Welcome to the Learning & Enterprise College Bexley. We are a service provided by the London Borough of Bexley and funded by a number of bodies, most notably the Education Skills Funding Agency and the Department for Work and Pensions.

If you are reading this student handbook you have likely enrolled on one of our courses. We would like you to be aware of all the services we can provide you with:

- Impartial Information, Advice and Guidance

- A large number of learning opportunities ranging from community-based learning, qualification courses in English, maths and ESOL as well as a number of vocational areas such as health and social care, provision for teaching assistants and more. We deliver family learning, learning for health and wellbeing including arts and crafts, fitness, cooking, languages and many more. We also offer higher education qualifications in partnership with Canterbury Christ Church University.

- An ever-growing Supported Learning programme including high needs provision

- Employability support through a dedicated team of employment advisors and job coaches

- Employability support for learners with learning disabilities through our Bexley Twofold team

- Apprenticeships

We are a team of professionals working together so we can improve the lives of local residents and employers. We work with a wide range of partners including schools, children’s centres, Job Centre Plus, Peabody Trust as well as other teams across Bexley Council.

Our job is to deliver a personalised service to support you to achieve. 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 LECB is successful, inspiring and fulfilling. However, if you have a complaint, you can write to our Service Manager for Student Services or indeed 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.

Brian Henry
Principal
Learning & Enterprise College Bexley, part of the London Borough of Bexley

Contents

Key College Contact Details ........5
How We are Funded and How that Affects you ..........6
Key College Facilities ..........6-8
Code of Conduct .................9
Student Charter .............10-11
Centre Housekeeping Rules ....12
Environment .................12
Attendance and Punctuality ........13
Examinations ..........14
Keeping You Safe ..........14-17
Supporting your Learning in Class ....18
Getting Support ..........19-20
Listening to Students ..........20-21
Refunds and Transfers ..........22
# Key College Contact Details

You will find the most up-to-date information on our website [www.lecb.ac.uk](http://www.lecb.ac.uk).

You can also follow us on Facebook or Twitter

Facebook: [https://www.facebook.com/lecbexley/](https://www.facebook.com/lecbexley/)

Twitter: [https://twitter.com/lecbexley](https://twitter.com/lecbexley)

