



Dysgu **Sir Gâr**

Learning **Carmarthenshire**

## Learner Handbook

# Learning Carmarthenshire: Learner Entitlement

## 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 can help you with:-

- Free individual advice and guidance on choosing the right course, careers and other educational opportunities.
- 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.
- Respect for your wishes in the disclosure of any confidential, personal information.
- Extra support for your learning, such as large print handouts or adapted equipment.
- 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 writing, spelling and maths.
- 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 Students' Union membership and counselling.

**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 hand it in when requested for assessment. Your tutor will explain what is needed.
- Let your tutor or staff know if you have any problems in your class or need to leave the 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.
- Take up the opportunity to accredit your learning – it helps you and it helps us!
- 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. Use personal protective equipment and clothing correctly.
- Take the opportunity to use your skills outside the class.
- Enjoy yourself!

**Learning Carmarthenshire - Our Policies:**

- Our classes can only run if a sufficient number of people enrol and pay.
- 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 from centre offices.
- Online payments are subject to a 14 day cooling off period or the start of the course (whichever is sooner).

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 Community Learning Officer. 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. This could include smoking or other breaches of the disciplinary or health and safety policies of the Council or our partner organisations.

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 to the Quality Officer. 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

Carmarthen: Main Administrative Office

Centre Officer: Raine Mason

([REMason@carmarthenshire.gov.uk](mailto:REMason@carmarthenshire.gov.uk))

Admin Officer: Lesley Davies

([dysgusirgar@carmarthenshire.gov.uk](mailto:dysgusirgar@carmarthenshire.gov.uk))

Carmarthen Learning Centre

Furnace Road

Carmarthen SA31 1EU

01267 235413

Ammanford

Centre Officer: Andrea Sykes

([ASykes@carmarthenshire.gov.uk](mailto:ASykes@carmarthenshire.gov.uk))

Miners Theatre

Wind Street

Ammanford SA18 3DN

01269 591601

Llanelli

Centre Officer: Eve Jenkins

([Evejenkins@carmarthenshire.gov.uk](mailto:Evejenkins@carmarthenshire.gov.uk))

Return to Learn

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](mailto:TWarr@carmarthenshire.gov.uk))

Examinations Officer: Karen Morris

Building 2, St David's Park

Jobs Well Road

Carmarthen SA31 3HB

01267 246700

([KaMorris@carmarthenshire.gov.uk](mailto:KaMorris@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](mailto:smerlys@carmarthenshire.gov.uk))

Tutor Organiser: Mererid Vaughan Jones

Building 2, St David's Park

Jobs Well Road

Carmarthen SA31 3HB

01267 246862/01558 822729

([MVJones@carmarthenshire.gov.uk](mailto:MVJones@carmarthenshire.gov.uk))

Also, Monday, Tuesday, Wednesday, at:

Llandeilo Community Education Centre

Rhosmaen Street

Llandeilo SA19 6LU

01558 825284



You can follow us on twitter at **@LearnCymraegSG** or you can contact us via **learnwelsh@carmarthenshire.gov.uk**



You can also check out our Facebook page, by searching for 'Ciosirgar', for the most up to date information about our courses and to meet other learners online.