025-2026 academic year are available at www.lecb.ac.uk/term-dates.

Reflection Space

All staff and learners can have access to a quiet, multi-faith prayer and no faith reflection space. Please ask at reception to book this space or email enquiries@lecb.ac.uk

Induction

When starting on your course, your tutor(s) will cover some key information with you about the college, our staff, our policies, and your course to make sure you have all the information you need to make a successful start.

Examinations

Most exam/accreditation fees are included in the course fees - see the website for details. Course fees should be paid before taking your exam. Examination dates for GCSE, AS Levels some other areas are fixed by the Exam Boards and cannot be changed. For queries about examination, entries or results please contact the exams office exams@lecb.ac.uk

Personal Development

As a learner at LECB, you are encouraged to take advantage of our college's personal development programme which can be beneficial for individuals looking to improve themselves in various aspects of life including career, relationships, health, and personal growth. At LECB, we have designed an effective personal development plan specifically for our learners to support their growth and development during their time at college.

If you are interested, please feel free to speak with your tutor for more details.

Parking

Parking is available at Brampton Road, opposite the college building, at the front and to the rear, the rear car park is accessible by using your learner ID badge to open the gates.

Senior Leadership Team

Philip Cunniffe
Principal
philip.cunniffe@lecb.ac.uk

Jane Whitefield
Vice Principal
jane.whitefield@lecb.ac.uk

Natalie Lofts
Services Manager – Learner Services &
Designated Safeguarding & Prevent Lead
natalie.lofts@lecb.ac.uk

Donna Notcutt
Service Manager – MIS & Exams
donna.notcutt@lecb.ac.uk

Tharan Thangarajah
Finance Manager
tharan.thangarajah@lecb.ac.uk

High Expectations

Attendance

LECB have very high expectations regarding learner attendance. We expect that you will attend all timetabled lessons on time and ready to learn whether they are in the classroom, in another venue, or online. This is because learner absence is one of the major factors which contribute to learners not reaching their full potential.

Excellent attendance helps to prepare you for your future; it is a key employability and life skill. Your overall attendance may also be used to assess your eligibility for some bursaries and additional support.

As an adult learner, it is not uncommon to have to balance your studies with other commitments including paid employment and caring responsibilities. It is important from the outset that you have a firm plan in place to allow you to attend fully, with a back-up plan in case things don't go as anticipated.

Not meeting with the college expectation for high attendance could result in disciplinary action and your withdrawal from the course.

Holidays

Please refer to the calendar of key dates provided at enrolment so you can avoid planning holidays during term time. Any holidays taken in term time will impact on learning and your ability to progress.

Routine Appointments

You should not make routine appointments for personal matters (e.g., a visit to a doctor or a dentist – for yourself or a dependant) during lesson time. These must be arranged outside of the college day wherever possible.

Absence Reporting

Should you be unavoidably absent from college, you should ring 020 3045 5176 on each day of absence. Your reason for non-attendance will be recorded.

No other means of notification, including emailing tutors directly, should be used as an alternative.

If you are absent due to a medical or legal appointment, you will be asked to provide supporting evidence so that the absence can be recorded as authorised.

ID badges

Learners must always visibly wear their ID badge when on college premises. Learners will not be permitted access to the college without their learner ID badge displayed. If you forget your badge you must report to reception where a temporary badge will be given to you. If you lose your ID badge, a fee for replacement may be incurred.

Dress Code

Learners must wear clothes which are appropriate for a learning community. When in college we ask learners not to:

- wear clothing which will likely causes offence to others (e.g., clothes that are too revealing or display offensive slogans or images).
- wear clothes which could interfere with teaching and learning or to pose a risk to health and safety (e.g., a garment, hood, or head gear, which covers up the face).

Mobile Phones

Learners must keep their mobile phones off or on silent during lesson times. Under no circumstances should phones be answered in class. Should you have a personal emergency, inform your tutor before the start of the lesson or at the first available opportunity.

