

**Student Handbook
2018-2019
Your guide to learning at
London Skills and Development
Network**

Course Programme and/or schedule:

Your tutor or advisor will provide you with a copy of the course programme which will provide you with key information, such as programme duration, timetable, exam/assessment arrangements, programme review dates and arrangements, accreditation and certification and other programme-related information.

Please ensure you keep your course programme safe as it includes key information you will need throughout your programme.

Table of Contents

Hello and welcome	4
Centre Values	6
Improving your skills	7
Funding your learning	9
Study Skills and setting targets	10
Roles and Responsibilities of those involved in your programme	13
Our courses and qualifications	19
What happens throughout the programme?	21
Health and Safety	22
IT Policy Statement and 'Staying Safe Online'	25
Equality and Diversity	28
Safeguarding and Prevent	30
Bullying and harassment	32
Comments, Complaints or Compliments	34
Employability	36
Learning Centre Rules	37
Appeals Procedure	39
Getting in touch with us	40

Hello and welcome

Welcome to London Skills & Development Network! We're really pleased that you've chosen us to help you towards the successful achievement of your learning goals.

We are proud to be in the top 1% of all adult education (FE) organisations in England¹ and our student achievement rates are 10% above national rates. We also offer a range of supporting activities and services, including job search, healthy living, financial awareness and free impartial and confidential information, advice and guidance in a range of key welfare, career and skills areas.

We have a great reputation in learning and skills development and have already helped many people who, like you, were also keen to fulfil their potential.

As one of our valued students, we will support you and provide you with the necessary tools, advice and guidance to succeed. This means that we'll help you to gain qualification/s that will improve your career chances, help you to improve your knowledge and skills and also help to boost your confidence and self-esteem.

We offer a whole range of courses, as well as different ways of training. This means you have plenty of choices, and we will always provide the appropriate level of support for you.

We go out of our way to provide high-quality training and a safe and friendly environment. We will also welcome any suggestions you have to help us make things even better.

Your tutor will tell you more about your particular programme and will let you know what you need to do to be successful.

¹ Based on student satisfaction

We are positive about receiving feedback. If there is anything we can do better, or if we do not live up to your expectations, please tell us and we will work with you to address concerns and improve our service.

We hope that you enjoy your time with us.

Best wishes

London Skills and Development Network

CENTRE VALUES

At London Skills & Development Network, we believe in **FREEDOM, EQUALITY, RESPECT and FAIRNESS** for all.

We wish to **PREVENT** all actions and activities that go against these principles. In studying or accessing services at our centre, we ask you to please observe and respect these principles.

We wish you to **ENJOY** your time with us, to feel **WELCOME** and to feel **SAFE**.

If for any reason you feel our centre, our staff, our students or other individuals within our centre are not upholding these principles, **PLEASE TELL US**.



BRITISH VALUES

Our centre promotes **BRITISH** values, these are:

DEMOCRACY - everyone is treated equally and has equal rights

RULE OF LAW - laws are transparent, applied fairly and all should be equally accountable

INDIVIDUAL LIBERTY - freedom of choice and speech

RESPECT - mutual respect and tolerance for those with different faiths and belief

The **BRITISH** values are **UNIVERSAL** values and apply equally to individuals of all nationalities, faiths and backgrounds.

Improving your skills

Fact

If you have a Level 2 qualification you are likely to earn on average £4000 a year more than someone without one.

Government sponsored programmes that can support the development of your skills

Funding for apprenticeships and adult learning and skill is part of the government's plan to support individuals and businesses to achieve their full potential.

What does it involve?

It depends entirely on your chosen programme of learning, your existing skills and your training goals (e.g. to gain a job, to gain your first qualification or to improve your career prospects).

Your tutor or a member of Students Services will be able to speak to you in-depth about what each programme entails, and we also have fact sheets available about the different programmes and courses.

Benefits for you

You will gain the right skills and qualifications, boosting your chances of earning more money and possibly some of the following:

- Keeping you ahead of new regulations and new technology
- Supporting your day-to-day life, such as helping your children with their homework
- Giving you more control over your future

- Increasing your confidence at work and in your home life
- Recent research also suggests that higher qualified, better paid people are healthier

We will work with you to develop positive behaviours and make sure you understand your rights and responsibilities as individuals and members of society. You may be able to use the skills that you develop to support others, for example, family members.

Funding your learning

English and maths

Most English and Maths courses are FREE for adults who need those skills. Funding is provided by the government and basic eligibility rules apply. Speak to your advisor for more details.

