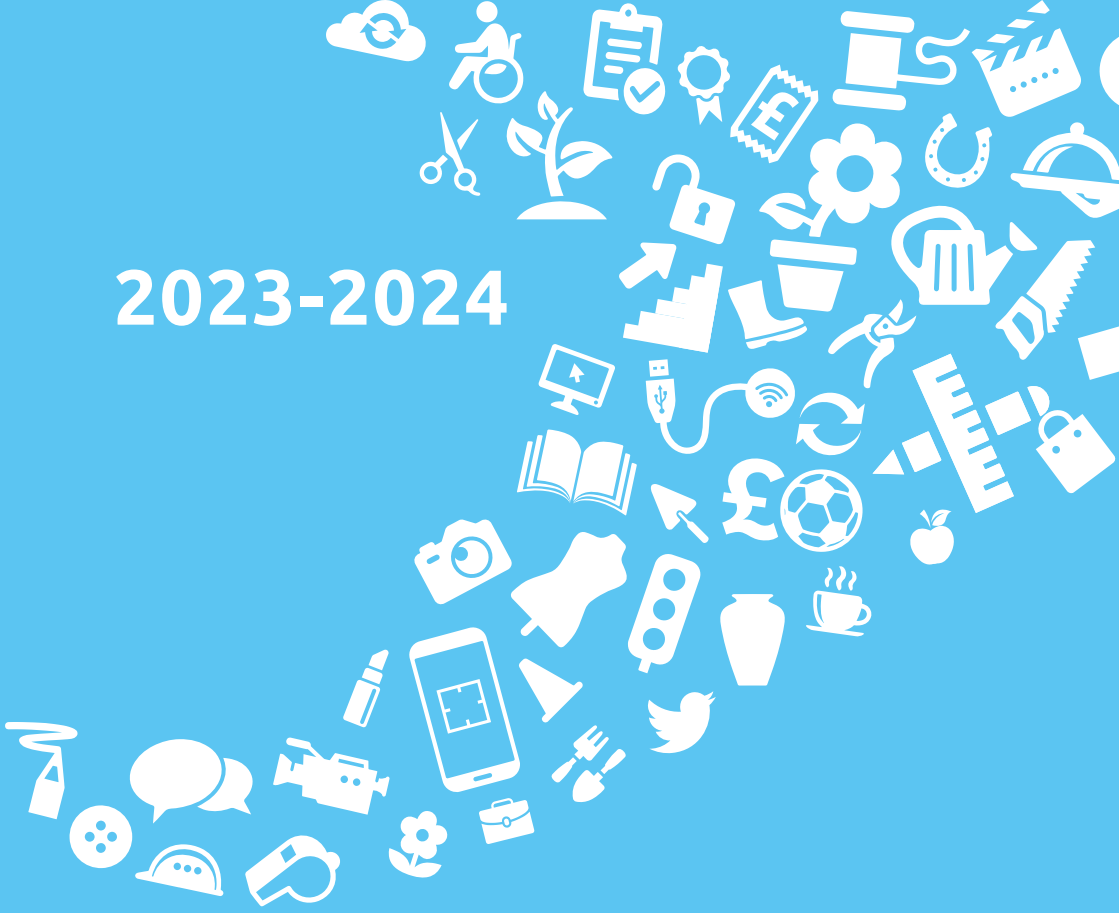


2023-2024



Learner Handbook

Greenwich Adult and Community Learning

royalgreenwich.gov.uk



I wasn't sure if this kind of course is the right for me because it extended my time of staying at home without a work. Now I know it was worth it! I truly recommend this course for those particularly who doubt into themselves on the way to career. - **Global Solution Services**

When I first started this course, I didn't know anything about construction but now I have gained skills and a qualification. - **CSCS and Level I Construction (Flower Skills Ltd)**

I was unemployed for over 10 years as I had no idea of how to start looking for a job. I enrolled on a L2 Certificate health and social care which I recently completed. I gained so much confidence, so much knowledge and I have my first qualification. I have never achieved any qualification before this one. Better still, I now have a job.

- **UCRA**

Studying with **GCDA** has really helped me with my confidence and has also caused me to pick up a hobby to engaging in performing arts again.

