

# Camden Adult Community Learning: Learner Handbook



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## What you can expect from us

### Before your course

We will give you:

- advice about which course(s) is (are) right for you
- information about what you will learn
- an assessment to find out:
  - what you know already
  - what your learning priorities are
  - if you will need any extra support

### Your tutor

Your tutor will:

- tell you about the facilities at the centre
- develop an individual learning plan with you
- provide high quality teaching and support
- give you regular feedback on your progress
- give you information opportunities after your course

### Camden Adult Community Learning

We will:

- provide you with a safe learning environment (including fire safety and exits)
- keep secure any personal information we collect from you<sup>1</sup>

## What we expect from you

We expect you to:

- attend regularly – at least 85% of sessions
- let your tutor know if you cannot attend
- be on time
- make sure your phone is on ‘silent’
- have the things you need for the class
- respect other learners
- use computer equipment safely and responsibly
- help us to improve by taking part in surveys and focus groups
- let us know if you have any concerns about your safety in the centre

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<sup>1</sup> The information from your enrolment form helps us to keep a record of learners in our centre. This information is passed to the Government organisation that funds us. On the enrolment form, if you have agreed, we and/or they may contact, you to ask you about your experience. Your information will not be passed on to other organisations for marketing.

- let us know if you are not happy with your course

## Celebrating your learning



↑ 2025 Learning Celebration at the British Library

It is important to us to recognise and celebrate your learning. Every year we have a Learning Celebration event and invite learners nominated by their tutor.

Your success stories help us to spread the word about adult learning in Camden and encourage other adults to join courses and enjoy the benefits of adult community learning.

We will ask for your permission before photos are taken of you and ask you to complete a consent form. Your tutor will explain to you where and how the photographs and learner stories will be used.

## Crèches



↑ Little explorer's course (Family Learning)

Our crèches provide a warm, secure, and stimulating environment where children can develop socially, emotionally, and educationally, following the Early Years Foundation Stage guidance.

The children have planned activities, that are mapped to their individual needs and abilities. We recognise that happy and settled children will help you to focus on your own learning while feeling happy that your child is safe.

Our Crèche staff have vast experience and knowledge of working with children. All are:

- Level 3 Early Years Practitioner qualified
- Disclosure and Barring Service checked
- Paediatric First Aid Certificate holders

### Parents as partners

We respect, understand and value the parent's role in their child's learning and work closely to provide support, guidance, and encouragement to parents as educators.

## Further learning



↑ Digital Photography course (Digital Skills)

### Educational help from us

If you would like to get 1-1 advice about our courses, please consider coming to our Information and Enrolment Days, which happen termly. For details, please visit [camden.gov.uk/join-an-adult-community-learning-course-this-term](https://camden.gov.uk/join-an-adult-community-learning-course-this-term) or scan the QR code.



### Other education in Camden

For adults aged 19 and over in the London Borough of Camden, there is a wide range of options available outside of council-run adult education. These options range from formal qualifications to informal, interest-based learning.

### Further education providers

Offer accredited courses and professional training for learners seeking recognised qualifications or clear progression routes into employment or higher study. These are typically structured, assessed, and time bound. Examples include:

- Capital City College Group

- Working Men’s College (WMC)
- University College London (UCL)
- Birkbeck

### Community and voluntary sector organisations

Provide short courses and workshops focused on wellbeing, confidence, language support, digital skills, and creative activities. Learning is usually informal, low-cost, or free, and designed to be accessible. Examples include:

- Camden-based community centres and charities
- Voluntary Action Camden member organisations
- Specialist charities supporting refugees, older adults, or disabled people

### Libraries and cultural organisations

Offer talks, clubs, creative sessions, and digital support in relaxed, non-accredited settings. These suit learners who want low-pressure ways to build skills or explore interests. Examples include:

- Camden Libraries
- The British Library
- Local museums and arts venues offering public programmes

### Employment and skills programmes

Focus on helping adults move into work, change careers, or build job-ready skills. These are often time-limited, targeted, and linked to local labour market needs. Examples include:

- Department for Work and Pensions–funded skills programmes
- Sector-based work academies
- Charity-led employability and mentoring schemes

### Private training providers and studios

Offer paid classes and short courses across creative, technical, and professional areas. Quality, cost, and outcomes vary, but flexibility is often a key draw. Examples include:

- Independent language schools
- Creative studios and maker spaces
- Commercial digital and professional training providers

Try searching the above online or looking through a detailed list of Camden educational institutions can by searching online for 'Cindex, Adult, further and higher education'.