Education and training for employed

Subsidies for employed people studying up to Level 2

The government provides subsidies and match-funding (usually 50%) for employed individuals who wish to study on a course up to Level 2. For Level 3 or above, please see details below (Advanced Learner Loans).

Education and training for unemployed and low wage employees

Courses for unemployed individuals actively seeking work are usually FREE up to and including Level 2. For information about funding for courses at Level 3 and above please refer to the section below (Advanced Learner Loans). Courses at and below Level 2 are also free for employees with earnings below £15,736.50.

Advanced Learner Loans

If you are planning to study a course at Level 3 or above and you are aged 19 or over on the first day of training, you may be eligible to apply for a loan towards the cost of your training (tuition fees).

This money would be paid directly to the London Skills and Development Network (LSDN) who provide the training. The minimum amount you may be entitled to would be £50. The actual amount would depend on your course.

In order to apply, you would need to fulfil the nationality and residence requirements and the money would not be released until you had obtained a National Insurance Number.

In order to start the application process, you need to ask LSDN for a 'Learning and Information' letter which will contain the details about your

course. Once you have this information you can apply online at <https://www.gov.uk/apply-online-for-student-finance>

You would usually get a letter confirming your loan within two weeks. You pay back your loan (plus interest) once you have finished your course and earn £25,000 or more a year. Your repayments would stop if your income fell below £25,000 a year. Your annual repayment would be Retail Price Index (RPI) plus 3% any income you earned **over** £25,000.

Bursaries and learning grants

If you receive a letter approving your Advanced Learner Loan you may also be able to apply for additional money from the Loan Bursary Fund. This could help to pay for things like accommodation and travel, course materials, childcare or classroom assistance for a disability or learning difficulty. To find out if you are eligible to apply for this fund, please speak to your tutor or member of Student Services.

If you study with LSDN on any government funded programme you may be eligible to apply for support through our Learning Support Fund. This could help to pay for things like travel costs, course materials, childcare or classroom assistance for a disability or learning difficulty. To find out if you are eligible to apply for this fund, please speak to your tutor or one of our course advisors.

Study Skills and setting targets

In order to gain maximum benefit from your course, you need to be prepared to allocate some of your personal time to study. This can sometimes seem difficult when you are working but it is a necessary requirement to ensure that you complete your course on time.

It is important to plan your time and set achievable targets from the outset, by doing so you will be able to monitor your progress effectively and you may find the following techniques beneficial in enabling you to do so:

- Keep a 'to do' list of everything that needs to be done adding new tasks as they arise.
- Estimate how long a task will take based on your previous experience. If the task is new you could ask your tutor for guidance. Do not leave everything to the last minute.
- Build time into the plan for reflecting on progress to date and making changes. This would be also useful when preparing for your reviews with your tutor.
- Set priorities. It may be more beneficial to do part of a large task than to complete several small tasks.
- Use a planning system which suits you.
- Minimise distractions. You may need to be assertive if other people are preventing you from working by making demands on your time.

In order to gain maximum benefit from your time with your tutor you need to listen to feedback on your work and ask for clarification if necessary. If you feel that you are having difficulties you need to ask for help and support early on to ensure that you don't get too far behind. If you miss any classes make sure that you ask the tutor for any handouts or coursework immediately on your return. It would also be useful to pair up with another student who could give you a copy of their class notes.

It can be useful to complete a personal SWOT analysis so that you are aware of your own strengths and weaknesses. An example of this exercise is given below:

Strengths

I'm organised

I've got a good attendance record

I'm punctual

My IT skills are good

Weaknesses

I can get easily distracted

I find it hard to manage my time

Opportunities

The chance to improve my skills

The opportunity to progress into work, college or university

Threats

Sometimes the classroom is noisy and distracting

I can't always get on a computer in the library

NOW TRY YOUR OWN - FOR EACH WEAKNESS AND THREAT, MAKE SURE YOU FIND AT LEAST ONE SOLUTION.

Roles and Responsibilities of those involved in your programme

Student Services

Students Services Team is there to support you through your time at London Skills and Development Network (LSDN). They will identify themselves to you at the start of your programme and will make themselves available to you should you need help or advice with your course. They can offer advice on choosing an appropriate course, coping with the demands of the course, your options once you have gained your qualification or any other learning related area with which you would like some help. Student Services Team will book appointments with you throughout your time on programme to offer support, advice and regular reviews of your progress and satisfaction at LSDN. You will also contact Student Services at any time by calling or emailing them at the studentservices@lsdn.org.uk.