Smoking and Vaping

Smoking or vaping is not allowed in any college building or grounds including car parks.

Celebrating Diversity

We are committed to ensuring that everyone can participate in learning and are proud to have a diverse cohort of learners and staff.

We celebrate diversity and challenge any type of discrimination, harassment or victimisation. Our aim is to provide a welcoming and safe environment and ensure advance equality of opportunity between all college users who share a protected characteristic and those who do not.

We encourage good relations between people who share a protected characteristic and those who do not share that characteristic. The nine protected characteristics protected by the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

We have a zero tolerance to any type of discrimination, harassment, or victimisation. If you feel that you have experienced harassment, victimisation or inequality, you can talk to your tutor, Curriculum Manager or Safeguarding Officer.

Equality, Diversity and Inclusion Calendar

At LECB, we celebrate a variety of equality, diversity and inclusion events throughout the year which you will see promoted around the college. If you would like to run an event in college which celebrates diversity, please contact Natalie Lofts natalie.lofts@lecb.ac.uk.

Learner Charter

We will provide:

- Accurate and impartial information, advice on guidance on the learning and progression opportunities open to you.
- Initial assessments to make sure you get on the right course and level, and with the right support to help you achieve.
- A learning environment which is inclusive, friendly, purposeful, and safe.
- High quality teaching and learning delivered by tutors with relevant qualifications and experience.
- Personalised learning reviewed in individual learning plans.
- Regular developmental feedback from your tutor(s).
- Access to support and/or a referral to specialist agencies to help you when you are facing personal difficulties.
- Opportunities to develop wider skills for a more holistic learning experience.
- Free internet access to support learning and job search.
- Your voice heard through 3 learner surveys per year, termly learner forums, class visits, and suggestion boxes.

We expect learners to:

- Arrive punctually and ready to learn at the published start time of all lessons.
- Always follow staff instructions.
- Take ownership of your own learning by assessing your own progress on the course.
- Be fit to attend college and not under the influence of alcohol or drugs.
- Raise any concerns you have about your learning and progress.
- Be aware of and abide by policies and procedures.
- Be responsible for personal health and safety.
- Be respectful and tolerant of staff and other learners.
- Dress appropriately and visibly wear your ID card.
- Ask for the support you need to allow you to participate fully and achieve.
- Make us aware of any circumstances that may prevent you from fully participating and/or hinder your achievement.

Learning Support

When you apply for a course at the college, you will be asked about any physical disability, learning difficulty, disability, or health conditions that you may have. This information helps us identify if you need support and if so, what the most appropriate support is. Our Disability Statement gives details of the support we can offer and can be found on our website or ask at reception.

Even if you have never experienced any learning difficulties before, you may still seek advice if you are struggling with the course work. First speak to your tutor to discuss your difficulties and if your tutor agrees that you may benefit from additional support, either you or your tutor can contact the Learner Support Manager.

For those learners who are accompanied by a Personal Assistant or Carer, we have an additional leaflet outlining our guidelines.

For further details, please email the Learner Support Manager on learnersupport@lecb.ac.uk or enquiries@lecb.ac.uk

Accessibility and Accessibility Aids

We have a variety of tools, resources, and assistive technology to help learners with learning or physical and/or medical needs, to access their courses more easily. This can include the provision of learning support assistants, hearing loops, reading pens, assistive software, big button keyboards and BSL signers.

Learning and Cognition Needs

If you have any learning or cognition needs such as dyslexia or, dyspraxia you may require reasonable adjustments on your course. For example, worksheets copied onto coloured paper or assisted technology. You may also qualify for access arrangements such as extra time or rest breaks in exams.

We also provide support for learners with ADHD and ASD
Please speak to our team to find out how they can help you.

