




# Bromley Adult Education College Learner Handbook 2023-24



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“**We are delighted you have  
chosen us to study with**”

We were judged as a 'GOOD' college following an Ofsted inspection in 2019. Our Ofsted grading is a testament to the hard work and dedication of the BAEC staff who work tirelessly to support our learners reach their goals.



In July 2023, the BAEC team won the 'Team of the Year Award' within the People Directorate of London Borough of Bromley. This is a reflection of the high standards BAEC has and its commitment to ensure access to high quality education and training for the residents of Bromley.

I am incredibly proud of the positive impact Bromley Adult Education College has on our learners' lives. We are all committed to continuing our hard work and support to give every learner the best possible outcome.

Whatever your previous experience of education, your background or your age - we are here to support you on your journey.

I am confident that you will have a great experience with us. Our learners report we are a lifeline for them. On completion of studies, our learners are well prepared for their next steps, either progressing onto further studies, higher qualifications or employment.

I am looking forward to seeing you in one of our classes, or online, benefiting from BAEC courses.

Elena Diaconescu - Head of Bromley Adult Education College

# About us

Bromley Adult Education College is the dedicated adult education service for the London Borough of Bromley. All courses are subsidised by the funding we receive from the Mayor of London's Greater London Assembly (GLA) and the Education Skills Funding Agency (ESFA).

## **Developing individuals and communities by providing accessible, high-quality learning opportunities and skills training**

We are a multicultural, diverse team of enthusiastic and passionate people. Managers are all ex-tutors and admin staff have many years' experience in helping people with their queries.

Our tutors are experts in their field. Creative subjects tutors are accomplished practitioners in the sector they teach. You can be sure of receiving excellent and up to date tuition, regardless of your chosen subject.

BAEC has two main centres, The Kentwood Centre in Penge and the Poverest Centre on the Orpington / Petts Wood borders. Whichever centre you choose, you will find a friendly and welcoming place to learn. There is a Reception at both centres, where our knowledgeable enrolment team will be able to provide advice, guidance and support. At the Kentwood Centre you can take advantage of the on-site Cafe and there is even a garden to sit out in during the summer if the weather is kind. Space limitations at the Poverest Centre mean that the only refreshments available are from vending machines.

### **Did you know?**

- Bromley has the largest population (18%) of older people of all London boroughs. 20% of BAEC learners are aged 65 and over.
- BAEC supports 22% of adults from different minority ethnic groups, a higher proportion than Bromley's population (20%).
- Bromley's unemployment rate is 3.7%. Over 700 working-age unemployed adults attend BAEC courses, 35% of the total cohort of learners.
- BAEC contributes to Bromley's Loneliness Initiative; adults who attend BAEC courses report benefits on reducing isolation and improving wellbeing
- BAEC has a wide range of courses for learners with SEN, over 20% of learners have a declared additional learning need.



# Key contacts



## The Kentwood Centre

Kingsdale Road,  
Penge SE20 7PR  
0208 659 7976

## The Poverest Centre

Poverest Road,  
Orpington BR5 2DQ  
01689 822886



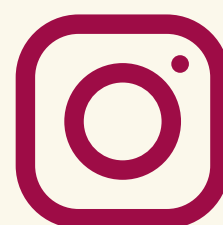
General enquiries  
[enquiries@baec.ac.uk](mailto:enquiries@baec.ac.uk)

Designated Safeguarding Lead  
[elena.diaconescu@baec.ac.uk](mailto:elena.diaconescu@baec.ac.uk)

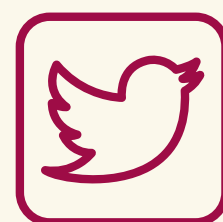
Deputy Designated Safeguarding  
Lead [agnesj@baec.ac.uk](mailto:agnesj@baec.ac.uk)



@bromleyadulthoodeducation



@bromleyadulthoodeducation



@BromleyAdultEd



# BAEC Term Dates 2023/24

## AUTUMN TERM 2023

## No. of weeks

**Monday 11 September - Friday 13 October**

**5**

Half term break

**2**

**Monday 30 October - Friday 15 December**

**7**

## SPRING TERM 2024

**Monday 08 January – Friday 09 February**

**5**

Half term break

**1**

**Monday 19 February – Friday 22 March**

**5**

## SUMMER TERM 2024

**Monday 15 April – Friday 24 May**

(Bank holiday Monday 06 May)

**6**

Half term break

**1**

**Monday 03 June – Friday 28 June**

**4**

## BAEC Open Days

05 September 2023 at the Kentwood centre

06 September 2023 at the Poverest centre



# Learner charter - your rights

As a BAEC learner, you are entitled to the following:  
Friendly, courteous, and efficient service at all times.