Lecturer

Your course will be led by one or more professionally qualified lecturers who will make sure you have the skills and knowledge required to gain your qualification. All lecturers have experience and expertise in the area in which they deliver. Your lecturer may also be your assessor and will guide you through how to put a portfolio of work together for assessment towards the qualification.

Personal tutor

A personal tutor will be assigned to you within the first 4 weeks of starting your course or programme at LSDN. Your personal tutor is there to support you throughout your time on programme and provide you with support and advice in areas related to your learning and next steps after your course has finished. You can approach them at anytime for help and support with your learning.

IQA (Internal Quality Assurance)

The IQA is the person who checks on the standard of assessing being carried out by your assessor. They ensure that all assessments are up to the standard required by the awarding organisations. They will also hear any appeals from students who wish to challenge on assessment decision.

Learning Support Assistant

Learning Support Assistants support LSDN students who have disabilities and/or additional learning or support needs. This may include learning needs such as dyslexia or support needs related to certain conditions such as attention difficulties, emotional difficulties or side effects from certain medications you may be taking. If you need any help or support or would like to find out what support is available please ask.

EQA (Equality Quality Assurance)

The EQA is appointed by the Awarding Body to monitor and check assessment and teaching standards at LSDN AND similar organisations. Their role is important in ensuring that employers and the wider public are able to maintain confidence in England's education system and the qualifications we provide.

Awarding Body

The Awarding Body is responsible for setting the qualification requirements, assessing standards and issuing certificates of achievement. The Awarding Body will only issue certificates when they are satisfied that all assessment and quality requirements have been met.

What you can expect from London Skills & Development Network

- We will treat you with dignity and respect and will not discriminate against you for any reason or purpose.
- We will provide you with a safe and secure place to undertake your learning and will fully address any health or safety issues you may have.
- We will be easily contactable Monday to Friday 9-5 and will aim to respond to all queries within 2 working days.
- We will access the funding that is available to assist you in your training. Where there are further costs involved we will inform you clearly at the beginning before you start your training and we will agree on payment arrangements with you.
- We will carry out checks to ensure that you are eligible for funding we seek to claim on your behalf and will work with you to gather any necessary evidence. The criteria may change from time to time, but usually includes checks on residency in the UK and details of your prior learning and qualifications.
- We will tell you if you or your employer needs to contribute to the funding for your learning.
- We will establish your present levels of ability in English, maths and ICT and will inform you of additional support available to help you improve your English, maths and ICT skills if needed.
- We will assess your existing knowledge and skills level for the courses you are studying and devise an individual learning plan to meet your needs.
- We will monitor your progress towards your learning goals.
- We will respond to any issues or concerns you raise and will provide confidential advice and support where needed.
- We will provide clear communication throughout your programme and will keep you up to date on your progress and any planned changes. In unforeseen circumstances (e.g. if the tutor is sick) we will inform you at the earliest opportunity and do our best to minimise any disruptions to your schedule.

You should also expect from us ...

- A friendly, approachable and professional service
- To be treated with courtesy and respect
- To be treated fairly whatever your race, gender, sexual orientation or disability
- An agreed learning plan, which is discussed and agreed from the start, so that we all understand your goals and how you are going to achieve them
- Regular feedback and reviews of your progress, so that you can see how you are getting on.
- Continual improvement of our service by using your feedback, as well as investigating and resolving any of your complaints.
- To be fully supported by us so you never feel alone in your learning

The LSDN Promise

- 1) To provide you with VALID, RELEVANT, RESPECTED and HIGH-QUALITY learning and qualifications which will benefit you personally and professionally.
- 2) To provide you with ACCURATE and HELPFUL information, advice and guidance in relation to your course in relation to your course, learning options and career opportunities.
- 3) To support you with positive career progression and next steps on completion of your course.

What you can expect from your employer sponsor (if applicable)

Your employer will need to support you in providing workplace training to ensure that your skills meet the needs and levels of ability to perform work under pressures of time and quality.

Your employer will be involved in reviewing your workplace skill needs and designing an action plan to develop these skills. They will also be involved in regular progress reviews to monitor how you are improving, and what further development is needed to meet the National Vocational Qualification standards.

What we expect from you

As a learner and a member of the London Skills & Development Network community, you have certain responsibilities.