<table>
<thead>
<tr>
<th>College team/service</th>
<th>Telephone</th>
<th>Email</th>
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<tbody>
<tr>
<td>Absence notification</td>
<td>020 3045 5176</td>
<td><a href="mailto:enquiries@lecb.ac.uk">enquiries@lecb.ac.uk</a></td>
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<tr>
<td>Apprenticeships</td>
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<td><a href="mailto:apprenticeships@lecb.ac.uk">apprenticeships@lecb.ac.uk</a></td>
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<tr>
<td>Arts, crafts and photography</td>
<td>020 3045 5176</td>
<td><a href="mailto:wellbeing@lecb.ac.uk">wellbeing@lecb.ac.uk</a></td>
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<tr>
<td>Atrium Court</td>
<td>020 3045 5176</td>
<td><a href="mailto:enquiries@lecb.ac.uk">enquiries@lecb.ac.uk</a></td>
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<tr>
<td>Bexley Twofold</td>
<td>020 8303 7777</td>
<td><a href="mailto:bexley.twofold@bexley.gov.uk">bexley.twofold@bexley.gov.uk</a></td>
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<tr>
<td>Bexleyheath Centre</td>
<td>020 3045 5176</td>
<td><a href="mailto:enquiries@lecb.ac.uk">enquiries@lecb.ac.uk</a></td>
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<tr>
<td>Careers Advice Team</td>
<td>020 8298 2822</td>
<td><a href="mailto:guidance@lecb.ac.uk">guidance@lecb.ac.uk</a></td>
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<tr>
<td>College counsellor</td>
<td>020 8298 2727</td>
<td><a href="mailto:enquiries@lecb.ac.uk">enquiries@lecb.ac.uk</a></td>
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<tr>
<td>Customer care, complaints and compliments</td>
<td>020 3045 5176</td>
<td><a href="mailto:enquiries@lecb.ac.uk">enquiries@lecb.ac.uk</a></td>
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<tr>
<td>Dyslexia support</td>
<td>020 8298 2828</td>
<td><a href="mailto:support@lecb.ac.uk">support@lecb.ac.uk</a></td>
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<tr>
<td>Employment support</td>
<td>020 3045 5176</td>
<td><a href="mailto:employment@lecb.ac.uk">employment@lecb.ac.uk</a></td>
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<td>English &amp; maths</td>
<td>020 3045 5176</td>
<td><a href="mailto:Skills4life@lecb.ac.uk">Skills4life@lecb.ac.uk</a></td>
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<tr>
<td>Enquiries</td>
<td>020 3045 5176</td>
<td><a href="mailto:enquiries@lecb.ac.uk">enquiries@lecb.ac.uk</a></td>
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<td>Examinations</td>
<td>020 8298 2721/2</td>
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<td>020 3045 5176</td>
<td><a href="mailto:families@lecb.ac.uk">families@lecb.ac.uk</a></td>
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<td>Financial assistance, welfare</td>
<td>020 8298 2727</td>
<td><a href="mailto:welfare@lecb.ac.uk">welfare@lecb.ac.uk</a></td>
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<tr>
<td>Health and wellbeing</td>
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<td>Higher education</td>
<td>020 3045 5176</td>
<td><a href="mailto:Learning4work@lecb.ac.uk">Learning4work@lecb.ac.uk</a></td>
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<td>IT and digital skills</td>
<td>020 3045 5176</td>
<td><a href="mailto:IT@lecb.ac.uk">IT@lecb.ac.uk</a></td>
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<td>Learning for work</td>
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<td><a href="mailto:Learning4work@lecb.ac.uk">Learning4work@lecb.ac.uk</a></td>
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<td>020 8298 2822</td>
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<td>020 3045 5176</td>
<td><a href="mailto:prevent@lecb.ac.uk">prevent@lecb.ac.uk</a></td>
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<td>020 8298 2811</td>
<td><a href="mailto:estates@lecb.ac.uk">estates@lecb.ac.uk</a></td>
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<td>Safeguarding</td>
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<td>020 3045 5176</td>
<td><a href="mailto:enquiries@lecb.ac.uk">enquiries@lecb.ac.uk</a></td>
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<td>Supported Learning</td>
<td>020 3045 5176</td>
<td><a href="mailto:SL@lecb.ac.uk">SL@lecb.ac.uk</a></td>
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How We are Funded and How that Affects You

The Learning & Enterprise College Bexley is funded through a variety of channels but most notably the Education 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 ESFA and therefore also get quality-monitored by the Office for Standards in Education (Ofsted).

This brings with it certain requirements such as completing enrolment forms, supporting students through the use of Individual Learning Plans, emphasis on punctuality and attendance and so forth. The College gets penalised for students leaving courses, not taking exams or failing them. The requirements are not bureaucratic but are in place to help students succeed.

Individual Learning Plans for instance are helpful tools to help students and tutors focus on what needs to be achieved and monitor progress against targets that have been set collaboratively and are reviewed regularly.

We will also regularly follow up students who have done vocational, English, maths and ESOL qualifications with LECB.

Key College Facilities

Careers Advice

Adult careers advice is available through the Careers Advice Team based at our Bexleyheath centre. Appointments can be made to help with choices about learning and work.

Our team can help you with:

- identifying your skills
- finding the right course
- job search
- creating or updating your CV
- advice on completing application forms
- interview techniques

You can contact the team on 020 8298 2822 or by email: careers.advice@lecb.ac.uk.
Employment Advice

Our employment support programme is designed to provide a package of support if you are unemployed / under-employed, by offering access to local employment opportunities, support to gain employability skills and help to overcome barriers to work.

You will be supported with job search and have access to a Client Advisor who will assist you to achieve your goals through careers information, advice and guidance. The programme consists of the following activities:

■ Welcome Workshop

A group workshop where you will be informed of the various services available. We will ask you to complete a Support Questionnaire that will assist our advisors with recommending services.

■ First Appointment - Assessment

A one-to-one assessment with an advisor to assess your skills levels, employment history / transferable skills and career goals.

■ One to One Appointments

A one to one Information, Advice and Guidance appointment with a qualified careers adviser. Tailored to meet your individual needs, we will offer advice relating to job search, CV writing, application forms and interview skills.

■ Employability Workshops

Various workshops are available including interview skills, application forms and confidence building.

■ Supported Job Search

A daily job club is available providing the opportunity to job search with support if required.