Please contact the Learner Support Manager on learnersupport@lecb.ac.uk for further information or enquiries@lecb.ac.uk

Counselling

A college counsellor is available for learners who wish to discuss personal issues or problems causing concern in a confidential setting.
Please contact welfare@lecb.ac.uk

Welfare

All college learners are welcome to contact the College Welfare Officer for confidential advice and support relating to any welfare issues that they may be experiencing, including advice and information on benefits; assistance with form filling; financial issues; health concerns; housing; domestic abuse; racism; bullying; signposting and information on local government / voluntary / community services / helpful organisations and food vouchers

Please contact welfare@lecb.ac.uk

Learner Voice

College Learner Survey

We send out three learner surveys in the year, which look at your entire learner experience within the college and particularly look at the wider impact of learning with us.

It is essential for us to receive your honest feedback to implement the relevant changes or improvements.

London Learner Survey

In addition to our own surveys and evaluations, a London Learner Survey gets issued by the Greater London Authority. It is crucial for our learners to complete the survey as our funding depends on it, your tutor will support you with it.

Learner Voice Forums

These forums provide an opportunity for learners to voice their opinions about their course and the college. The meetings are facilitated by senior managers, the Quality Manager and Curriculum Managers who will respond to questions and feedback from learners.

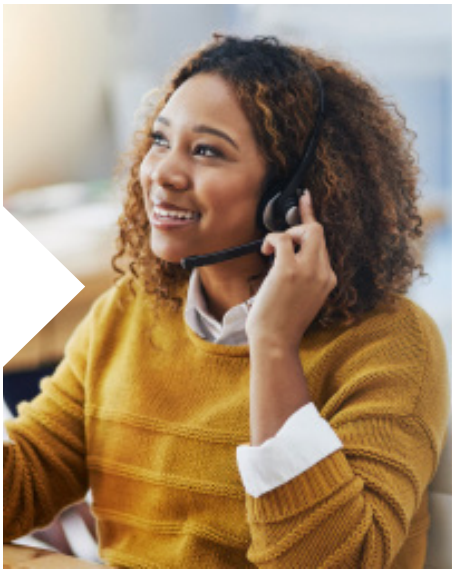
You Said-We Did

You Said-We Did is a way for us to inform learners of the actions we have taken based on what they've told us in the surveys, forums, class visits. Under the form of a poster, the You Said-We Did is emailed to tutors and displayed around college.

Class Observation and Learner Voice

The College Observation Team will perform class observations and Learning Walks throughout the year. During a class visit, we may ask to speak to individuals or to the whole class to get feedback on what is going well and what could be improved.

Compliments, Comments and Complaints



We are committed to providing an excellent service to its learners, their parents, employers, partners, and the local community. We welcome any positive feedback on our service where it has exceeded your expectations, however if the service received is not up to your standard, please complete the form on our website or contact our Quality Manager on sophie.bowen@lecb.ac.uk

Your message will be acknowledged within 10 working days.

If you have a complaint:

1. Talk to a member of staff informally.
2. If you are not satisfied with the outcome, please complete the online Compliments, Comments and Complaints form with as much details as possible.

If you have a compliment or comment:

When you have had a positive experience at the college or a suggestion of how it could be improved, we would like to hear about it. Please complete the online Compliments, Comments and Complaints form with as many details as possible.

In addition, we have four letter boxes around college, with paper slips you can fill with any Compliment, Comment, Suggestion or Complaint.

Health & Safety

You must adhere to the H&S guidelines as directed by the tutor or a member of college staff.

Fire Drills/Evacuations and Lockdown

Fire drills are held termly, and alarm testing are held every Tuesday at 10.30am and lasts for approximatively 30 seconds.

Please make yourself familiar with the nearest escape route and the designated assembly point.

Evacuation plans are displayed in prominent positions around all college sites. Please be aware of emergency procedures and fire exits.

If you have a disability, please contact the Learner Support Manager so that we can arrange a Personal Emergency Evacuation Plan (PEEPS)

In the event of a lockdown, please follow directions from your tutor or staff member where you should remain and do not leave your area unless directed by a member of emergency services or staff member.

