

IMPEL COLLEGE

LEARNER HANDBOOK

Updated 14th January 2014

WELCOME TO IMPEL COLLEGE

In this handbook you will find important information about your course. If you need any further information and explanation please do not hesitate to ask a member of our staff who will be pleased to help you.

CLASS TIMES

You must come to College for classes as per agreed. If you cannot come to College you must telephone the College beforehand and tell us why you cannot come. Please be on time for your classes.

ABSENCES

You are allowed to be absent from your class provided it's approved by evidence. This covers things like illnesses, medical and dental appointments and other non avoidable reasons for not attending. All absences must be approved in advance; alternatively you must ring the College the morning of your absence to give your reasons.

EQUAL OPPORTUNITIES

Impel College is an equal opportunities provider and we take equal opportunities very seriously. During your programme, equal opportunities will be discussed. The College says that there should be no discrimination on grounds of race, colour, creed, ethnic or national origins, disabilities, age, sex, marital status or sexual orientation. If you act in any way which is against this policy we will have to remove you from the course. A copy of the full equal opportunities policy is kept in the office and an Equal Opportunities Statement is posted in all the teaching rooms. Please remember **WE MUST BE FAIR TO EACH OTHER**

HEALTH AND SAFETY

The College will

- * Protect, so far as reasonably possible, the health, safety and welfare of our learners, teachers, other staff and anyone who comes to see us
- * Promote the positive health and well-being of our learners

As a learner you will

- * Take reasonable care in carrying out your activities so as not to harm yourself or others
- * Report any unsafe instances you come across to the Office

A full copy of the Health and Safety Policy is kept in the Office.

Your First Aiders are Harjinder Grewal and Shoaib Mufti. A First Aid Box is kept in the Office. Please note that we are not able to supply medicines or pills.

SAFEGUARDING

Impel College has a commitment to the safeguarding of all of its learners; our staff all share this commitment and have been trained in safeguarding learners. You are entitled to learn in a safe and secure environment and you will see posters on the College walls telling you what you should do if you feel you have been abused or subjected to any harmful treatment. Please talk to the person named on the poster.

YOUR COURSE

Your teacher will explain to you what you are going to learn on your course. Your teacher will also set you goals to be achieved during your course. Your course goals will be written down on your Individual Learning and Progression Plan. (ILPP)

YOUR RIGHTS AND RESPONSIBILITIES

We want you to enjoy your course. We want you to get as much as you can out of your course while you are with us. To do this, you and others in the College must respect each other and work together. In order to achieve this we have some rules which everybody needs to comply with.

COLLEGE RULES

- * You need to come to the College at the times you have agreed. If you are sick or there is an emergency, please phone your College office.
- * You must not be late for class or leave class before the end of the session.
- * Mobile phones must be switched off in the classroom
- * Please do not eat or drink in the classrooms other than during break times. Please make sure that you clear up
- * Politics and religion must not be discussed in College. Please have respect for everyone
- * You must be polite to your teacher, each other and office staff
- * You must not use bad language or abusive language to other learners or staff

YOUR RIGHTS

- * Fairness You will be treated fairly by the College
- * Your views We will listen to you and help you to learn and prepare for work
- * Respect Your College managers, office staff and teachers will respect you and be polite when dealing with you
- * Safety You will work and learn in a safe environment free from abuse and other harmful behaviour
- * Support You will get support and guidance from the College during your time with us. You can also ask us for help and support after you have left the course and we will do our best to help you. If you need help and support please ask your teacher or someone in the office. Remember however that you are on a course which is to support you into work and our advice and support will be given with that goal in mind.

GRIEVANCE PROCEDURE

Impel College will make sure that any complaint or concern which you bring to our attention is dealt with quickly. We want to make sure that your complaints are not ignored. Please note that concerns should be raised in the first instance with the person or area concerned as soon as possible, and not later than within 4 weeks of the incident. You must do the following if you have any complaints or worries.

- Talk to your teacher outside the class (*if you are not happy with this*)
- Talk to the Academic Manager, Elham Salehzahi (*if you are not happy with this*)
- Talk to the Managing Director, Harjinder Grewal

DISCIPLINARY PROCEDURE

We want to make sure all our learners and staff are well looked after. You have a part to play in this. We will not allow:

- * Absence over the limits set out in this handbook
- * Persistent lateness
- * Bad behaviour anywhere in the College