■ Vacancies

You will have access to local vacancies through our employer engagement team who work with local employers. Support is available, if required to help with applications and interview practice.

■ Referrals to Specialist Support

We have an extensive list of partners and actively keep up to date with local offers. We can refer to other organisations that specialise in supporting people that need assistance with drug and alcohol addiction, mental health, fitness and wellbeing. Referrals to these specialist providers are only discussed discretely in one to one appointments.
Open Study Centre

Our centres at Bexleyheath and Atrium Court have Open Study Centres open to all our students.

These facilities offer a quiet environment for homework and study. They are equipped with computers and have internet access. Nominal charges are made for printing.

Time-tabled support for English and maths takes place in the Open Study Centre at Bexleyheath. More information can be found on our website.

Opening hours: Mon – Fri 09:00 – 17:00

WiFi

Free WiFi is available at all of our centres.

Access details can be found on posters in classrooms and/or reception.

Please familiarise yourself with our WiFi User Policy.

Café

At our Bexleyheath centre we have a café serving hot and cold food and drinks and vending machines.

There is a Waitrose supermarket next to the Sidcup centre and a Morrison’s near Atrium Court alongside a range of High Street shops.

Parking

The College has parking facilities at the Bexleyheath centre and limited parking at Sidcup. Please park considerately and in designated spaces only.

We are unable to guarantee parking at any of our centres although there is generally good availability at the main centre.

The College does not take responsibility for any vehicle or its contents parked on College premises. Please only park during the duration of your course.

Reflection Space

All staff and students can have access to a quiet, multi-faith prayer and no faith reflection space.

Please ask at reception for directions to a spare space to carry out these activities or contact estates@lecb.ac.uk.
The Learning & Enterprise College Bexley prides itself on being an open and accessible College. Students from a wide variety of backgrounds are welcomed and work happily together.

Unfortunately, there are rare occasions when the behaviour of students falls below a standard that is reasonably acceptable in modern adult society. For this reason, we have noted below some of the types of behaviour towards staff or fellow students that may result in the exclusion of a student:

- Any example of racial or sexual harassment
- Behaviour that is physically or verbally abusive
- Any unduly noisy or unruly behaviour, or use of foul or abusive language
- Disrupting any class or any other College activity, whether or not involving staff or other students
- Deliberately, or by gross negligence, causing damage to any College buildings, equipment, books or furnishings, or any property of others
- Any unauthorised interference with software or data belonging to, or used by, the College
- Any theft of property or any other dishonest act
- Any gambling on College premises
- Any drunkenness on College premises or any activity associated with the use, possession, or supply of any illegal drug
- Any bullying, intimidation, taunting, verbal abuse or the use of any violence, or threat of violence, towards any person
- Any behaviour which would bring the College into disrepute
- Any act which may have an adverse effect on the work of the College or on other students

The College Code of Conduct for Students is also available at Reception and on the College website via the Student Services link: www.lecb.ac.uk/student-handbook

This sets out the standard of behaviour that the College expects from its students.

These issues are important to enable the College to remain as a safe and secure environment which is conducive to learning.
Student Charter

Our Commitment to You:

We will provide you with

- Impartial and unbiased information, advice on guidance on the learning and employment support opportunities as well as qualification and career paths that our programmes offer

- Initial assessments to make sure you get on the right course and level and we put in place the right support to help you achieve

- A learning environment which is inclusive, friendly, purposeful and safe

- High quality teaching and learning by tutors with relevant qualifications and/or experience

- Personalised learning through individual learning plans which will help you focus

- Regular meaningful and 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

- Soft skills and employability support

- Advice on progression to further learning, volunteering or employment

- Referrals to other learning providers if our courses cannot meet all your needs

- Free internet access for learning and job search

- Mechanisms to feed back through course feedback, annual student surveys and through termly class representative meetings
We actively promote:

- Equality and diversity
- Safeguarding of young people and vulnerable adults
- Steps against radicalisation (Prevent)
- The development of English, maths and digital skills across all our courses
- Equipping students for employment and enterprise
- British values
- Ecological sustainability

We are committed to continuous quality improvement.

