

There's a WEA course for you



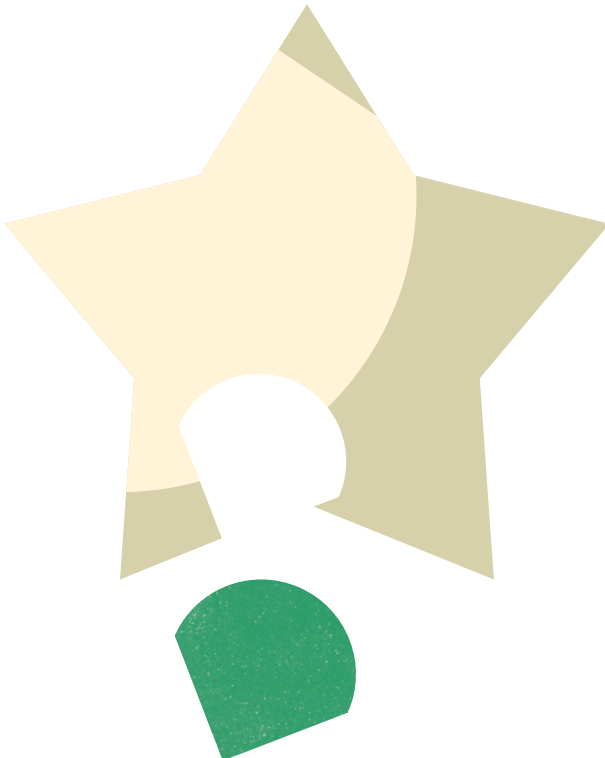
1. Enrolling on a WEA course

To enrol on a WEA course you must be aged 19 or over by the 31st August 2023.

UK residency

Learners who have not been resident in the UK/EU for the last three years are required to complete a learner eligibility form and provide appropriate evidence, or a higher course fee will be payable.

If you would like more information please call **0300 303 3464**.



To find out about courses we offer in your area you can:

Use our online course search
wea.org.uk

Contact your local WEA office or branch.
wea.org.uk/about-us/contact-us/departments

Looking for a new job, or want to learn new skills?
Visit: wea.org.uk/courses/skills-for-work

Once you have found the course you are interested in, you can:

Apply online: wea.org.uk

Apply and enrol by telephone **0300 303 3464**
(9.00am to 5.00pm) 01454 711111

What to expect from the WEA



WEA Learner Learning Agreement (cont)

As a learner, you should:

- arrive on time, attend every session and let your tutor know if you can't attend a session
- be able to complete the whole course
- complete work given to you by your tutor on time and only submit work that is your own
- let your tutor know if you are thinking about leaving the course and tell them why
- tell the WEA if you move, change your contact details or if your income changes
- return any borrowed equipment or teaching resources at the end of the course
- let your tutor know about any support you might need to complete your course (e.g. financial, learning, disability or technical support.)
- reflect on and record your learning and progress using the WEA Learning Record
- provide feedback after your course through the Tell Us About It quiz
- be actively involved in your learning and ensure everyone has a chance to take part
- wear clothing suitable for learning or the work place
- contribute to a positive and safe learning environment; behaving with respect for other... nce

While you are learning with us

The information below may refer you to our policies. Our policies set the standards for the way we work and can be found on our website at: wea.org.uk/resources/policy-docs

If you prefer to be sent any policy by post please contact your nearest regional office. wea.org.uk/find-your-local-wea

WEA Learner Hub

The 'Learner Hub' is a new feature on our website. This platform allows learners to upload evidence, such as ID, to support your application.

It also has access to Canvas, as well as details of the courses (times and zoom links) you have been enrolled to. You can also utilise the online version of Microsoft 365 via the Learner Hub. This gives you access to Microsoft applications including Word, Excel, PowerPoint, and more.