Clear and accessible communication with staff.

Prompt notification of any changes to courses, sessions, or timings by text message, phone, or email.

A safe and pleasant learning environment, accessible facilities and appropriate resources for your studies in class and via remote/online learning.

The right to feel respected and safe at all times.

An inclusive culture free of discrimination, harassment or bullying.

Prompt and rigorous action to deal with any discriminatory incident.

Confidentiality and safe storage of your personal records in accordance with General

## **Data Protection Regulations (GDPR) and Data Protection Act 2018 and as outlined in the BAEC Data Protection & Data Security Policy\*\***

- Complaints to be handled swiftly and efficiently in accordance with the BAEC Customer Care Policy\*\*
- Quality assurance procedures in line with OFSTED requirements.
- Clear, impartial and relevant information, advice and guidance before, during and after your course of study with us; including entry requirements, fees, additional costs and financial help.
- Experienced, well trained teaching staff who continuously upgrade their skills. Help and support with any particular learning requirements you may have.
- Prompt and constructive feedback on your progress throughout your studies.
- The opportunity to give feedback on your course and BAEC as a whole.

\*\*copies of the BAEC Data Protection & Data Security Policy, BAEC Customer Care Policy and BAEC Learner Code of Conduct are available on the BAEC website or from Kentwood and Poverest Receptions.

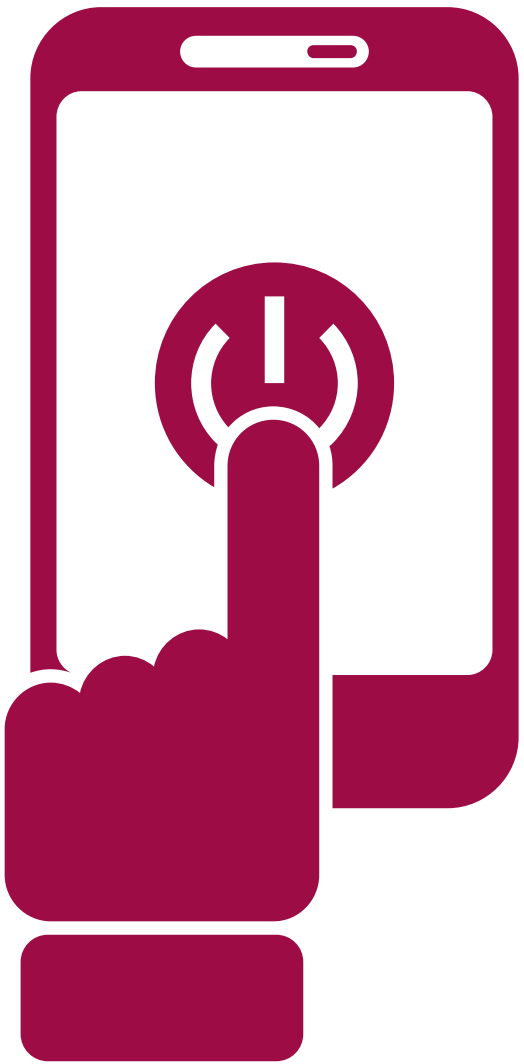
# Learner responsibility

- Formally enrol for courses that you are attending and provide all information and documentation requested.
  - Attend physical and virtual classes regularly and punctually, and let staff know if you cannot attend.\*
  - Show consideration to others and behave in a way that respects the needs of all staff and learners.
  - Avoid language and behaviour that others find unkind, offensive or discriminatory.
  - Observe all health and safety regulations throughout BAEC; including course specific health and safety requirements and emergency evacuation instructions.
  - Help us by treating BAEC equipment, materials or buildings with respect; and by using resources efficiently.
  - Recognise and respect BAEC policies and procedures.
- Recognise that the tutor has a responsibility for the learning of the whole group.
- Complete paperwork required by BAEC, exam boards and funding agencies promptly.
  - Eat and drink only in designated areas within the centres (bottled water may be taken into classrooms except IT suites).
  - The BAEC Learner Code of Conduct outlines the Disciplinary Procedure and the type of incident that may trigger further proceedings leading ultimately to withdrawal from BAEC.