Your Commitment to Us and Your Learning:
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, inform us when you cannot attend and make up for lost study time
- Come to your class punctually
- Listen and act on the feedback and advice provided by your tutor, student support advisor and assessor
- Engage in constructive discussion about your learning and progress
- Keep up with homework and assignments
- Read, understand and follow all our policies, procedures and Code of Conduct at all times
- Talk to us when you are struggling so that we can put the appropriate support in place

Our full range of policies is available on our website:
www.lecb.ac.uk/student-information
Centre Housekeeping Rules

WiFi and Internet Facilities
The College offers WiFi access to all students across its three sites for use on students’ own devices. All WiFi users are expected to use the College WiFi in a way that does not harass, harm, offend or insult others. WiFi usage is monitored to ensure that users comply with this.

Smoking and Vaping
Smoking or vaping is not allowed in any College building or grounds including car parks.

Mobile Phones
We ask all students not to use mobile phones whilst in the College buildings and definitely not within their classes in consideration of all other students. Students should not leave classes to answer their phones but wait until the end of the session.

Fire Drills
Students are expected to familiarise themselves with fire exits and fire assembly points and leave rooms immediately when the fire drill sounds. For more details see the ‘Keeping You Safe’ section.

Environment
This planet is the only one we have got, so we’d better take care of it. We would therefore like to ask you to

- Make sure you turn off computers, monitors and lights at the end of classes.
- Only print when absolutely necessary and use double-sided printing wherever possible. Please recycle any unwanted paper copies in the recycling bins provided.
- Please recycle plastics, tins and papers in the recycling bins around the centres.
- Use reusable water bottles.
Attendance and Punctuality

We expect students to attend all classes. If you do not attend for three consecutive sessions you can be removed from the course and you will not be eligible for a refund. If you cannot attend on any day because of personal illness or illness of a dependent, you must let your tutor know, phone 020 3045 5176 or email enquiries@lecb.ac.uk before the start of your class. Please let us know if you expect to be off sick for more than one session.

Punctuality is your commitment to your learning. This means being in class by the time it starts. If you are persistently late for more than 10 minutes, you may lose your place, not be entered for an exam and/or not be allowed to 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’s 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 class hours e.g. going to the doctor’s or dentist's.

Job Centre signing on times should be arranged to be outside of course hours.

Unauthorised Absences

If you are absent, particularly, if you are attending a course leading to a qualification, without telling us why, we will contact you. After three session absences without telling us, you may be withdrawn from the course. This means you may have to leave your course. LECB expects you to maintain an 85% attendance rate and 90% punctuality throughout the duration of your course.

If your attendance drops below 85%:

- You may not be able to progress onto the next level course.
- You may be withdrawn from the course.
- You may not get registered for your exam
Examinations

- Most exam/accreditation fees are included in the course fees - see the prospectus or website for details. Where this is not the case, please pay your exam/accreditation fees promptly as late payment delays entrance for the whole class. You are responsible for the accuracy of your own examination entry details.

- If you experience financial difficulty in paying an exam fee please see the section on ‘Financial Assistance’.

- Examinations/accreditation certificates will be released only if all fees / costs have been received.

- Examination dates for GCSE are fixed by the Exam Boards and cannot be changed.

- For other qualifications, once your exam date has been agreed with your tutor and booked, this cannot be changed. Holidays are not considered a reason for changing exam dates. Where exceptional circumstances occur, in the case of illness, consideration may be given for an alternative exam date, but additional costs will be incurred. A doctor’s certificate will be required to support the request.

- Your tutor will notify you of examination dates

- For queries about examination entries or results please contact the exams office exams@lecb.ac.uk or telephone 020 8298 2722.

Keeping You Safe

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.

- For your safety you will not be permitted to use any equipment or machinery in class unless a tutor is present.

- All students and staff are responsible for their own safety and must follow the COSHH guidelines regarding hazardous substances and the wearing of Personal Protective Equipment.

- You must adhere to the H&S guidelines as directed by the tutor. Please check your course outline for further information.
Fire Drills

- Fire drills are held termly.
- 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.

First Aid

Centres have a designated staff member with responsibility for taking action in the event of any incidents requiring first aid. They can be reached via reception or any member of staff.

Incidents

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

Medical Fitness

Students must ensure that they are medically fit before enrolling on a course which involves physical activities. Students undertake such courses at their own risk and are required to complete a declaration of fitness at their first session. Students may be asked to produce a letter from their GP to say they are fit to exercise if they have an uncontrolled condition or health concern where there may be a risk associated with participating in exercise. A student may be prevented from participating in the class until the GP consent has been received.