First Aid/Mental First Aid

If you need first aid the college has designated first aiders, ask reception or any member of staff.

We also have trained Mental Health First Aiders on site; they are identifiable by a green badge and bow on their staff lanyards. If you would like to speak to someone, please contact reception or email Ros Shaw, our Senior Mental Health Lead, ros.shaw@lecb.ac.uk

Incidents and Accidents

All incidents and accidents must be reported to any member of staff so that they can be recorded.

Medical Fitness

Learners must ensure that they are medically fit before enrolling on a course, which involves physical activities. Learners undertake such courses at their own risk and are required to complete a declaration of fitness at their first session. A learner may be prevented from participating in the class until the GP consent has been received.

Digital Skills, Online Learning and Online Safety

Online Learning

We also acknowledge the risks these technologies can present. Therefore, we take every possible measure to ensure the online safety of our learners and staff, fulfilling our broader duty of care.

It is important that learners understand how to stay safe while using and accessing information, and the risks that can be involved in using technology.

Office 365

All learners will automatically have an LECB Office 365 Account. Your tutor will give you your username and password during your course induction.

Email:

All learners will be provided with an LECB e-mail address. We expect learners to use their college e-mail address rather than private e-mail addresses for communication about college matters.

You are expected to regularly check your e-mail inbox for communication from the college.

OneDrive:

You will have access to OneDrive, where you can safely and securely store your college work. This can be accessed anywhere, on any device.

Teams:

All classes automatically have a Team set up. Your tutor will set homework, post messages to the class and you can also communicate with other learners in your class.

Online Safety

Online Safety includes all internet technologies and electronic communications such as mobile phones, games consoles, and wireless technology.

Learners are expected to behave responsibly online and follow the College Learner ICT handbook. The College IT Acceptable Usage Policy which contains full conditions for using college IT facilities is available on request.

To stay safe online you must:

- Use the internet and social media responsibly
- Avoid sharing personal information
- Use strong passwords and do not share your password
- Never save your password or personal details on a public PC or laptop

When using technology at the college do not:

- Access, display or download any offensive or extremist material
- Use or display offensive or abusive language
- Use unauthorised material

Your tutor will help guide you on how to stay safe when using technology and let you know how this relates to your course.

Safeguarding and Prevent

At LECB we have a team of trained professionals to keep you safe and well. Our aim is for all our learners to feel that they can come to college learning free from bullying, harassment, abuse of any kind, discrimination or victimisation. We have a duty of care for children, young people, and vulnerable adults. Vulnerable adults include anyone over the age of 18 years who may need community care services because of mental or other disability, age or illness or somebody may be temporarily vulnerable due to factors such as divorce, bereavement, addiction, or financial difficulties.

If you have a concern either for yourself or another learner, please talk to your tutor or a member of the safeguarding team. We can help.

Concerns may include:

- Domestic abuse
- Abuse (emotional, mental, sexual, physical, or financial)
- Bullying or harassment
- Neglect
- Online safety
- Exploitation (sexual/ modern slavery)
- Sexual harassment
- Radicalisation or extremism

On our website, you will also find our safeguarding policy.

Prevent

Prevent is part of the UK's counter-terrorism strategy, preventing people from people becoming involved in terrorism or being radicalised.

Prevent is safeguarding. In the same way that support is provided to people at risk of involvement with anti-social behaviour, gangs, drugs or other forms of harm, individuals vulnerable to being groomed into radicalisation can also be helped. Radicalisation can happen when a person becomes exposed to extreme ideologies, which may be founded in social, religious, or political beliefs that seek to undermine society and choice.