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Welcome



Welcome to Adult Skills and Community Learning in the Royal Borough of Greenwich for adults aged 19 or over. Whatever your background, skill level or previous skills and experience of learning we are sure you will find the Royal Borough of Greenwich a friendly, inclusive and enjoyable place to learn. Dedicated tutors and support staff will ensure you feel comfortable and supported throughout your time with us.

Royal Greenwich works with partners including, The Training Place of Excellence, Uganda Community Relief Association, Volunteer Centre Greenwich, Unity Works, Queercircle, Community Systems, Flower Skills and Training, Global Solution Service, GCDA, and London South East Colleges. We also work with a number of community partners, such as schools and children's centres, libraries, faith and community groups, to extend our resources and give you some great opportunities.

The handbook is designed to give you the information you need to support you on your learning journey. We hope you find it useful and your course of study enjoyable, pleasurable, and rewarding. It is important to us that you succeed and gain all the skills and knowledge you need to reach both your long term and short term goals. If you need support in your learning, please be sure to let us know.

Please keep this handbook throughout the course as it provides information you will find useful.



It's never too late to
LEARN something new

Learning charter

What can you, as a learner expect from us?



A welcoming and safe place to learn with suitable resources.



Accessible learning opportunities for all, in line with our Equity and Diversity policy.



Assurance that your application is processed promptly in line with the Council's data protection policies.



Qualified and experienced tutors to deliver high quality teaching that enables you to achieve and reach your goals.



Tutors will work with you to complete an Individual Learning Plan (ILP) that will contain your personal targets and goals, and review your progress towards them at regular intervals.



Support where possible if you disclose any disabilities and/or learning difficulties.



Information on how to keep safe.



Regular opportunities for you to give feedback, which we will use to improve the service.

Learning charter

What do we expect of you, the learner?



Attend all classes regularly and punctually. Please arrive a few minutes early so you can start each session on time and inform us when you cannot attend.



Familiarise yourself with our Staying Safe policies and procedures, comply with all instructions and act at all times with due regard for your safety and that of others.



Use the Internet and technology safely and appropriately.



Setting your own personal learning goals with your tutor.



Where appropriate complete homework in a timely manner.



Taking part and complying with classroom ground rules.



Let us know as soon as possible if you feel you are falling behind with work to enable us to put support in place.



Comply with all our policies and procedures.

Use the Internet and technology safely and appropriately



Always show respect to all people, in line with our safeguarding and Equity and Diversity Policies.

Learning charter

Staying Safe

We should be able to live free from fear and harm and have our rights and choices respected. Royal Greenwich operates a zero tolerance policy to all forms of abuse.

All learners have a right to participate in a learning environment that is free from violence and mistreatment. Our safeguarding arrangements are to:

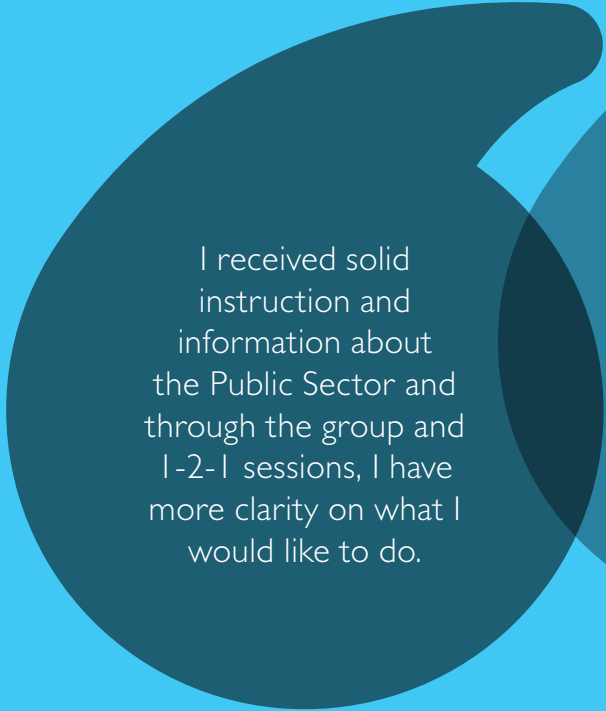
- ensure we practice safe recruitment of staff and volunteers
- train staff in safeguarding on a yearly basis including designated safeguarding officers'
- implement procedures for identifying and reporting safeguarding concerns
- provide a safe learning environment to learn and work
- identify and support vulnerable learners
- equip learners with the skills to keep themselves safe