In order to achieve your learning goals you will need to:

- Attend all the classes, tutorials and assessments that form part of your programme of learning, regularly and on time.
- Let your tutor know straight away if you have difficulties with your coursework.
- Let your tutor know straight away if you have a genuine reason for absence or we may assume that you have left the course.
- Review your own progress regularly and discuss this with your tutor.
- Use your best efforts to achieve the academic standards required by the course and the examination board or awarding organisation.
- Undertake all assignments, assessments and exam work within specified deadlines and adhere to all rules and regulations regarding these.

Note: If you are absent for three consecutive weeks or more, not counting planned holidays, without informing your tutor of your intention to return, we will take that to mean you have left the course.

We will always contact you to notify you of our intention to withdraw you from the programme. If there is an issue preventing you from attending or completing your course, please inform us and we may be able to give you a planned break in learning so you do not lose access to your funding.

Note: The requirements for achieving your learning goals are given in course information documents at induction.

You also have obligations towards other students and members of staff:

- You are expected to treat everyone with respect as set out in the London Skills & Development Network equality and diversity policy and LSDN Centre Values.
- You must keep to the health and safety regulations in classrooms, workshops and other premises.
- When you use computer equipment you are expected to keep to the acceptable use policy and follow safe internet use guidelines.
- When on class visits you must follow the London Skills and Development Network rules and regulations or code of conduct.
- You should carry out the self-learning requirements of the course and hand in assignments on time.
- You are expected to keep to the no smoking policy on all London Skills and Development Network partner premises.

Comments, Complaints and Compliments

We are committed to developing and maintaining high standards of support, training and conduct. We want you to help us make our organisation a great place to learn. If you have a suggestion to make or want to pay a compliment, we'd be very pleased to hear from you.

Please talk to your tutor, Course Advisor or any other member of staff. If you think we are not meeting our charter standards, you are welcome to make a suggestion or complaint as appropriate.

You will find details of our full complaints policy and procedure on our website.

Our Courses and Qualifications

LSDN offers a wide range of courses and qualifications. As well as those which are included here, we are happy to discuss other options based on your individual needs. Full details of our courses will be discussed with you when you register with the London Skills and Development Network.

Technical and Professional Qualifications

LSDN offers Technical and Professional qualifications in the following subject areas:

- Railway Engineering
- Security and Public Safety
- Fitness and Sport
- Education and Early Years
- Health, Public services and Care
- Finance
- Leadership and Management

English and maths

We offer English and maths for those who need to brush-up on their skills. We encourage all students to achieve English and math qualifications to Level 2 (GCSE), as this is the agreed level needed to operate effectively in the workplace and will provide you with the best possible foundation for future success in your chosen career.

Professional Development

Professional development refers to skills and knowledge attained for both personal development and career advancement. Professional development encompasses all types of learning opportunities, ranging from specialist IT courses to Management training.

Professional Development courses may be accredited or non-accredited and can be delivered to groups outside of our premises.

If you are interested in finding out more about our Professional Development offer please speak to one of our Advisors or submit a query to info@lsdn.org.uk

The Learning Process

Stage 1: Application

Meet with advisor and tutor
Check eligibility
Complete application
Advice and guidance given

Stage 2: Skills Assessment

Review prior experience/ qualifications
Carry out diagnostic assessment
Agree support needed
Record findings and requirements on Individual Learning Plan

Stage 3: Enrolment

Agree & complete individual learning plan
Enrolment pack
Student card
Apply for financial support

Stage 4: Induction

Induction to course content.
Briefing on health and Safety, equality and diversity and Safeguarding
Introduction to programme
Agree targets
Arrange progress reviews meeting

Stage 5: Learning

Classroom learning
Observation of work practice (for vocational courses)
Update learning plan
Regular reviews
Study Skills

Stage 6: Achievement and Certification

Complete assessments, assignments or exams
Opportunity for improvements or exam re-take (if needed)
External moderation
Certificates issued

Stage 7: Progression and next step

Further study
Employment or enterprise
Career progression

Health and Safety

Overview

London Skills & Development Network is committed to ensuring your safety and wellbeing

- We will assess the potential risks to your health and wellbeing at your place of study by carrying out a risk assessment.
- We will ensure that your provider and employer (if applicable) has a Health and Safety Policy and that they too have carried out a risk assessment.
- We will let you have a copy of our own health and safety policy and you will be given further information to help you be a safe student.
- We will provide you access to the booklet 'Be Safe' which provides helpful information on this topic and also provides an assessment tool to check your knowledge when you have read it.

Additional Information

All employers who have five or more people working for them will have their own safety policy, which will state their organisation's commitment to health and safety. This will detail the procedures which are in place to ensure that you are working in safe conditions:

- The organisation should also have produced an assessment of the risks to your health and safety
- You should be told about the results of any risk assessment

Do make sure you understand the policy *and* the assessment. If in doubt, ASK!

