



Dysgu Sir Gâr

Learning Carmarthenshire

Learner Handbook

Learning Carmarthenshire offers you a warm welcome to our courses.

Our aim is to make your learning experience enjoyable and worthwhile. This handbook will give you useful information about us and what we can do to help you.

We will provide:-

- Free individual advice and guidance on choosing the right course, careers and other educational opportunities.
- Qualified tutors in your chosen subject area.
- A learning programme which takes account of your particular interests and needs.
- A safe, clean and comfortable place to learn and a friendly atmosphere leading to mutual respect.
- A tutor who listens to what you have to say about what you want to learn and provides regular opportunities to discuss work and your personal progress.
- Extra support for your learning, such as large print handouts or adapted equipment.
- Information on how to access other informal learning opportunities.
- Action to help resolve problems of physical access to courses.
- Prior warning, whenever possible, if your class is changed or cancelled.

Support for your learning:

- Essential Skills centres provide help with reading, writing, spelling, maths, Digital Literacy and ESOL.
- Learn Welsh provides help with improving your Welsh language skills for use in work, family and social life.
- Your local library offers books and newspapers, videos, DVDs and CDs, free Internet access and computer facilities to support your learning.
- If you attend a course run in partnership with Coleg Sir Gâr, you can access their full range of Student Services including the NUS extra card

In return you are expected to:

- Attend classes as regularly as possible and let us know if you are absent for any reason.
- Participate fully in your class and show proper consideration and respect for others.
- Remember you're welcome to ask if there is something you don't understand.
- Keep a file of work to use as a reference and complete homework/assessments as required.
- Take up the opportunity to gain formal qualifications for your learning.
- Let your tutor know if you have any problems with your course.
- Provide the information that we need and give us feedback on your experience of the course.
- Talk to us if you have any concerns about taking part or any particular learning needs, so we can offer you the additional support that will help you take a full part in your course.
- Respect others and not give offence by use of language or by any action or behaviour.
- Act in a way that generally ensures the safety and well-being of everyone in the class and follow any specific Health and Safety instructions from your tutor.
- Take the opportunity to use your skills outside the classroom.
- Enjoy yourself!

Learning Carmarthenshire - Our Policies:

- Our classes can only run if a sufficient number of people enrol and pay relevant fees.
- We may have to close a class if numbers fall below an acceptable level.
- We can only give a refund of fees in exceptional circumstances on written request.
- We need to see proof of entitlement to any concession or the full fee will be charged.
- Your tutor will explain the Health and Safety issues relating to your class to you.
- Copies of the Council's policies are available on request.
- Online payments are subject to a 14 day cooling off period or the start of the course (whichever is sooner).
- Essential skills and ESOL courses will require ID evidence to prove eligibility.
- CCC will hold data for the purposes of processing and administering your enrolment and accreditation. Information will be shared with other agencies such as our funders, examining bodies, Welsh Government, in line with GDPR.

All learners have the right to attend courses without fear of discrimination, harassment or abuse. If you feel you have been discriminated against, abused or harassed, please report this immediately to your tutor or management team. Please also tell us if you see this happening to someone else.

If necessary, we will take disciplinary action against any learner who does not behave in an acceptable way.

If you feel that your tutor, assessor or verifier has made an incorrect decision or not taken sufficient account of any special assessment needs you may have, then you are entitled to appeal.

We hope you will enjoy your course. If you have any problems or complaints, please tell us immediately and we'll do our best to put things right. We'll also be glad to hear any compliments!

How to contact us:

ADULT AND COMMUNITY LEARNING/ESSENTIAL SKILLS AND ESOL

Carmarthen: Main Administrative Office
Centre Officer: Raine Mason
(REMason@carmarthenshire.gov.uk)
Admin Officer: Lesley Davies
(dysgusirgar@carmarthenshire.gov.uk)
Carmarthen Learning Centre
Furnace Road
Carmarthen SA31 1EU
01267 235413

Ammanford
Centre Officer: Andrea Sykes
(ASykes@carmarthenshire.gov.uk)
Ammanford Learning Centre
Streets/Miners Theatre
Wind Street
Ammanford SA18 3DN
01269 598339

Llanelli
Centre Officer: Lianne Cuke
(LCuke@carmarthenshire.gov.uk)
Llanelli Learning Centre
Llanelli Library
Vaughan Street
Llanelli SA15 3AS
01554 744213

Community Learning Manager: Tracey Warr
Building 2, St David's Park
Jobs Well Road
Carmarthen SA31 3HB
01267 246698
(TWarr@carmarthenshire.gov.uk)

Examinations Officer: Karen Morris
Building 2, St David's Park
Jobs Well Road
Carmarthen SA31 3HB
01267 246700
(Exams@carmarthenshire.gov.uk)

LEARN WELSH/WELSH FOR ADULTS

Community Learning Officer: Siân Merlys
Building 2, St David's Park
Jobs Well Road
Carmarthen SA31 3HB
01267 246861
(smerlys@carmarthenshire.gov.uk)

Learn Welsh Officer: Sam Jones
Building 2, St David's Park
Jobs Well Road
Carmarthen SA31 3HB
01267 246862
(learnwelsh@carmarthenshire.gov.uk)

Also, Monday, Tuesday, Wednesday, at:
Llandeilo Community Education Centre
Rhosmaen Street
Llandeilo SA19 6LU

Follow us on our:

Adult Learning website for the most up to date information about our courses.

<https://www.carmarthenshire.gov.wales/home/council-services/education-schools/adult-learning/>

<https://learnwelsh.cymru/about-us/providers/carmarthenshire-county-council/>



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@LearnCymraegSG
@CarmsCouncil



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'@Ciosirgar'

www.facebook.com/ciosirgar
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