## Finding Work



↑ English as a Second Language (ESOL) Course

## Finding work in Camden

Contact Good Work Camden they provide help with:

- Career options
- Links to local job opportunities
- Writing a CV
- Job searching and completing application forms
- Interview Skills
- Information on further training



Visit [goodwork.camden.gov.uk](https://goodwork.camden.gov.uk) or scan the QR code.

If you cannot access the internet, call Contact Camden and ask for help finding work: 020 7974 4444, Monday to Friday, 8am to 6pm (except bank holidays).



↑ Qigong course (Health and Wellbeing)

### Finding work in London

If you are not a Camden resident, but live in London, there will be an equivalent to Good Work Camden in your Borough. Search online or call the general contact number for your Borough to ask for help finding work.

### Keeping safe & other services

You have the right to feel safe where you learn. Other people should not hurt or abuse you in any way. Other people should not threaten to hurt you or abuse you.

### Your responsibilities

- respect other people's rights to safety
- not to hurt or abuse others
- not to threaten to hurt or abuse others

### Alcohol and illegal drugs

Do not come to class under the influence of alcohol, illegal drugs, or other banned substances. If a tutor suspects that you are, they will ask you to leave the centre. You

can come to the next class if you are not under the influence of alcohol, illegal drugs or other banned substances; if you are, you will not be able to continue with your course.

### Extremism and Terrorism

Prevent is part of the Government's policy against terrorism. Prevent aims to stop people being drawn into extremism and terrorism or supporting terrorism.

### Equality, Diversity, and Inclusion

We aim to ensure that all learners feel included. We will not tolerate behaviour which is racist or sexist or discriminates against people because of their age, gender, class, sexuality, religion or physical or mental difficulties.

### Who to contact if you have a problem

If you think you come across or suffer from any of the above issues, or have any other serious concerns, please one of the following:

- tutor
- centre manager
- Camden Adult Community Learning: [safeguardingacl@camden.gov.uk](mailto:safeguardingacl@camden.gov.uk)
- Camden Council on [communitysafety@camden.gov.uk](mailto:communitysafety@camden.gov.uk)

### British values

Camden Adult Community Learning promotes British values:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect
- Respect and tolerance

### Multi-faith prayer space

If you need a prayer space in the centre, please speak to your tutor who will try to find you a safe and free space.

### Help with Domestic Abuse

#### What is domestic abuse?

Domestic abuse is any pattern of controlling, coercive, threatening, degrading or violent behaviour between people who are, or have been, intimate partners or family members. It can be emotional, psychological, physical, sexual, or financial, and does not have to involve physical violence.

#### Finding support

If you or anyone you know is experiencing domestic abuse, please do not suffer in silence, support is available. Our friendly team are here to help you and give confidential advice.

## Camden residents

You can:

- Call the duty worker on [020 7974 2526](tel:02079742526)
- Email [camdensafetynet@camden.gov.uk](mailto:camdensafetynet@camden.gov.uk)
- Complete the [Camden Safety Net self-referral form](#)

Our working hours are Monday to Friday, 9am to 5pm. Outside these hours you can contact the National DV Helpline [0808 2000 247](tel:08082000247).

## Non-Camden residents

You call [The Freephone National Domestic Abuse Helpline, run by Refuge](#) on 0808 2000 247 for free at any time, day, or night. The staff will offer confidential, non-judgemental information and support.