You are responsible too – be smart – think before you act.

- By law, you must not interfere with, or misuse, anything provided, for safety
- Learn how to work safely and obey safety rules
- Use all equipment and protective clothing provided
- Report things that seem dangerous, damaged or faulty
- Only use tools, machinery or substances after you have been trained and given permission to do so
- Never play practical jokes – they can cause serious injury

A copy of the Safe Learner handbook was provided to you at enrolment. An e-copy is available on the LSDN learning portal (LSDN Edu).

What am I entitled to regarding Health and Safety?

You are entitled to:

- A safe, healthy and supportive environment, wherever learning takes place.
- An induction to health and safety when starting your learning or training, and at each new location or placement.
- Full information on the provider's (and where appropriate, the work placement or employer's) health and safety policy, responsibility and procedures.
- Information on supervision arrangements.
- Information on any risks associated with the learning programme.
- Advice on, and ready free access to, suitable personal protective equipment or facilities.
- Information on restrictions which apply to any action or activity on the part of the learner, for example, restrictions on the use of certain machinery or vehicles.
- Training on health and safety issues and appropriate use of equipment.

- Advice that, in the event of an accident at work, non-employed students on an apprenticeship programme may claim disablement benefit through the Department for Work and Pensions (DWP),
- Analogous Industrial Injuries Scheme (AIIS).

If you have any concerns regarding your safety you can contact:

- Your workplace supervisor/manager (where appropriate).
- Your tutor/assessor or any other senior person at the London Skills and Development Network

You can also research the current legislation

The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999

London Skills & Development Network offers **free** health & safety and healthy living courses. Speak to your tutor or learning office to find out more.

Health & Safety Policy

You can get a copy of our full Health & Safety policy on our website or by asking any member of staff.

IT Policy statement

Student network user accounts are allocated to the named user and for the sole use of that user and must not be shared. Students are responsible for their data and their actions taken under their assigned login name.

Do not attempt to access the computer network where you do not have a valid user account or you are not an authorised user. Attempting to access a system to which you have no legal right of access is a criminal offence under British law (Computer Misuse Act 1990) whether the attempt was successful or not.

LSDN reserves the right to seek legal action where UK laws have been broken and/or where criminal activities lead to financial loss.

LSDN reserves the right to monitor any curriculum workstation at any time without any prior notice. This also includes data files and folders of users. Students must always consider whether their actions could harm the reputation of LSDN.

Each student within LSDN must realise that website access can be traced and monitored.

Each student represents LSDN and therefore must act responsibly at all times.

The viewing or downloading of extremist content, offensive, obscene, discriminatory, defamatory or otherwise unlawful material is strictly forbidden. Website access reports can be produced on an individual user basis.

LSDN accepts no responsibility for loss or damage of student's files resulting in the use of network computer systems, although robust backup systems are provided.

Students must not leave the workstations unattended whilst logged in.

LSDN systems may not be used to upload or download any material which infringes copyright or other intellectual property rights.

Access to the Internet must only be gained by use of LSDN's Local Area Network and Wide Area Network. The setting up of any Internet connections or web servers by any other means is prohibited.

LSDN systems may not be used in any way to harass or intimidate other users this includes obscene, offensive, racist or defamatory material. This includes email and 'net send' messages.

Contravention of email regulations may be reported to the provider.

Students are not permitted to install any software of any kind onto the workstations.

Students are not permitted to consume food or drink in any of the computer rooms within LSDN.

Students are not permitted to play games, whether they are local or networked using LSDN workstations.

LSDN operates an Internet Firewall and reserves the right to block the use of some websites, IP ports and filter access to inappropriate or offensive websites.

The use of chat programs, such as 'mirc','icq' and 'MSN messenger', are prohibited.

Students must not use LSDN's computer and networking facilities for 'Cyber bullying' of any kind, including; sending or posting of harmful, derogatory, insulting or cruel text or images using email, instant messaging or any other computer based facility, that are deemed threatening or cause discomfort to the recipient.

Reasonable private use of the Internet is permitted but should be kept to a minimum and should not interfere with LSDN's academic studies.

Excessive private access to the Internet during college hours may lead to disciplinary action.

Students must not interfere or tamper with any software or settings on the workstations. This includes the modification or removal of software.

Students must not interfere or tamper with any of the hardware, physical connections or security devices on the workstations or peripherals. This includes printers, scanners, asset tags etc.