\*We endeavour to make reasonable adjustments to these requirements if regular attendance, punctuality or handling work on time is difficult due to a disability.



# Classroom etiquette



Switch phones off/on to silent. Please leave the room if you really **MUST** answer a call or message



Dress appropriately



Arrive on time



NO vaping/smoking

Keep personal information private



# Privacy and confidentiality

## **BAEC collects personal information about you when you:**

Apply or enrol for any of our courses  
Create a BAEC learner account  
Phone or email us

We also collect information on your attendance during the course, your intended destination, and your achievement against formal or informal targets.

BAEC will ensure that all data collected has a specified, explicit and legitimate purpose; is relevant, adequate, and is limited to what is necessary in relation to the purposes stated.

## **When you provide BAEC with your personal information it will be stored and may be used by us for the following purposes:**

To enrol you on one of our courses and to give you access to course materials  
To comply with the funding and audit requirements of the GLA (Greater London Authority) or ESFA (Education and Skills Funding Agency)  
To register you with the relevant awarding organisations, if appropriate  
To provide you with information about our courses  
To send postal or electronic communications  
To meet our obligations under our funding grants to gather information about what impact the course has had on you and what you are doing when you leave BAEC

## **What type of information will BAEC collect about me?**

Name, ethnic origin, gender preference and date of birth  
Contact details including postal address, email and phone  
Employment situation  
Prior education level  
Residency status, including permissions to be in the UK  
Where relevant, your benefit status  
Disability / learning difficulty information and support information where relevant  
Records of academic assessment and outcome

Find more information about how your personal data is used and your individual rights, please see the DfE Personal Information Charter here (<https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter>) and the ESFA Privacy Notice here (<https://www.gov.uk/government/publications/esfa-privacy-notice>)

The BAEC Privacy Statement can be viewed in full in the Policies and Procedures section of our website <https://baec.ac.uk/wp-content/uploads/2023/05/Privacy-Notice-2023-to-2024.pdf>

## **You will be contacted by BAEC to inform you of**

- ☐ Class cancellations and alterations about the course on which you are enrolled
- ☐ As part of our contract with the GLA, we are obliged to contact you regarding your destination after your course
- ☐ Where appropriate, your personal email address will be used to create a BAEC email account to enable you to access the online learning environment



# The London Learner Survey

As a provider that is funded by the Mayor of London, the GLA has asked us to ask all our students why they are studying and what benefit the study is having on their lives. The London Learner Survey is designed to measure the impact of the money spent on Adult Learning in London. Therefore, it is vital that the GLA understand the positive effects of your course and your learning experience.

The results of last year's survey showed that 96% of respondents believed that the course had led to a positive social change, 90% felt more confident in general due to their course and 84% experienced an increase in wellbeing. A third of learners who were not working, moved into employment following their courses.

You will be sent a link by email to complete the survey at the start of your course. We hope you will support BAEC and complete this when you receive the email. If you do more than one course 90 days apart, you will be asked to complete it again. Then, in 5-6 months time, a researcher from the IFF (the market research company conducting the survey on behalf of the GLA) will contact you to find out the longer term benefits of your course. You will need your learner number to complete the survey; this is in the email you will receive and also on your enrolment confirmation/receipt. You can also obtain it from Reception or your tutor.

We need as many people as possible to take part in the survey so that all the wider benefits of adult education can be communicated to the Mayor and the GLA. The survey is voluntary to complete, but it is important that as many people complete this survey as possible. This is so that lots of different kinds of people can give their opinion and no one is left out. Your tutor will talk to you about it at the start of your course.

The survey can be done online on your phone, laptop, desktop computer or tablet, and is available in many languages and on paper in an easy to read format for learners with learning difficulties. Please ask at Reception if you would like this version. There are also posters around the centres with a QR code on that you can scan to start the survey directly from your mobile phone. You will be entered into a draw every month with a chance to win an iPad.



# Tracking your progress

## Before your course starts

If your course is accredited, you will normally be invited for an interview and assessment of your starting level. During the meeting, you will also have a chance to discuss the course format and your individual needs.

## When the course starts

Your tutor will support you to identify your short and longer term goals during the first few sessions of the course. Your answers will be recorded in the first part of your Student Learning Record. This document is important to help you, and BAEC staff, ensure that you are well supported to achieve your ambitions.