Your welcome email will contain your WEA Microsoft 365 account

Canvas and Online Learning

We have grown the number of courses •W ms nfi *f* *f* *f* A

Access and support for learning

Your tutor can provide information when you are on the course, or you can contact your local regional office for further information regarding available support:

wea.org.uk/about-us/contact-us/departments

Additional Learning Support - if you have a disability, learning difficulty, health issue or other support needs please tell us as soon as you can, so that we can put support in place. Contact your nearest regional office, or speak to your tutor or on your course, or on

Improving your with English, Digital and Maths - We can offer courses to help you improve your English, Maths and Digital skills. Please use our on-line course search wea.org.uk or by contacting the our Learner Support team for more information wea.org.uk/about-us/contact-us

Access to assessment – access to assessment is extra help for learners taking accredited courses or qualifications. Examples of access arrangements include extra time, a sign language interpreter or coloured overlays. Some access arrangements require us to notify the awarding organisation and take a little time to put in place. Speak to your tutor as soon as possible so that we can make the right arrangements for your needs, or contact your regional office.

For more information see our Disclosure of Needs policy. wea.org.uk/resources/policy-docs

Information about course fees is shown online.
The WEA receives public funding from the Education
and Skills Funding Agency (ESFA) and Mayoral

Discretionary Learner Support Fund

What is the DLS?

The Discretionary Learner Support (DLS) is a limited fund that allows the WEA to provide financial support to learners on a course funded through the ESFA (Education and Skills Funding Agency) or Mayoral Combined Authority (MCA) with a specific financial hardship preventing learners from taking part in learning.

Learners can be supported with the following:

- Tuition fees
- Examination or Accreditation fees
- Other course costs e.g. books and equipment
- Childcare
- Travel

Eligibility for the DLS fund:

- Learners to be on an income assessed benefit
- Household income less than £21,000 (£21,547.50 for GLA only)

How to apply:

- * Download a DLS form please wea.org.uk/help-and-support/financial-support (Each form has a set of guidance notes which explains the application and approval process)
- * DLS forms must be completed before or two weeks after the course has started. (Late submission of the DLS may not be processed due to insufficient DLS funds)
- * If you are applying for childcare learners must have their DLS applications approved before confirming childcare placements. Any unapproved childcare claims will remain the responsibility of the learner
- * Learners who have been approved DLS support will receive a confirmation email from the WEA Student Support Team.

If you have any questions please contact the Learner Support team
Email: studentsupport@wea.ac.uk or Tel: **0300 303 3464**

Free Tuition fees (for learners on low wages)

If you are currently working and earning a certain amount you may be able to apply for 100% fee remission towards the cost of your tuition fees for a WEA course up to level 2.

For learners to receive full funding they must:

- Enroll on to a WEA course up to level 2
- Be in employment up to 37.5 hours (full/part time) and;

Be earning **up to** the set amount, based on where you live. Due to the creation of Mayoral Combined Authorities the salary threshold differs.

Learners will need to complete Low wage form. If unsure, learners are advised to check their eligibility for the Low wage offer via your WEA course organiser or Tutor.

For more information please visit

wea.org.uk/help-and-support/low-income

Course cancellation and refunds

If you have booked or enrolled on a WEA course, you may cancel a course booking at any time by informing us in writing.

If you cancel a course booking within seven working days of receiving the course confirmation, provided that the course has not commenced, you are eligible to receive a full refund.

If the course is scheduled to be delivered over more than three sessions, you may cancel your course booking and request a full refund from the Support Centre team. This applies if you cancel prior to the scheduled start time of the second course session.

If the WEA cancels a course before the course begins, or up to and including the second session, you will be eligible for a full refund of the course fee that you have paid.

See our full Course Cancellation and Refunds policies.

wea.org.uk/about-us/policies

3. Information and advice

We can provide information and sometimes advice about a number of things:

- WEA courses in your area
- choosing the right course
- fees and financial support
- learning support
- progression – information on what you can do next
- signposting or referral – directing you to other courses, agencies or resources





4. Equality, diversity and inclusion

The WEA believes that education plays a major role in challenging discrimination and disadvantage. We are committed to inclusive learning and ensuring that all our learners achieve the best possible outcomes. Equality, Diversity and Inclusion in the WEA is a collective responsibility. We expect everyone involved in the WEA to challenge conditions that place anyone at a disadvantage and create an inclusive community in which diversity is valued and celebrated.

See our Equality, Diversity & Inclusion policy
wea.org.uk/about-us/equality-diversity-and-inclusion



Our Values

Our values as an organisation actively commit us to promote democracy, individual liberty, the benefits and challenges of the rule of law and mutual respect and tolerance for those with different faiths and beliefs. These are also the values defined by the government as “British” values and are part of the Prevent Duty to challenge radicalisation and extremism.