## Hate Crime

### What is hate crime?

Something is a hate incident if the victim or anyone else thinks it was motivated by hostility or prejudice based on:

- disability
- race or ethnicity
- religion
- transgender identity or
- sexual orientation

Hate incidents can be verbal abuse, threats, or bullying. When hate incidents become criminal offences they are known as hate crimes.

### Why should I report a hate crime or incident?

Hate crimes and incidents hurt; they can be confusing and frightening. By reporting them you may be able to stop them happening to others.

### How do I report a hate crime or incident?

If anyone is in danger, always call the Police on 999. Non-urgent calls can be made 24-hours a day on 101.

You can also email the police Community Safety Unit (CSU), where officers are trained to provide support to victims of hate crime wherever an attack took place, whether in the home or on the street:

- Email [csu.camden@met.police.uk](mailto:csu.camden@met.police.uk)

If you do not want to talk to the police, you can contact Camden Council Community Safety Service:

- Call 020 7974 4444
- Email [communitysafety@camden.gov.uk](mailto:communitysafety@camden.gov.uk)

### Need help with families and children 0-19?

There are many Early Help services in Camden, so Camden Early Help will work with you to figure out which one will be most helpful to you and your family.

Camden Early Help work with families experiencing:

- Relationship breakdowns
- Parenting difficulties
- Violence in the home
- Children with feelings of upset
- Rent or money worries
- Difficulties at a child's school
- Grief and bereavement
- Physical and Mental health needs

To contact:

- Call 020 7974 3317 from 9am to 5pm and ask for Early Help
- Email [LBCMASHadmin@camden.gov.uk](mailto:LBCMASHadmin@camden.gov.uk)
- Website [camden.gov.uk/earlyhelp](http://camden.gov.uk/earlyhelp)

### Aged 50+ and need support or advice? Camden Age UK

UK Camden is a local independent charity in the London Borough of Camden that supports older residents to stay active, connected, and independent as they age. They deliver a wide range of practical; social and wellbeing services those over 50.

They offer:

- practical advice
- befriending and social connection programmes
- day centres and community activities
- dementia wellbeing services,
- counselling/therapy,
- digital support and fraud awareness guidance

To contact:

- Call 020 7239 0400 (reception phone line is open Monday - Friday 9am - 5pm)
- Email: [info@ageukcamden.org.uk](mailto:info@ageukcamden.org.uk)

## Making a complaint

Sometimes things go wrong. If they do, let us know using this online form here <https://forms.office.com/e/y92wdVYAcQ> or by scanning the QR code so we can put them right and learn.



Find out by visiting the “Policies” section of our website: [camden.gov.uk/camden-adult-community-learning-policies](https://camden.gov.uk/camden-adult-community-learning-policies).

We will:

- deal with all complaints in confidence
- Acknowledge the complaint in 2 working days
- Respond fully in writing to your complaint within 10-25 working days (except for highly complex cases)

If you feel your complaint has not been dealt with well by the Adult Community Learning service, you can make a formal complaint to Camden Council:

[Complaints@camden.gov.uk](mailto:Complaints@camden.gov.uk).

## Using computers/internet



↑ Design and Create Content for Social Media course

You may have access to computers and the internet as part of your course. The internet is provided as a learning resource.

## Do not dos

You must not:

- access and/or download pornography or content that provokes racism, extremism, hatred, and/or intolerance
- gamble online
- run your own business
- hack another computer system
- trick people into telling you their on-line passwords (phishing)
- get involved in any legal or illegal fraudulent activity
- create or deliberately spread computer viruses
- slander, harass or bully

## Personal information

You should not save personal information or photographs of yourself or others on centre equipment or file storage. Any personal information or photographs should be removed at the end of a class or saved on to a removable device, typically a memory stick.

## Hacking

Hacking and the deliberate dissemination of computer viruses are criminal offences under the [Computer Misuse Act 1990 \(2000\)](#).

Any learner breaking these rules will be subject to Camden disciplinary processes and may be reported to the police.