## During the course

The Student Learning Record is updated at intervals during the course. If your course is online, you will complete the documentation remotely.

This helps chart your progress against your goals and see if anything needs revising.

Your tutor will also give you feedback and you will have plenty of opportunities to review how things are going.

## At the end of your course

You will be encouraged to discuss your next steps with your tutor. They are specialists in their subject and will usually be able to advise you but if you would like more information, they can put you in touch with another member of staff for further advice.

You can also consult our Career Guidance Handout for further information on local opportunities and financial assistance available.

## After the course has ended

We may contact you for feedback on how you are using the skills you learned, or what has happened since you were at BAEC. This helps us shape our future programmes, and helps evidence the value and impact of adult learning in society.

**As a learner with BAEC, we want to make sure that everybody has the best chance to learn. You can expect ongoing feedback on your progress and information on your next steps.**



# Additional learner support

When you register for a course, you will be asked if you have additional needs. It is important that you let us know as early as you can.

Depending on the course you enrol on, you may be asked to attend an informal interview so we can discuss how best to support you.

## **Additional support in class**

Talk to your tutor if you think you need help with your studies. We have a range of support mechanisms to help you - individual and/or group support, help with study skills, adapted resources and equipment.

## **Examples of support available**

- Longer time to complete your assignments or exams, following an appropriate assessment by a qualified professional
- Reader pens that scan written material and read it back aloud
- Handouts in larger fonts, different coloured backgrounds or oversheets
- Learning Support Assistants
- Volunteers
- Access arrangements
- Specialist SEND provision

## **Help with exams**

If you are on a qualification course, you may be offered an assessment of your individual needs during examinations. NB BAEC cannot request additional support during exams without the results of the assessment.

## **Other additional support**

You may be eligible for financial help with childcare costs, travel expenses, textbooks etc.

Talk to your tutor, or a member of our administrative staff, to find out more.

# Examinations

## Enrolment on Qualification Courses

By enrolling on a qualification course, you will be automatically registered with the relevant Awarding Organisation and entered for the appropriate examination or assessment. Students not wishing to undertake an examination must ensure that they enrol on a non accredited course.

All students on qualification courses MUST take the examination/assessment. If you do not, you may be charged course fees at the rate of £10.98 per hour. Make sure you understand all examination requirements. Not all examinations are formal tests - in some cases you may need to produce supervised project work.

Exam dates 2023/24

SUBJECT	DATE
ESOL Term 1	11/12/13 December 2023
ESOL Term 2	Week beginning 18 March 2024
ESOL Term 3	Week beginning 1st July 2024
English Functional Skills	Week beginning 8th July 2024
English GCSE	Dates available in October 2023
Maths Functional Skills	Week beginning 8th July 2024
Maths GCSE	Dates available in October 2023

Please check exam dates before booking holidays as examination times are specified by the Awarding Organisations and cannot be changed to suit individual requirements.

You may be required to show evidence of your identity before you take any exam, preferably in the form of a passport. You will also need to bring ID to every exam. It is the candidate's responsibility to ensure that Examination Entry or Registration forms arrive in the examination department by the closing date on the form. Late entry or registration will require the candidate to pay additional fees. Examination or assessment results will not be issued to any candidate with a fee outstanding on their account.



# Learner voice

## What we are working towards

We are continuously striving to improve the service we offer and encourage our students to give feedback on any aspect of BAEC's service. You are invited to do this by:

- ☐ Talking to a member of our observation team, when they undertake a class visit in your class
- ☐ Talking to the Curriculum Development Manager for your subject area (you may need to make an appointment)
- ☐ Completing the evaluation form at the end of your course
- ☐ Completing BAEC learner surveys when required
- ☐ Emailing [enquiries@baec.ac.uk](mailto:enquiries@baec.ac.uk)
- ☐ Contacting the Customer Care Team on 020 8659 7679.  
A member of our friendly staff will take your contact details and a Customer Care team member will contact you in return.

## Complaints Procedure

BAEC is determined to provide its learners with the best possible service. We recognise that sometimes things can go wrong and, in such circumstances, we want to put things right quickly. If you wish to make a complaint, please contact the Customer Care Team by email to [enquiries@baec.ac.uk](mailto:enquiries@baec.ac.uk) (please write 'for the attention of the Customer Care manager' in the subject line) or by telephone at the Kentwood centre 0208 659 7976. A member of our friendly team will take your message and a member of the customer care team will ring you back.