We promote these values in our classes by encouraging you to:

- actively, research, debate and question aspects of the subject you are studying, lead discussions and presentations
- draw on your study and broader experience to explore the wider contexts of your subject and apply it to the external world
- apply your learning individually and where possible as a class through activities in your communities
- put into practice what you have learned outside the classroom, either as a group or as individuals
- become WEA members or active citizens in your own right
- explore different views to your own

For more information on the WEA
wea.org.uk/resources/wea-strategy

Safeguarding

We aim to provide a welcoming environment where you feel safe and secure. If you have any concerns about your own safety or the safety and wellbeing of others, including discrimination, abuse, exploitation, harassment or bullying you can tell your tutor.

If you do not feel you can talk to your tutor, you can ring your Regional Office. Within each region, there is a trained member of staff called a Safeguarding Officer who will respond to your concerns.

The Prevent Duty

All educational organisations have a role to play in safeguarding learners from becoming radicalised and being drawn into terrorism. If you have any concerns of this nature about yourself or someone else, you can talk to your tutor or to the Regional Safeguarding Officer.

You can contact a regional Designated Safeguarding officer who can offer support with any safeguarding or Prevent concerns. Please visit wea.org.uk/help-and-support/what-is-safeguarding for names and contact details.

For the Safeguarding Policy and Prevent Policy with visit wea.org.uk/resources/policy-docs

5. Become a member of the WEA

Whether or not you have finished your course, we invite you to consider becoming a WEA member and joining a movement that transforms lives. Membership is open to anyone who supports our aims and values.



Become a WEA member today

Be part of our award-winning learning community and movement that helps to bring adult learning within reach of more people than ever before.

WEA membership costs just £15 a year, and is free if you're under 25, a current WEA volunteer, or receive a means-tested benefit.

By becoming a member, you will be able to:

- access to our award-winning weekly members' lecture series. Learn from our network of expert tutors, and interact with other members from your own home
- get priority online or telephone booking for autumn term courses. Secure your spaces before anyone else during our special members' early enrolment window each summer! (members in England only)
- receive our Highway magazine, and access digital back issues to stay updated on the work we're doing
- attend our members' annual conference
- make great savings with discounts at local and national retailers
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6. Unacceptable behaviour

At the WEA, we try to keep rules for learner conduct to a minimum. However, it's important that you know what we consider to be unacceptable behaviour and what happens when someone behaves unacceptably.



What we expect of learners:

If your tutor feels that you are not keeping to the agreement, the following will happen:

- 1 He or she will first discuss the matter with you, and agree with you how to tackle the problem.
- 2 If he/she is not satisfied with the result, they will pass the matter on to their Course Organiser/Line Manager who will discuss it with you and see if a resolution is possible.
- 3 If there is no resolution or improvement, or you do not carry out suggested actions to help you improve, the Course Organiser/ Line Manager may then take disciplinary action. You may be given
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What the WEA expects of learners is also set out in the following Agreement and policies:

- ◆ WEA Learning Agreement
- ◆ WEA Equality, Diversity and Inclusion Policy
- ◆ WEA Online Safety Policy in Teaching and Learning
- ◆ attendance and Punctuality Policy
- ◆ WEA Unacceptable Student Behaviour Procedure

wea.org.uk/resources/policy-docs

My course built
my confidence and
preparation for my
role as support
worker for adults
with mental and
physical disabilities.

If your personal data (including bank details) is collected on a

Meeting our funding obligations -

the WEA receives funding as part of a contract to run courses from the Education and Skills Funding Agency (ESFA) and other funders. It is a condition of our funding that we collect the information we request from you when completing a WEA / partner enrolment form and report this information to our funders.

Recording your attendance - the WEA is required to keep a record of your attendance when attending either face to face or virtual courses with the WEA. This is for insurance, safety, legal and funding purposes. This includes recording your name, basic contact details and attendances, and a reason for non-attendance if known e.g. sick or holiday etc.