Contravention of any of the LSDN acceptable use regulations will result in disciplinary action and in certain cases could lead to civil prosecution.

LSDN may also use hard copy evidence in prosecution or disciplinary proceedings against any user that contravenes the above conditions.

LSDN reserves the right to change/amend the above terms and conditions at any time without prior notice.

Stay Safe Online

It is important that you safeguard yourself when working online. The following should be applied:

- Use a password, one that is not easy to forge
- Never give your password to anyone else
- Never share personal details with people online, they can use this for a variety of reasons including fraud and impersonation
- Never use any social media to advise anyone that you are not at home, this can lead to burglary or trespass

Equality and Diversity

Overview

The vision of the Education and Skills Funding Agency who funds your learning is to create 'a learning society in which everyone has the opportunity to go as far as their talents and efforts will take them'.

We are committed to providing you with a learning environment that is free from discrimination and promotes equal opportunity and equal access regardless of any personal characteristics. We have adopted a system of continuous development to promote aspects of equality and diversity regularly with you. There will be some training input at your induction and further promotion and checking of your knowledge and understanding at progress reviews.

- If you have any concerns.....
- If you feel unsupported in learning or in the workplace.....
- If you would you like to discuss your concerns confidentially.....

....please tell us. Ask to speak to your tutor privately or to the Learning Manager.

About Equality and Diversity

Our society is becoming more complex and diverse. The overall population is growing, we are more ethnically diverse, and we are getting older. New patterns of migration have affected previously homogenous communities. Equality legislation has helped challenge much discrimination and prejudice, but there are still big equality gaps.

What is equality?

Equality is ensuring individuals or groups of individuals are treated fairly and equally and no less favourably, specific to their needs, including areas of race, gender, disability, religion or belief, sexual orientation and age. Promoting equality should remove discrimination in all of the previously mentioned areas. Bullying, harassment or victimisation are also considered as equality and diversity issues.

What is diversity?

Diversity aims to recognise, respect and value people's differences to contribute and realise their full potential by promoting an inclusive culture for all staff and students.

More information

You can also find a range of free resources and information on our website about keeping safe and healthy.

Some partners in London Skills & Development Network offer **free** Equality and Diversity training. Speak to your tutor or learning office to find out more.

Equality and Diversity Policy

You can get a copy of our full Equality and Diversity policy from the Teaching and Learning office.

Safeguarding

Safeguarding is all about ensuring the safety and wellbeing of our students and service users. It is also about ensuring that you **feel** safe and that you are able to speak to someone in confidence in the event that you do not!

We are committed to ensuring you are safe at all times. Your tutor will discuss with you how to ensure your wellbeing and who to report any concerns or specific incidents to. You can also find a range of free resources and information on our website about keeping safe and healthy.

London Skills & Development Network offer **free** Safeguarding training. Speak to your tutor or learning office to find out more.

Safeguarding Policy

You can get a copy of our full Safeguarding Policy and details of our nominated person for Safeguarding from the Teaching and Learning office.

Radicalisation Statement

Radicalisation is defined as the act or process of making a person more radical or favouring of extreme or fundamental changes in political, economic or social conditions, institutions or habits of the mind. Extremism is defined as the holding of extreme political or religious views.

At LSDN, we are fully committed to safeguarding and promoting the welfare of all students and staff. We recognise that safeguarding against radicalisation is no different from safeguarding against any other vulnerability.

At LSDN, all staff members are expected to uphold and promote the fundamental principles of British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs. We ask that our students abide by these values at all times.

If you are concerned about anyone being radicalised or displaying extremist views, please speak to a senior member of staff at LSDN who will be able to offer you support and advice.

LSDN offers free training in Prevent (prevention of terrorism and radicalisation) and British values.

Sustainability and Environment

London Skills & Development Network places great importance on its local environment and considers seriously the impact that it has on the global environment in its use of natural resources, consumption of energy and water, production of various types of waste and use of transport by its staff team, clients and visitors.

The Organisation is consequently is committed to:

- Complying with all applicable environmental legislation including the Duty of Care 1991, Hazardous Waste 2005 and WEEE 2002 acts;
- Encouraging users of our buildings to be aware of environmental issues and provide training/information where required;
- Promote energy conservation by use of energy saving bulbs, sensor/timed lights, turning off all electrical equipment when not in use;
- The safe disposal of all waste, especially hazardous waste, and providing recycling facilities for our staff and users;
- Where possible to be environmentally responsible in our purchasing and delivery activities;
- Encouraging staff to use public transport wherever possible;
- Ensuring that the organisation considers sustainability as it grows and develops and reviews our environmental practice on a regular basis.

