

Harrow Way Community School

Courses for Adults

POLICIES & PROCEDURES

May 2019



Community Office: **01264 364900**

Email: **community@harrowway.hants.sch.uk**

Harrow Way Community School
Harrow Way | Andover | Hampshire | SP10 3RH

MEETING YOUR SUPPORT REQUIREMENTS

We are committed to meeting the requirements of people with specific needs.

For example, we may be able to

- change a room to make access easier
- adapt learning materials to suit your needs (e.g. large print)
- provide your learning materials in advance

If you want to find out more about the support available you can obtain this information at any stage of your course by asking your tutor or centre staff.

EQUALITIES STATEMENT

Harrow Way Community School welcomes all adult learners regardless of individual differences of age, gender, race, background, disability and/or learning difficulty. Our aim is to:

- offer an inclusive environment
- widen participation
- remove barriers to community participation
- eliminate discrimination
- promote equality and diversity

The Service will:

- not tolerate discrimination, harassment or victimisation
- monitor delivery of provision to ensure compliance against expected standards
- promote access to learning and build the capacity of the service to carry out its equality and diversity role
- develop provision to increase participation of disadvantaged groups in learning

Copies of the policies are available on request from the Community Office:

- Equality
- Health and Safety
- General Data Protection Regulation – Privacy Notice
- Safeguarding

FOR YOUR CONVENIENCE

- A First Aid Box is located in main reception.
- You must inform your course tutor, or group leader, if you have any disability, illness or condition that may affect your safety in your chosen activity
- Community Office is open 9.00 a.m. – 4.30 p.m. Monday to Thursday, 11.30 a.m. – 4.30 p.m. Friday (term-time)

PROCEDURE FOR REPORTING ACCIDENTS

All accidents and near misses should be reported to your tutor and duty Site Assistant with an accident form completed immediately. Where possible, the cause of the accident should be identified and where there is a possibility of further accidents occurring the cause should be removed - if it is safe to do so. Similarly, the reporting procedures for unsafe equipment or plant are the same.

EMERGENCY EVACUATION

A CONTINUOUS RINGING OF THE BELL SIGNIFIES EVACUATION

On hearing the alarm:

If safe to do so, close windows, switch off electrical equipment and lights and close door on leaving room.

In a group, assisting less able colleagues, leave the building by the nearest exit.

Proceed to the Assembly Point – main school car park.

Remain at the Assembly Point in a group – your tutor will check the register – and wait for information from the duty Site Assistant.

Do not re-enter building(s) until you are told it is safe to do so.

SMOKING

Smoking is not permitted on site. If individuals choose to smoke they must leave the site and are requested to put their cigarette ends and matches in the nearest bin.

INSURANCE

Courses are covered by Hampshire County Council's Public Liability insurance policy which provides legal liability for community users. There is no personal accident cover. Equipment and property owned by adult students, tutors or community users is likewise not covered by any form of County Council insurance cover. The School Governing Body does not accept responsibility for any loss of, or damage to, personal property brought onto the School buildings or grounds. Cars, motor cycles and bicycles are parked, at their owner's risk, in designated areas.

COMPLAINTS AND COMPLIMENTS PROCEDURES

COMPLAINTS PROCEDURE

If you have a compliment or complaint, or have a suggestion to improve the facilities and service we offer, please speak to your tutor in the first instance before contacting the Community Office.

Making Concerns Known

If you are uneasy about any aspect of the School's community provision first talk over your concerns with your tutor or the Community Office. If this does not provide a satisfactory outcome within 2 weeks, or if the problem recurs, you should put the concerns or complaint in writing and request a meeting with the Headteacher. If the matter is still not resolved to your satisfaction you should write to the Chair of Governors within 10 days of your meeting with the Headteacher. We believe that most complaints are made constructively and can be settled at an early stage. We also believe that it is in the best interest of the Community School and users that complaints should be taken seriously and dealt with fairly and in a way which reflects confidentiality.

COMPLIMENTS PROCEDURE

Please let us know if you have enjoyed your course, either by:

- informing the course tutor
- informing the Community Office
- completing the end of course evaluation forms

ADULT LEARNING COURSES REFUND POLICY

Fees are not refundable except where a course is cancelled due to low attendance or for reasons outside the control of the learner, when an appropriate refund will be made.

Please note, where course enrolments are too low to support a course the Community School reserves the right to adjust fees or length of course if the learners wish this as an alternative to cancelling the course.

A request for a refund, except where the course is terminated due to low enrolment or attendance, must be made in writing to:

Community Office

Community Office Harrow Way Community School

Harrow Way

ANDOVER

Hampshire

SP10 3RH

The learner's name and address, course title, date the course and the reason(s) for a refund will need to be included in the letter.