

Helping you get the most out of your course

- Bursary Grant - A bursary is a non repayable grant that can reduce the level of your fees or contribute towards other expenses such as transport, books, childcare (where supplied by an Ofsted registered provider)
- Meeting the needs - we can support you with learning difficulties including dyslexia, and/or physical disabilities or mental health issues

You can talk in confidence to one of our advisers about any of the above.

Promoting equality of opportunity

We want everyone to have the same opportunity to learn and enjoy the course. We do not allow discrimination or bullying in any form. If you have any concerns for your personal safety or wellbeing, please mention them to your tutor who can deal with them or pass them on, as appropriate. We will investigate any incidents. There are some key policies relating to learner support and protection such as anti-harrasment and safeguarding learners. These are updated annually and can be provided on request.

Learn2b

The Adult Learning Service is working with Northamptonshire Teaching Primary Care Trust to help people who experience mental distress. Learn2b offers a range of learning opportunities in smaller supported groups based on:

- Healthy living
- Creative expression
- Wellbeing

Please contact the Learn2b co-ordinator on 01604 893459.

Compliments/Complaints

We like to hear from our learners, especially good news stories, but welcome any feedback you may have.

Please contact us using one of the following methods:

You can write:

Customer Feedback
Northamptonshire County Council
FREEPOST NH0078
Customer Service Centre,
John Dryden House, 8-10 The Lakes
Northampton NN4 7YD

Telephone:

0844 9840080

Email:

customerfeedback@northamptonshire.gov.uk

Website:

www.northamptonshire.gov.uk/adultlearning

Please use your learner reference number whenever you contact us.

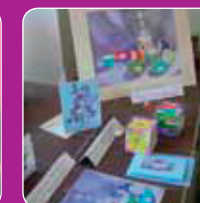
Information Advice and Guidance

If you wish to build on your learning, your tutor may be able to advise you of other courses at a more advanced level, or of local clubs or groups. You can also phone **Adult Learning Support Services on 01604 237119**. The staff there will put you in touch with someone who will help you make further choices about learning and work. You can do this in confidence.

You can ask for the information in this leaflet in other languages and formats, such as large print, Braille, or electronic media.

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Adult Learning Service Learner Charter



Our Commitment to You

Northamptonshire County Council is committed to providing quality services.

We will always treat learners with respect and in a friendly manner.

Please make a note here of your Learner Reference Number:



www.northamptonshire.gov.uk/adultlearning

