

Complaints Procedure

Please raise any concerns about your learning experience with your course tutor. In the unlikely event that you remain dissatisfied you should contact the course provider's programme manager.

If your issue continues to be unresolved please write to:

The Executive Director - People

West Berkshire Council, West Street House, West Street, Newbury,
Berkshire, RG14 1BZ

Further Information

For further information on the community learning service and adult education and training opportunities in West Berkshire contact:

The Community Learning Team

West Berkshire Council, West Street, Newbury RG14 1BZ

Tel: 01635 519060 or Email: acteam@westberks.gov.uk



@WBerksLearning



Community Learning in West Berkshire

www.westberks.gov.uk/adulteducation



Education & Skills
Funding Agency



European Union
European Social Fund
Investing in jobs and skills

Community Learning in West Berkshire

Learner Entitlement Card

We are committed to being accessible to everyone. If you require this document in an alternative format or translation, please call The Community Learning Team on Telephone 01635 519060.



West Berkshire Council receives funding from the Education & Skills Funding Agency (ESFA) to support this course

Before the course starts you will:

- receive information on the course dates, times, fees, concessions and venue
- be informed about the level of course, course objectives and previous knowledge required
- be informed about any materials you will need to bring to the course
- have the opportunity to identify any additional support you may need

On the course you will:

- be informed about health and safety issues and your responsibilities to keep yourself and others safe
- be made aware of the complaints procedure
- be able to discuss your needs relating to additional learning support
- agree any individual learning objectives with your tutor
- take part in a review of your progress

At the end of the course you will:

- know if you have successfully achieved the course and individual learning objectives
- have the opportunity to feedback on your learning experience
- be made aware of further learning and progression opportunities

West Berkshire Council may sub-contract provision to a quality learning provider.

The provider's role is to:

- deliver a high quality learning experience with appropriately qualified tutors
- provide a safe and accessible environment to learn
- provide you with free and impartial information about learner support and further learning opportunities
- ensure that learners are not discriminated or disadvantaged because of age, race, religion, sex, disability, faith, marriage/civil partnership, being/ becoming transsexual
- collect feedback from you in order to develop the provision
- take action on any complaints or issues that may arise

West Berkshire Council's role is to:

- develop the Community Learning service in accordance with local need and priorities
- commission and monitor learning providers to deliver a broad and innovative course offer
- ensure courses are delivered in accordance with the Ofsted quality framework
- promote Community Learning news and events across the district
- provide an information service for external enquiries relating to adult education and training