The BAEC Customer Care Policy is available the [Policies and Reports](#) page on the BAEC website, centre reception areas, by telephoning 020 8659 7976 or emailing us on [enquiries@baec.ac.uk](mailto:enquiries@baec.ac.uk)

# Promoting Fundamental British Values

## Fundamental British Values at BAEC

If you are a learner at BAEC, you will hear a lot about Fundamental British Values. These are not about 'Being British', but are fundamental values that contribute positively to life in modern Britain.

The promotion of Fundamental British Values are statutory duties for all educational establishments as part of the PREVENT duty.



**DEMOCRACY**



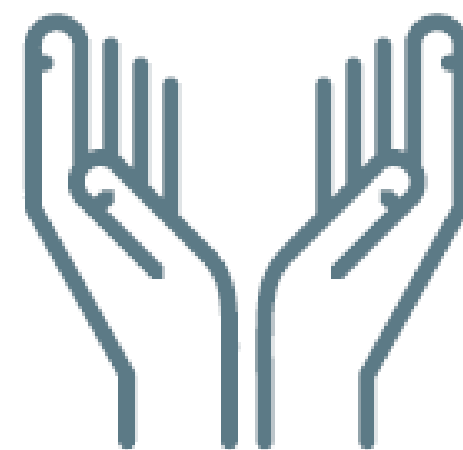
**THE RULE OF LAW**



**MUTUAL RESPECT**



**INDIVIDUAL  
LIBERTY**



**TOLERANCE  
OF THOSE WITH DIFFERENT  
FAITHS AND BELIEFS**

## Fundamental British Values and Citizenship

This short course will help you understand the Fundamental British Values and how they are enacted in contemporary British society. You will gain a Level 1 qualification on successful completion of a portfolio of evidence.

The course is especially useful if you are thinking of applying for British Citizenship and/or taking the Life in the UK test. It is repeated at intervals during the year. For further information, please see our [Courses page](#).



# Digital Drop In Digital Skills Support

## Digital Drop In (DDI)

At the DDI we can help you with many things including applying for jobs online, creating and updating your CV, setting up email accounts, learning how to attend interviews remotely. We can also guide you in choosing a course with us that suits your needs.

**Bring your own device or use the computers in the room.**

**The Digital Drop In sessions are open at:**

**The Poverest Centre on Mondays 13.00 - 16.00 in room 2**

**The Kentwood Centre on Fridays 09.30 - 12.30 in room 3**

**Digital Drop in at Kentwood continues during July and August.**

For further information ring 0208 659 7976 or email [enquiries@baec.ac.uk](mailto:enquiries@baec.ac.uk). You can also ask at reception, or with the DDI facilitator.

## Digital Skills Awareness Sessions

If you are on an English or maths course, the first session of your course will include an orientation session on Chromebooks. Chromebooks are portable computers that learners use as part of their course. You will need your Student email address and password.

If you are on an ESOL course, digital skills awareness sessions will be arranged during the first 6 weeks of the course.





# Keeping you safe

## Safeguarding at Bromley Adult Education College (BAEC)

BAEC believes that safeguarding is everyone's responsibility and consistently works to ensure that all people using our buildings and services are kept safe from all forms of harm. We are committed to providing a safe learning environment in which learners and staff can feel secure, progress and succeed.

## BAEC Safeguarding Team

The Designated Safeguarding Lead is Elena Diaconescu [elena.diaconescu@baec.ac.uk](mailto:elena.diaconescu@baec.ac.uk)

The Deputy Designated Safeguarding Lead is Agnes Jeary [agnesj@baec.ac.uk](mailto:agnesj@baec.ac.uk)

The Safeguarding Officers are Izabela Bialas-Lecybyl, Linda Oulton, Louise Smith and Paola Moiola. Do not hesitate to contact them if you have any concerns about yourself or someone else.

## Zero Tolerance Policy

BAEC staff have the right to work in a safe environment and be protected from repeated, unreasonable or threatening behaviour from those they come into contact with.

BAEC operates a Zero Tolerance Policy when staff encounter behaviour that is unreasonable. You can find out more on the BAEC website Policies page.

## Learners' Wellbeing

Protecting learners' mental health and wellbeing is a priority at BAEC. We recognise that many students are facing additional mental health challenges and we encourage them to stay in touch with their tutor, fellow students and the BAEC safeguarding team.

You can find out more on the BAEC website Learners' Wellbeing page.