*A full copy of the safeguarding policy is available from your provider


Please make a note here of the designated safeguarding officer in your

Adult Learning Centre:


or follow this link [greenwichlearns.org.uk/pages/safeguarding-2023](https://www.greenwichlearns.org.uk/pages/safeguarding-2023)



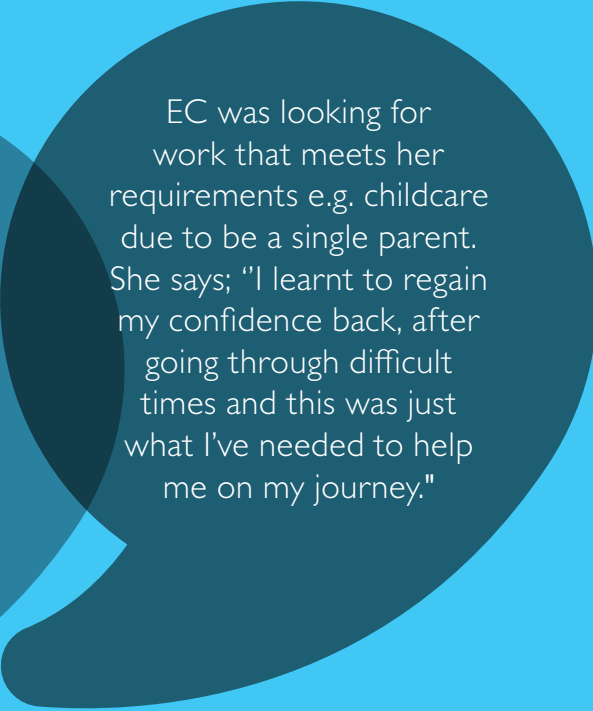
I received solid instruction and information about the Public Sector and through the group and 1-2-1 sessions, I have more clarity on what I would like to do.



I was originally thinking about an Admin role but I now want to pursue a role as a Job Coach with the DWP or would really like to work in GLLaB as an Employment Support Officer



Every lesson is different, this is good I had a bad experience before I have recommended the course to my friend



EC was looking for work that meets her requirements e.g. childcare due to be a single parent. She says; "I learnt to regain my confidence back, after going through difficult times and this was just what I've needed to help me on my journey."



Knife Skills and Culinary Skills

JA discovered GCDA Learning after spending many difficult months feeling isolated. JA says GCDA's courses have helped improve her mental health and opened new doors to friendship.

The GCDA classes really helped lift my mood as well as opened up new interests. But most of all GCDA has increased my circle of friends and given me the confidence to continue learning. I have hearing loss and have to lipread, and by my own admission, I can be over the top at times, but everyone

is tolerant of me.

The tutors are caring and professional as well as being experts in their chosen fields. My favorite and most useful courses were Knife Skills and Culinary Skills because they are practical, achievable and money saving. I intend to return to courses because even though the subject is the same the learning experience is always different.

My son is now creating greetings cards for the GCDA shop, Made in Greenwich. He has learning difficulties and so it's a great opportunity for him."

All Sewn Up

"I have always enjoyed the process of making things, but I had never used a sewing machine before until I enrolled for All Sewn Up. From the very first moment, you begin to see what the possibilities are even if you're a complete beginner. Before this I would never have thought I would be capable of making a practical bag after just four days of tuition.

It pushes your boundaries and makes you see that you can do much more. In the future I would like to try a printing course so that I might eventually make clothes from my own printed fabric.

Since taking the course I have been able to alter both my own and my partner's clothes and I've made more cushion covers and bags from previously used materials. I believe that sewing is probably one of the most important craft skills anyone can learn in these times."

Quality assurance

We are committed to improving the quality of adult learning in Royal Greenwich. We want to make sure that we provide a high-quality service with a wide range of courses and that our learning centres meet the needs of residents and employers. We welcome feedback and comments from our learners to help us improve. You can share feedback at any time by:

- completing an end of course evaluation form
- taking part in a learner forum (speak to your tutor or centre staff about this)
- leaving a message on **0800 0283 230**

These focus groups give you the opportunity to suggest how we can make your learning experience even better.

Observation of teaching and learning

To support our commitment to a high-quality service, someone may visit your class to observe the quality of learning. The observer may wish to speak to learners to get their views about the course, so please share your comments.