You can get a copy of our full Sustainability Policy from the front office/reception.

Bullying and harassment

We take bullying and harassment very seriously and will not stand for it!

What happens if

I am being bullied or harassed?

We will investigate any reports of bullying or harassment and deal with them straight away. **To report a case of either bullying or harassment, you can talk in confidence to your tutor or any senior member of staff.**

Bullying and harassment takes a number of different forms including –

Offensive language or obscene gestures

Humiliating someone in front of others

Verbal or physical threats

Abusive personal remarks

Intimidation

Imposing unfair sanctions

Making false allegations

Physical contact

Pestering and spying

Gossip, slander and Jokes

Letters, posters, nasty texts, tweets and graffiti

Bullying and Harassment Policy

You can get a copy of our full Bullying and Harassment policy from the Teaching and Learning office.

Comments, Complaints or Compliments

There may be an occasion when you feel that you have cause to complain. We have a simple process that you can follow, and we will deal with this promptly.

- 1) The first thing to do is to seek advice and guidance about the problem. You can do this by approaching your tutor, assessor, advisor or a member of staff or the management team.

It is important that you give us as much information as possible about the problem to enable us to fully investigate your complaint.

- 2) You will receive advice as to an appropriate course of action, a possible solution to the issue and whether or not the issue constitutes the basis for a formal complaint.

- 3) We promise that all complaints will be acknowledged within five working days of them being made and dealt with within three months of them being lodged.

Your complaint will not affect the way that you are treated while your complaint is investigated. If you would like to see a copy of our Complaints, Compliments & Comments policy, please ask your tutor.

On the other hand, if you would like to pay us a compliment or make a comment, you are welcome to do this by talking to your tutor, assessor, advisor, or you can contact a member of staff or the management team.