London Borough of Bromley Safeguarding Team

Email: [adult.early.intervention@bromley.gov.uk](mailto:adult.early.intervention@bromley.gov.uk)

[adult.early.intervention@bromley.gcsx.gov.uk](mailto:adult.early.intervention@bromley.gcsx.gov.uk)

For out of office hours regarding safeguarding emergencies

Contact: London Borough of Bromley (Emergency Duty Team)

020 8464 4848



# Keeping you safe online

You may spend a lot of time online, so it is important to enjoy that time, and to be safe and happy.

BAEC operates an [Acceptable Internet Use Policy](#). It has been drawn up to protect learners, staff and general users, and applies in BAEC premises and online/remote learning environments.

Learners may be asked to sign a statement confirming that they have understood, and agree with, the terms of the Acceptable Internet Policy.

## Learners accounts and passwords

If appropriate in your class, your tutor will issue you with details of your BAEC student email address and temporary password. You will need to change this when you first sign in. Your tutor may use Google Classroom and you will need this details to access this. Please keep all your sign in information confidential.

## Social Media

Many learners become members of Social Media group chats, such as WhatsApp groups. While BAEC does not stipulate that tutors/learners use or don't use social media, it is important to remember that BAEC cannot be held responsible for content sent via social media.

Learners will be asked to set ground rules when a class group chat is created, and may be asked to sign a statement to confirm.

Learners and tutors are asked to report inappropriate content. All breaches of the rules will be investigated in line with the BAEC Customer Care Policy.

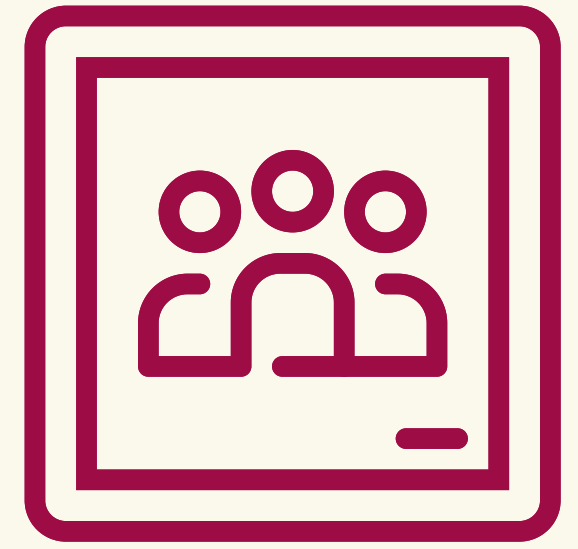
## Risks in the Online Environment

Sadly, there are many sophisticated scams online and new ones regularly appear.

BAEC updates the [Scam Awareness Page](#) on the BAEC website regularly with the latest information from the National Trading Standards Scam Awareness team.

You can find out more about risks in the Online Environment in the Digital drop In sessions.

# Google Classroom



Google Classroom is a learning platform where BAEC tutors post assignments, homework and updates about the course.

Your tutor will provide materials, assignments, feedback and resources.

You can communicate with your tutor and fellow learners, share files, comment and edit documents.

Each learner has a separate folder for their work.

To login to your account:

Go to the Sign in button on the Google search page

Enter sign in credentials given by the college e.g. [stu.blo005@baec.ac.uk](mailto:stu.blo005@baec.ac.uk)

Enter your password

Once logged in you may be taken to the gmail inbox or back to Google search.





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[.https://www.gov.uk/government/publications/esfa-privacy-notice](https://www.gov.uk/government/publications/esfa-privacy-notice)
- **BAEC Privacy Statement**  
<https://baec.ac.uk/wp-content/uploads/2023/05/Privacy-Notice-2023-to-2024.pdf>
- **Courses page**  
<https://courses.bromleyglobal.net/AvailableCoursesList.asp>
- **Zero Tolerance Policy**  
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- **Policies page**  
<https://baec.ac.uk/index.php/policies-and-procedures/>
- **Wellbeing page**  
<https://baec.ac.uk/index.php/students-wellbeing/>
- **Acceptable Internet Use Policy.**  
<https://baec.ac.uk/wp-content/uploads/2023/08/Acceptable-Internet-Use-Policy-2023-24.pdf>
- **Scam Awareness Page**  
<https://baec.ac.uk/wp-content/uploads/2023/08/Acceptable-Internet-Use-Policy-2023-24.pdf>