E- & Cyber Safety and WiFi Policy

- Internet technology is widely used in everyday life but there are risks involved such as viruses, hacking, fraud, cyber-bullying and identity theft. To ensure that the internet and other technologies are used appropriately and safely the College has developed an E-Safety Policy.
- The policy is available alongside all other policies on our website www.lecb.ac.uk/student-information
- The College keeps an ICT incident log and the safeguarding officers are responsible for appropriate follow-up and referral.
- The College offers WiFi access to all students across its centre for use on students’ own devices. All WiFi users are expected to use the College WiFi in a way that does not harass, harm, offend or insult others. WiFi usage is monitored to ensure that users comply with these conditions.
Safeguarding – Learning Free from Harm, Abuse or Neglect

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 be in need of 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.

Concerns may include:

■ Domestic violence
■ Abuse (emotional, mental, sexual, physical or financial)
■ Bullying or harassment
■ Neglect
■ E-safety
■ Exploitation (sexual/modern slavery)

On our website you will also find our safeguarding policy. If you have a concern about the safety and wellbeing of either yourself or another student, please talk to your tutor in the first instance or to any other member of staff and they will signpost you to the right person.

For safeguarding contacts and telephone numbers, see our website: www.lecb.ac.uk/safeguarding-prevent or email safeguarding@lecb.ac.uk.

Prevent, Radicalisation and British Values

Prevent is a government strategy to reduce the threat of terrorism by stopping people becoming radicalised. 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 through a variety of interventions to help stop their further engagement in extremism.
The promotion of British values is one way of preventing radicalisation. Your tutor will integrate these values into your lessons. They are:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect and tolerance

Please also look out for our induction video and our Prevent, safeguarding and British values pocket guide. We all have a role in preventing radicalisation.

If you have any concerns, please talk to your tutor or another member of staff, email prevent@lecb.ac.uk or see our website for contacts and telephone numbers: www.lecb.ac.uk/safeguarding-prevent.

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, gender reassignment; marital or civil partnership status; race; religion or belief; sexual orientation; pregnancy or maternity status. For further reference please see our full Equality and Diversity Link Policy at www.lecb.ac.uk/student-information

We celebrate diversity and challenge any type of discrimination, harassment or bullying.

The College is committed to ensuring that everybody on College premises is valued and treated with respect. The aim is to provide a welcoming and safe environment for all College users. If individuals feel that they have experienced bullying or harassment, please contact the Welfare Advisor in the first instance.
Supporting your Learning in Class

Initial Assessment

On all courses you will do some kind of initial assessment. On qualification courses this is usually more formal and generally takes place before enrolment. On most other courses this is very informal and consists of ordinary classroom activities which allow tutors to work out your level and support needs to ensure your learning.

Individual Learning Plans

Individual Learning Plans (ILP’s) build on the initial assessment. Tutors will provide you with course goals and will help you articulate personal goals. These goals need to be SMART to be meaningful. SMART means – specific, measurable, achievable, realistic and time-bound i.e. they can be achieved within a particular time scale. ILP’s will be reviewed regularly and you will receive developmental feedback from your tutors. Developmental means that the feedback will tell you what you can do well already and also what you need to practise or improve further to make progress.

Homework

On many courses you will receive homework. On qualification courses it will be absolutely essential to complete your homework on time in order to make the progress you would like to make.

On non-qualification courses we would still recommend you do homework as learning generally works on the simple principle that the more you put in, the more you will get out.

Assignments

On many qualification courses there will also be compulsory assessed assignments which you will need to complete to work towards your qualification.

Virtual Learning Environment (VLE) – Moodle

The College has its own VLE which is called Moodle. This is basically a safe online space where your tutor will post class resources.

You can access it at http://vle.lecb.ac.uk. We recommend that you regularly log on and particularly if you have missed a session.
Getting Support

Financial Support including Advanced Learning Loans

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

- **16-19 Bursary**
  for help with transport, food, books, uniform and equipment.

- **19+ Discretionary Student Support Fund**
  for help with examination fees, travel, childcare, books, equipment and materials.

- **Advanced Learning Loans Bursary Fund**
  for help with travel, childcare, books, equipment and materials.