This may result in individuals or groups being encouraged to take part in violent or extreme actions or joining groups, which promote these. There are some tell- tale signs of possible radicalisation:

- Secretive behaviour about online viewing
- Extreme 'them and us thinking'
- Social isolation
- Holding very strong views and being unwilling to listen to other points of view
- Promotion or distribution of extremist content
- Change in physical appearance and dress
- Change in aspirations, routines, and travel patterns

Prevent aims to work with people who are vulnerable to extremist views and supports them by using voluntary early intervention to encourage them to challenge extremist and terrorist ideology and behaviour, to help stop their further engagement in extremism.

If you have a concern either for yourself or another learner, please talk to your tutor or a member of the safeguarding team. We can help.

Safeguarding Team

Natalie Lofts
DSL & Prevent Lead
020 3045 3592

Sarah Meredith
Deputy Safeguarding Lead
020 3045 3593

Olga Jurina
Essential Skills Safeguarding Lead
020 3045 3726

Javene Piper
SEND Safeguarding Lead
020 3045 4983

Vedia Mustafa
Community Learning Safeguarding Lead
020 3045 4305

Ros Shaw
Senior Mental Health Lead
ros.shaw@lecb.ac.uk 020 3045 3603

The safeguarding team can be contacted at safeguarding@lecb.ac.uk They will respond to your email between the hours of 9am – 5pm Monday to Friday when the college is open.

British Values

Our Learner Charter tells you what we value, what we ask of you and what you should expect from us. It outlines our commitment to equality and the promotion of British values.

They are:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect and tolerance including those of different faiths and beliefs

Your tutor will integrate these values into your lessons and make sure that individual views are heard and valued. They will encourage discussion and debate and opportunities to explain rights and responsibilities in a safe space.

This includes challenging learners, staff, volunteers and other service users if they may express opinions that are contrary to these values including extremist views.

By actively promoting these values, we aim to:

- Keep you safe; all members of our staff and our volunteers are required to complete Safeguarding training including training on radicalisation;
- Promote respect and tolerance, regardless of background;
- Celebrate difference and promote diversity;
- Encourage an understanding of the difficulties other cultures face where such values are not respected.

In order to do this we:

- Provide staff development and training;
- Ensure learners have a voice that is listened to and valued;
- Encourage learners to become responsible learners, critical thinkers and to actively participate in their own learning and development;
- Promote British values in everything we do.

Some of the ways we promote British values:

Democracy:

- Learner focus groups
- Learner surveys
- End of course evaluations
- Learning activities during your course

Rule of law:

- Staff, Visitor and volunteer ID badges
- Policies in place: e.g. Safeguarding policy; Equality, Diversity and Inclusion policy, online safety policy

Individual liberty:

- Health and Wellbeing
- Safeguarding
- Prevent Duty
- Information, Advice and Guidance

Mutual respect and tolerance of different faiths and beliefs:

- Learner Charter
- Annual calendar of events to celebrate difference and diversity
- Annual calendar of religious festivals

Careers Advice and Guidance

The National Careers Service (NCS) Team is available at Brampton Road.

Their experienced advisors can help you explore all your options and choose the right course of action for you. Our team can assist you with the following:

- Identifying your skills
- Finding the right course
- Job search
- Creating or updating your CV
- Advice on completing application forms
- Interview techniques

To book an appointment with an advisor, please click here. You can also come to reception to make an appointment.

Bexley Business & Employment
London Borough of Bexley

Aged 18 and over and looking for work?

We can help you to find employment if you are:

- Long term unemployed
- Have recently been made redundant
- Are looking to change career
- Wanting to find a second or better job
- Looking to return to work after a career break
- A carer looking for part time work
- Have had or are still living with a mental or physical health issue but want to work

Why not take a look at our website

www.bexley.gov.uk/bbe

where you can register to use our services or, if you prefer, call us on **0203 045 3800.**

Bexley TWOFOLD

Learning & Enterprise College Bexley

Career help for people with learning disabilities

Bexley Twofold is the job search, training, and supported employment service for residents in Bexley, with learning disabilities who have a need for support to access training and employment opportunities. Our aim is to help people find and sustain paid employment.

