Learn Hillingdon
Adult Community Education



Learner handbook

For adults with learning difficulties and disabilities

September 2026 to July 2027

Ofsted Good Provider

Supported by Department for Education

matrix™ quality standard for information advice and guidance services

SUPPORTED BY MAYOR OF LONDON

HILLINGDON LONDON

www.hillingdon.gov.uk/adultlearning

Welcome to Learn Hillingdon

We want you to gain the skills you need to live as independently as you can and do some paid or voluntary work where possible.

We also want you become more confident, make new friends and have fun while you are learning.

This handbook tells you what to expect from us, and what we expect from you while you study with us.

We look forward to working with you as you achieve your goals.

Debbie Scarborough
Service Manager

Staying safe

We put you at the heart of everything we do and make sure that you learn in a safe and supportive environment.

Report any safeguarding concerns to Debbie Scarborough on 01895 556455

Here are some tips to keep yourself safe:



Take good care of your phone and don't tell strangers where you live or give your keys to anyone.



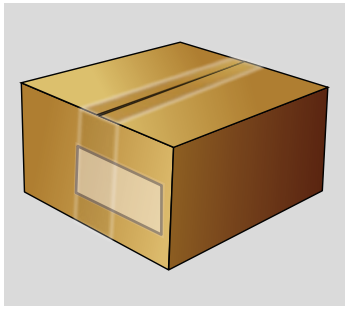
Financial Safety
Take good care of your money. No one should take your money from you or ask you to spend it on them.



Bullying
Be kind to people and expect them to be nice to you. If they are being mean or bullying you, walk away and ask someone for help.



Cyber Safety
Don’t give your infomation to anyone on the internet. If someone is mean to you on the internet, stop talking to them and tell someone you trust.



County Lines
Don’t talk to strangers you meet. If someone asks you to hold money or parcels for them, stop talking to them and tell someone you trust.

PREVENT
We want to stop people from becoming terrorists. If someone tells you to do something that will hurt someone else, tell a member of staff immediately.

Safeguarding
We will do everything we can to ensure your personal safety, wellbeing and security.

If you see any packages lying around or anything that seems suspicious or dangerous please tell your teacher.

Equality, diversity and British values

We celebrate diversity, this means we celebrate and appreciate each person's differences. We make sure that everybody is treated fairly.



We respect each other.



We listen to one another.



We are patient.



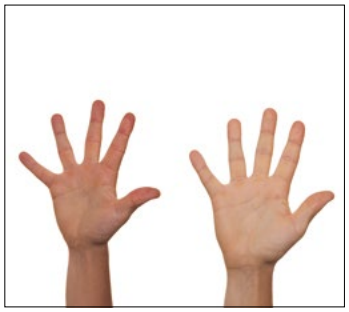
We don't upset others by saying hurtful things.



We give everyone a chance to talk.



We learn about each other.



We take turns.



We understand each other.



We have fun together and we learn together.

If you see any behaviour that goes against our Equality and Diversity policy, you must tell your teacher.

Your responsibilities

As a learner you are expected to:



- attend your class every week. You must tell us if you cannot come. If you are absent for two weeks you could lose your place on the course.



- come on time; we don’t want you to miss anything.



- always wear your badge so we can see it’s you.



- do any homework your teacher sets for you.



- remember to bring anything from home that you will need in class.



- show respect to everyone at all times.



- follow any health and safety instructions your teacher gives you.

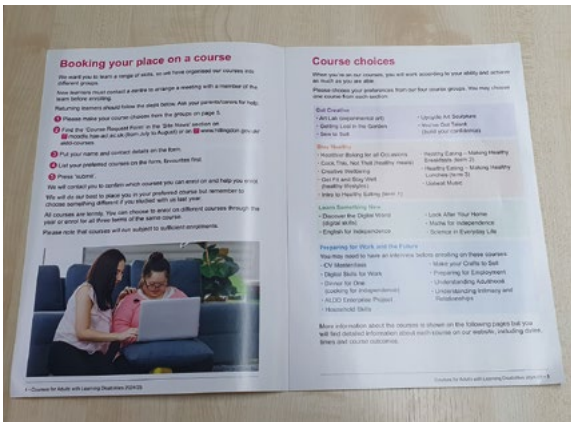


- enjoy your time here and feel safe. If you don't for any reason, please tell us.

We will not tolerate any form of bullying or harassment.

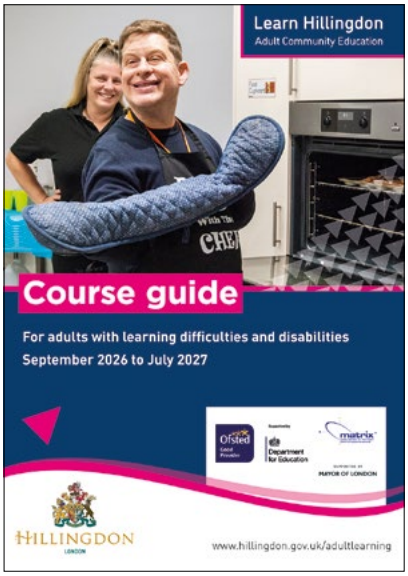
Information, advice and guidance

We want to give all our learners high quality information advice and guidance (IAG).



We will help you to get onto other courses and give you information on volunteering and work.

You will be asked to complete the online Course Request Form, listing the courses you are interested in. We will contact you to discuss your choices and help you enrol. We may not be able to offer you all your choices, this is to make sure there is a course for everyone.



You can get course advice from staff at each centre and from teaching staff on your course.

You can use the brochure which is also available online from www.hillingdon.gov.uk/adultlearning.

As a learner you will be able to use Moodle where you can find more information. Your teacher or LSA will help you to do this.

If you want careers advice or help to create your CV, please speak to your tutor or email the Learner Engagement Officer at iarora@hillingdon.gov.uk.

Our staff are friendly and happy to help, so if you have any questions please ask.

Useful contact details

Uxbridge Adult Education Centre
Civic Centre,
High Street,
Uxbridge,
UB8 1UW
civiccentre@hae-acl.ac.uk
01895 556455

South Ruislip Adult Education Centre
Victoria Road,
Ruislip,
HA4 0JE
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