Delivering your learning - the WEA (including its staff, tutors and volunteers) may use your personal details to:

- undertake an initial assessment with you if you are applying to join one of our English, maths, ESOL or accredited courses
- provide you with information about your course
- let you know of any change to your course for example if your course is cancelled, if the tutor is unwell or if there is any change to the normal running of the course that will affect you
- where applicable, provide support for your learning through external applications or sources
- engage carefully selected external partners to progress your learning

We may provide you with some of this information by email, text message or telephone.

If you have joined a course that involves e-learning we may need to set up an account for you on our e-learning platform (Canvas) and supporting systems, and as part of this process you may be required to agree to the additional terms and conditions required by the e-learning platform. The privacy information for the Canvas system is available from instructure.com/policies/intl-privacy

Recording exam results and obtaining certificates – if you are studying on an accredited course, we will use your personal details to register you with an approved awarding body, administer your exam and to send you your results / certificates.

Performing legal duties - some things like records of accidents, Safeguarding records and Prevent records are required by law so the WEA must collect and retain this information.

Producing anonymous statistics – As a charitable organisation we will use some of the personal data we collect to produce anonymous statistics on our learners for use in publicity, funding bids and as part of educational campaigning activities.

When you enrol you can decide whether you want to give the WEA permission to:

Send you WEA marketing and publicity materials – this includes getting brochures, leaflets and other publicity from your local branch as well as from the WEA Marketing Team. (Note: If you are a learner who does courses with a local branch, and you wish to continue to receive brochures and leaflets from them, please opt in as failing to do this will stop your local branch from sending you this material. You can do this when completing your initial enrolment or via your learner online account).

Contact you about surveys and research - this helps us to improve experiences for future WEA learners and to obtain further funding to support Adult Education.

Sometimes we use approved partners to help us with surveys and research. You are free to decide whether you are happy for these partners to contact you.

You can choose to change your contact preferences at any time by calling our Support Centre on 0300 303 3464 or alternatively you can change your contact preferences by accessing your learner account online.

What are my rights?

The right to be informed - the WEA must provide you with information about what we are using your personal data for, why we are using it and how long it will be kept for. We are fulfilling this requirement through this Privacy Notice.

The right of access - at any time, you have the right to obtain access to the personal data the WEA holds about you.

The right to rectification - at any time, you have the right to ask for incorrect, inaccurate or incomplete personal data to be corrected.

The right to erasure - at any time, you have the right to ask for any personal data the WEA holds on you to be erased when it's no longer needed or if holding it is unlawful.

The right to object - at any time you have the right to object to the processing of your personal data for marketing or research purposes.

The right to data portability - at any time you have the right to request that the WEA provides your personal data in a machine-readable format so that you can send it to another organisation or individual.

Rights in relation to automated decision making and profiling - the WEA does not use automated decision making or profiling, we can guarantee that all decisions made by the WEA that affect you are made by people, not by computers.

The right to restrict processing - at any time you have the right to request that the WEA restricts the processing of your personal data. This is not an absolute right and only applies in certain circumstances. It means that the WEA can store your personal data but must not do anything with it until the restriction is lifted.

How do I exercise my rights?

If you wish us to update the information we hold on you or amend your contact preferences for marketing and research you can contact our Support Centre on **0300 303 3464** or alternatively you can amend this by accessing your learner online account. studentsupport@ac.uk

If you wish to exercise any of your other your rights under the General Data Protection Regulation, you must make a Subject Access Request (SAR). You can do this by completing our SAR web form: app-de.onetrust.com/app/#/webform/25919219-0f28-40a4-a522-ab332669e8ac or by contacting our Data Protection Officer dataprotection@wea.org.uk

If you don't feel that the WEA has responded to your complaint in a satisfactory manner, you can then raise concerns about the processing of your personal data with the Information Commissioners Office (ICO).

Please see: ico.org.uk/concerns or call the ICO on **0303 123 1113**.

8. Feedback, suggestions and complaints

We would like to hear about any part of your WEA experience, as your feedback helps us to improve our service. You can do this by contacting the WEA Student Support team by emailing studentsupport@wea.ac.uk or calling **0300 303 3464**.

To make a complaint please read through the WEA Complaint Procedures, this can be found within the WEA policy section wea.org.uk/resources/policy-docs

General information for learners

National line number 0300 303 3464

Support Services

The WEA

4 Luke Street
London
EC2A 4XW

T. 0300 303 3464

E. supportservices@wea.org.uk

W. wea.org.uk