We help people over the age of 18 and create an individual journey and will amend support to suit the needs of the individual.

For more information, please call **020 8303 7777** and ask for Bexley Twofold or email **bexley.twofold@bexley.gov.uk** or visit **www.bexley.gov.uk/twofold**

Fees and Funding

The Learning & Enterprise College Bexley is funded through a variety of channels but most notably the Greater London Authority (GLA) and the Education and Skills Funding Agency (ESFA).

Some courses are fully funded such as English and maths and others partly funded. Apart from a small number of full cost courses, courses whether leading to a qualification or not, are at least part-funded by the GLA/ESFA and therefore get quality monitored by the Office for Standards in Education (Ofsted).

This brings with it certain requirements such as completing enrolment forms, supporting learners using Individual Learning Plans, emphasis on punctuality and attendance and so forth.

Help With Fees

There is assistance available for accredited courses for eligible learners from the following funds:

16-19 Bursary

Available to learners under 19 and those who have an Education, Health, and Care Plan (EHCP).

These funds can be used for things like:

- clothing, books and other equipment for your course
- transport and lunch on days you study or train

To access form: 16-19 Bursary Application Form

Learner Support Fund

Available to learners 19+ on accredited courses and facing financial hardship.

Learner Support can help pay for things you need to attend your course or study that are not covered by your course fees.

The money could help with, for example:

- travel costs
- accommodation
- materials and equipment
- a laptop and wifi
- childcare with an Ofsted-registered childcare provider

Advanced Learner Loan

Funding for Level 3+ courses for learners aged 19+ to for help with course fees. Advanced Learner Loan - How to apply

Advanced Learning Loans Bursary Fund

Available to learners 19+ who have taken out an Advanced Learner Loan. The bursary is not available to Learners who have paid their own course fees. for help with travel, childcare, books, equipment, and materials.

To access form: Advanced Learning Loans Bursary Fund

College Bursary Fund

Available to learners on non-accredited courses who can demonstrate financial hardship and that attendance on the course will improve their wellbeing. The fund can assist with course fees and equipment. Funds are limited and the college regrets it may not be possible to fund all learners who meet the criteria.

If you require any further information/advice or eligibility information, please contact enquiries@lecb.ac.uk or come and talk to a member of the Business Support Hub at college.

Refunds

Please check our website for refunds on class transfers, course closures, or rescheduled classes.

Resit fees

For accredited qualifications, the initial examination fee is included with tuition fees. Where a learner on an accredited has failed (or failed to achieve the required grade for the qualification aim), no charge will be made for the first re-sit. Should any further re-sit be required, learners must pay the full awarding body exam fee, plus the college administration fee of £30. Where applicable, fees will be payable prior to the exam.

Additional Support

Food Banks

There are food banks around the borough run by the Trussell Trust charity. Vouchers to access these food banks and further details are available from Ros Shaw at ros.shaw@lecb.ac.uk

The Energy Crisis

On their website, Ofgem offers valuable advice and information. Moreover, the Energy Bill Support Scheme is accessible to provide aid to households, and the Priority Services Register offers additional assistance to vulnerable individuals, including those with disabilities or chronic illnesses. More information on London Borough of Bexley.

Mental Health & Wellbeing

- Samaritans call 116 123
- Mind 0300 123 3393
- Bexley Crisis Café opens from 6-10pm every evening - Mind in Bexley 2a Devonshire Road, Bexleyheath, DA6 8DS
- More support is available on London Borough of Bexley

Citizens Advice Bureau

Bexley Advice Line on: 0808 2505 709
Lines are open: Monday to Friday 09:30 until 15:30
More information on bexleycab.org.uk

Learning & Enterprise College Bexley

5 Brampton Road
Bexleyheath
DA7 4EZ

www.lecb.ac.uk

020 3045 5176

enquiries@lecb.ac.uk

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