If you require any further information/advice or eligibility information, please contact 020 8298 2727

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 yes, what the most appropriate support is. Our Disability Statement gives details of the support we can offer and this is available at all our centres as well as the College website.

Even if you have never experienced any particular 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 students who are accompanied by a Personal Assistant or Carer, we have an additional leaflet outlining our guidelines.

For further details, call the Learner Support Manager on 0208 298 2828.

Accessibility and Accessibility Aids

We have a variety of tools, resources and assistive technology to help students with learning or physical and/or medical needs, to access their courses more easily. This includes the provision of learning support assistants, hearing loops, speech-to-text software, big button keyboards and BSL signers.
Dyslexia
If you have dyslexia, you may require reasonable adjustments on your course. For example, worksheets copied onto coloured paper or use of a laptop. You may also qualify for access arrangements such as extra time or rest breaks in exams.
Please contact the Learner Support Manager on 0208 298 2828 for further information.

Counselling
A College counsellor is available for students who wish to discuss personal issues or problems causing concern in a confidential setting.
Please contact counselling@lecb.ac.uk.

Welfare
There is assistance available for help with filling in forms, benefits information, housing help, bullying advice, domestic violence or substance misuse support. Food vouchers are available to eligible learners.
Please contact 020 8298 2727 to make a free appointment.

Listening to Students

Comments, Compliments and Complaints

- If you have concerns about your course please initially talk to your tutor.

- We are committed to providing the best learning opportunities possible and to help you to make progress and achieve. Let us know your views and continue to help us improve.

- To send your comments to our customer service team you can email enquiries@lecb.ac.uk or you can feed back to us via our website.

- Formal complaints need to be made in writing and will be acknowledged within 10 working days and your complaint will be responded to once fully investigated.

- We also welcome any positive feedback on our service where it has exceeded your expectations.
Class Feedback Meetings

College Leadership Team will attempt to visit classes which are 6 weeks or longer at least once. On a visit we may ask to speak to the whole class for 10 minutes to learn what’s going well and what could be improved.

Course Evaluations

After finishing a course you will be asked to complete a course evaluation form. Both online and paper-based options exist. Course evaluations help us to make improvements to future courses.

This is also an opportunity for us to find out about what next steps you would like to take e.g. if you intend to carry on learning at a different level or in a different subject, whether you would like to move into volunteering or intend to change jobs.

College Student Survey

We send out a student survey, which looks at your entire student experience with the College and particularly looks at the wider impact of learning with us e.g. whether learning at LECB has increased your confidence, your social connections, your employment chances, your skills etc.

In an environment with competing priorities it is important that we can demonstrate our value to residents, employers and the wider community. We would therefore be grateful if you would support us by completing the survey.

FE Choices

In addition to our own surveys and evaluations, a national student survey gets issued annually by government, which we pass on to our students.
Refunds and Transfers

Changing Class – Transfers
If your class is not suitable for you please speak to your tutor or a member of our Customer Service team, within the first two weeks of you starting your course.
We will try to move you to a suitable alternative class providing you meet the entry requirements, we have available space and the new tutor agrees.

Course Closure
If the College cancels your course and we are unable to provide a suitable alternative, you will be entitled to a full refund of your fees.

Rescheduled Classes
The College may occasionally have to re-schedule a class due to unforeseen circumstances. Arrangements will be made to suit the majority of the class and availability of the tutor and accommodation.