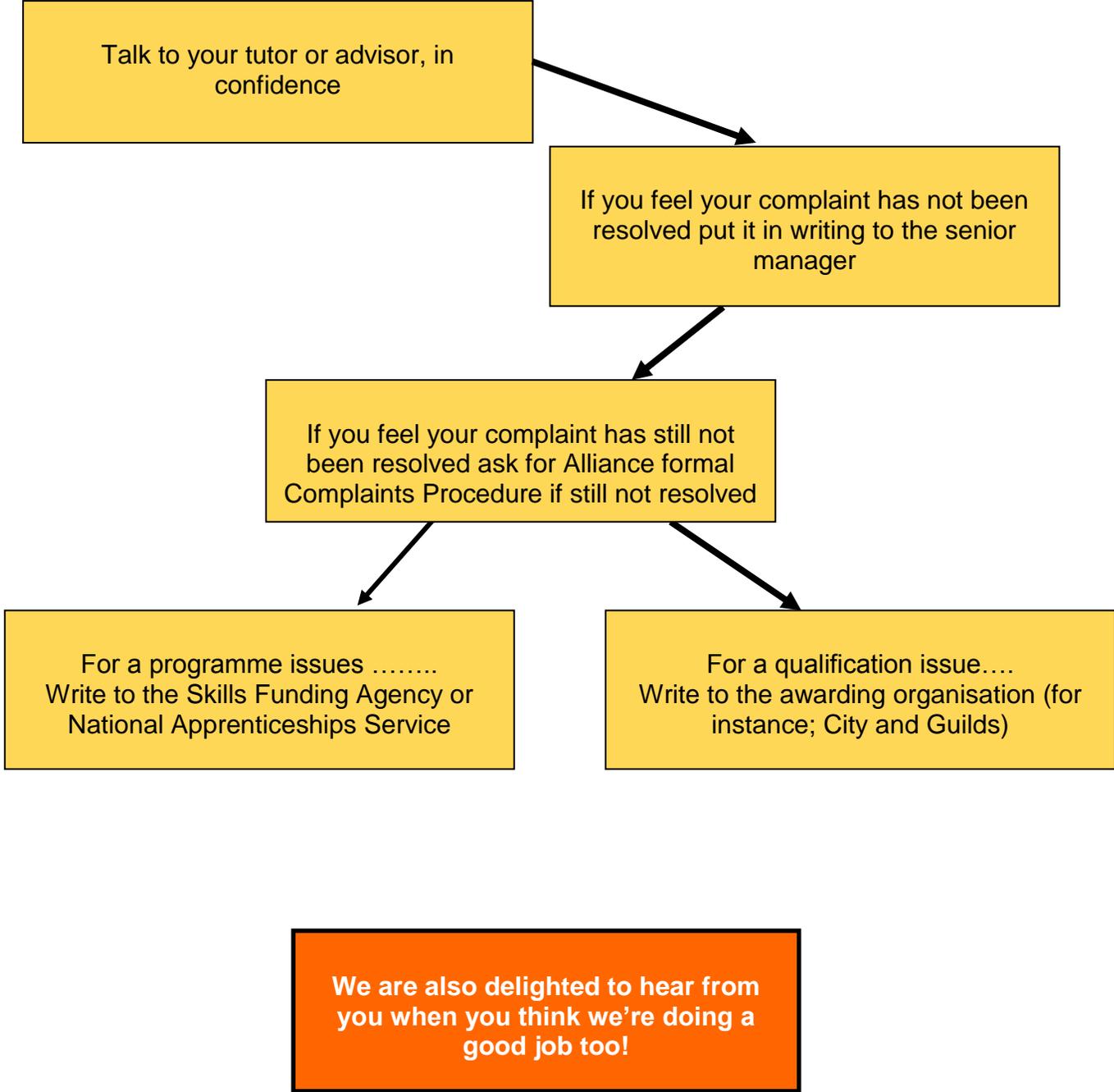
Complaints Policy

You can get a copy of our full complaints policy from the Teaching and Learning office. Below is a brief description of how the policy works

What happens if

I want to make a complaint

If there is something troubling you, or causing you a problem, our complaints policy and grievance procedure will help to sort it out.



Employability

London Skills & Development Network is dedicated to supporting all our students in making informed decisions concerning their future. Employability Advisors are available to provide enhanced access for students through interviews, help with your CV's, workshops and support to tutors in the development of student employability. If you require assistance please contact our advisors through your tutor.

We provide a range of short courses to help you enhance your employability skills and career prospects.

Learning Centre Rules

We have certain rules and regulations which tell you what we expect when it comes to your behaviour, attitude, conduct, time-keeping and attendance. These will be explained to you on induction

What happens if

I have broken the rules?

If you break the rules, you will be told what you need to do to put things right and what will happen if you don't.

For Example; if you are late for a lesson or session with your tutor, you will be asked to give a reason, and asked to not be late again as this can disrupt the class for others.

If you continue to be late, your tutor will speak to you again, help you to find a solution and you may be given a warning.

If there is no improvement in your behaviour your options at this point will be explained to you.

To find out more about our disciplinary and grievance process, you can talk to your tutor or speak to anyone in the Learning Centre

Plagiarism

Plagiarism is defined as attempting to pass off as the student's own work, the work of others, from whatever format (including items downloaded from the internet) and without proper acknowledgement of sources.

Examples of plagiarism include, but are not limited to:

- Copying directly from a text, word for word
- Using text downloaded from the internet

- Paraphrasing the words of a text very closely
- Using statistics from another source or person
- Copying from an essay or the notes of another student
- Downloading or copying pictures, photographs or diagrams without reference to the original source

Where plagiarism is suspected, tutors/assessors will inform the relevant line manager who will investigate the incident.

Should the student be deemed to have plagiarised from another source, the appropriate awarding body/examination board will be informed.

Appeals Procedure

There may be times when you do not agree with a grade you have been given or feedback you have received. There may even be times when you may question your exam results and/or the exam process or the outcome of an assessment.

What happens if.....

I don't agree with my exam or assessment.

Talk about your concerns to your tutor and ask them to explain the decision. You can bring a work colleague or other student with you.

If you still want to appeal you should complete a Student Appeal Form which goes to our internal verifier.

We hope this process will resolve your concerns but you can always speak to the Centre Manager who will try to help you resolve your concerns.

Appeals Policy

You can get a copy of our full Appeals Policy from the Teaching and Learning office.

To find out more about our Appeals policy and process, you can talk to your tutor or speak to anyone in the Learning Centre

Getting in touch with us

As well as talking to your tutor, you can get in touch with us via any of the following ways:

Email: info@lsdn.org.uk

Mail: London Skills & Development Network, 2nd Floor, Suffolk House,
East Entrance, East Entrance, George Street, Croydon CR0 0YN

Telephone: 020 3784 1294

Office hours: Monday – Friday, 9.30am – 5.00pm

You can also find out more about us, and see copies of our policies and procedures, by visiting our website www.lsdn.org.uk

We wish you every success in your programme