Refunds
In case of a serious, long-term medical conditions which started after the commencement of your course, the College will consider offering a refund. You will need to write to us explaining your circumstances and provide us with a medical certificate which is no more than 7 days old.
We hope that your experience with us exceeds your expectations. In the unlikely event of you being unhappy with the quality of service we provide, please let us know so that we can remedy the situation as soon as possible.
If we are unable to settle the situation satisfactorily, you will receive a proportional refund of your fees paid. You will need to put the complaint in writing.
We are unable to make refunds in any other circumstances.
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessibility and Accessibility Aids</td>
<td>19</td>
</tr>
<tr>
<td>Advanced Learning Loans</td>
<td>19</td>
</tr>
<tr>
<td>Appointments</td>
<td>13</td>
</tr>
<tr>
<td>Assignments</td>
<td>18</td>
</tr>
<tr>
<td>Attendance and Punctuality</td>
<td>13</td>
</tr>
<tr>
<td>Authorised Absence</td>
<td>13</td>
</tr>
<tr>
<td>British Values</td>
<td>17</td>
</tr>
<tr>
<td>Café</td>
<td>8</td>
</tr>
<tr>
<td>Careers Advice</td>
<td>6</td>
</tr>
<tr>
<td>Centre Housekeeping Rules</td>
<td>12</td>
</tr>
<tr>
<td>Changing Class – Transfers</td>
<td>22</td>
</tr>
<tr>
<td>Class Feedback Meetings</td>
<td>21</td>
</tr>
<tr>
<td>Code of Conduct</td>
<td>9</td>
</tr>
<tr>
<td>College student survey</td>
<td>21</td>
</tr>
<tr>
<td>Comments, Compliments, Complaints</td>
<td>20</td>
</tr>
<tr>
<td>Counselling</td>
<td>20</td>
</tr>
<tr>
<td>Course Closure</td>
<td>22</td>
</tr>
<tr>
<td>Course evaluations</td>
<td>21</td>
</tr>
<tr>
<td>Dyslexia</td>
<td>20</td>
</tr>
<tr>
<td>E- &amp; Cyber Safety and WiFi Policy</td>
<td>15</td>
</tr>
<tr>
<td>Employment Advice</td>
<td>7</td>
</tr>
<tr>
<td>Environment</td>
<td>12</td>
</tr>
<tr>
<td>Equality and Diversity</td>
<td>17</td>
</tr>
<tr>
<td>Examinations</td>
<td>14</td>
</tr>
<tr>
<td>FE Choices</td>
<td>21</td>
</tr>
<tr>
<td>Financial Support</td>
<td>19</td>
</tr>
<tr>
<td>Fire Drills</td>
<td>12,15</td>
</tr>
<tr>
<td>First Aid</td>
<td>15</td>
</tr>
<tr>
<td>Funding</td>
<td>6</td>
</tr>
<tr>
<td>Getting Support</td>
<td>19</td>
</tr>
<tr>
<td>Health and Safety</td>
<td>14</td>
</tr>
<tr>
<td>Homework</td>
<td>18</td>
</tr>
<tr>
<td>Incidents</td>
<td>15</td>
</tr>
<tr>
<td>Individual Learning Plans</td>
<td>18</td>
</tr>
<tr>
<td>Initial Assessment</td>
<td>18</td>
</tr>
<tr>
<td>Keeping You Safe</td>
<td>14</td>
</tr>
<tr>
<td>Key College Contact Details</td>
<td>5</td>
</tr>
<tr>
<td>Key College Facilities</td>
<td>6</td>
</tr>
<tr>
<td>Learning Support</td>
<td>19</td>
</tr>
<tr>
<td>Listening to Students</td>
<td>20</td>
</tr>
<tr>
<td>Medical Fitness</td>
<td>15</td>
</tr>
<tr>
<td>Mobile Phones</td>
<td>12</td>
</tr>
<tr>
<td>Open Study Centre</td>
<td>8</td>
</tr>
<tr>
<td>Parking</td>
<td>8</td>
</tr>
<tr>
<td>Prevent</td>
<td>16</td>
</tr>
<tr>
<td>Radicalisation</td>
<td>16</td>
</tr>
<tr>
<td>Reflection Space</td>
<td>8</td>
</tr>
<tr>
<td>Refunds</td>
<td>22</td>
</tr>
<tr>
<td>Refunds and Transfers</td>
<td>22</td>
</tr>
<tr>
<td>Rescheduled Classes</td>
<td>22</td>
</tr>
<tr>
<td>Safeguarding</td>
<td>16</td>
</tr>
<tr>
<td>Smoking and Vaping</td>
<td>12</td>
</tr>
<tr>
<td>Student Charter</td>
<td>10</td>
</tr>
<tr>
<td>Supporting your Learning in Class</td>
<td>18</td>
</tr>
<tr>
<td>Unauthorised Absences</td>
<td>13</td>
</tr>
<tr>
<td>Virtual Learning Environment (VLE)</td>
<td>18</td>
</tr>
<tr>
<td>Welcome!</td>
<td>2</td>
</tr>
<tr>
<td>Welfare</td>
<td>20</td>
</tr>
<tr>
<td>WiFi</td>
<td>8,15</td>
</tr>
<tr>
<td>WiFi and Internet Facilities</td>
<td>12</td>
</tr>
</tbody>
</table>