Health and safety

If you have an accident or near miss whilst on our premises please inform your tutor. Your safety is extremely important to us. Your tutor will help you familiarise yourself with health and safety procedures, including where the fire exits are at your venue. Smoking and use of e-cigarettes is not permitted at any of our sites. Please go outside and away from the building if you wish to smoke at break time.

Equity and diversity

RBG celebrates diversity and wants to ensure that everyone that comes into contact with our services is treated fairly and not discriminated against. We do this by:

- challenging discriminatory and inappropriate language and behaviour
- creating a comfortable and safe learning environment for all
- challenging all behaviour which stops learning taking place
- ensuring learning materials are made available in appropriate formats
- offering learners, where possible, appropriate equipment to support their learning needs

Learners and staff are responsible for ensuring the promotion of equity and diversity for all. This involves treating everyone with respect and dignity and being sensitive to each other's needs.



My name is Mofe, the good thing about the support we get in **Unity Works** is the fact that they are really helpful and if you need help travelling to a place they are willing to do that which is really cool because not many other organisations do that. It's helpful to me because sometimes I can struggle with getting to places the first time I go there and also getting use to a new situation and getting involved the first few days.

Your learning journey

At Royal Greenwich we aim to make sure that we are doing everything to support learners from diverse backgrounds and with diverse abilities.

At the start of your course the tutor will ask you to complete your individual learning plan or learner journal. This helps you and your tutor to identify your learning goals and record your progress. You will have to complete a certain amount of necessary paperwork in order to enable us to give evidence of learning to relevant funding agencies. Talk to your tutor if you need help with English, Maths or ICT skills. Changes can be made to how courses are taught to help you. Your tutor can give you advice about taking the next steps in your career or continuing your learning.

During your learning

Ring your learning centre on if you can't make a session or must leave the course. During and at the end of your course we will ask for feedback about your learning to help us make improvements or keep up the good work. Please tell your tutor or other staff what you think or fill in surveys if asked. To measure your progress, you will be asked to review your learning journey and individual goals on your Individual Learning Plan. A course information sheet will be issued at enrolment or induction. Please ask your teacher if you require a copy. Course information can also be found on **greenwichlearns.org.uk**

At the end of your course

We are very proud of our learners' achievements; your tutor may ask you to be part of a 'case study'. If you agree your learning story will go in our marketing projects to encourage and motivate other learners to take up learning and enrich their own lives. If you don't want your name used, we can just use your initials.

To find out what learning you can do next log onto **greenwichlearns.org.uk** or call **0800 0283 230** to find out about new courses. This is our Adult Community (ACL) website. It has a list of all the courses and workshops so you can find opportunities to progress with our learning, and possible next steps.

The teachers at CS have helped me a lot to improve my English. I have also made a lot of friend and we can now communicate in English! Thank you for everything. I will never forget you!

- Community Systems

Since starting the training, they have supported me in every step of my learning, beginning with the information about courses and work experience to choosing the appropriate course. I have been learning new skills and enjoying the work placement. I feel like it helps my development and now I feel more confident.

**The Training Place
of Excellence**

Adult Community Learning Awards



We host an annual event to celebrate the achievements of both our learners and tutors.

"The ceremony is a wonderful opportunity to celebrate the huge contribution that adult community learning makes to Royal Greenwich. High quality adult community learning provision is crucial to supporting residents to thrive and building a more inclusive economy."

Councillor Mariam Lolavar, Cabinet Member for Inclusive Economy, Business and Skills

The tutors bring the know-how, but also energy and positivity. I have made the right decision choosing this course before committing myself to a business.

This 4 week course has made a complete redirection in my career! It's given me access to people and resources that have shown me so many new ways to incorporate poetry into my practice as a choreographer. It's also provided a safe space to platform my queerness in my creativity where in other spaces this would have to be fought for. Please so much more of this! In any way shape or form - these spaces are so fundamental to joy and community!! **Queercircle**

This course has definitely brought out all of the talents I have had hidden away for many years.
- Painting & Drawing for Mixed Abilities
London South East Colleges

Online safety

You will use a range of technology to help you with your studies, work, leisure and more. It is important to understand how to stay safe while you are using and accessing information, and the risks that can be involved in using technology.

Your tutor will help guide you on how to stay safe when using technology and let you know what the policy is for e-safety. You can also find help, information and advice here:

nspcc.org.uk/keeping-children-safe/online-safety
getsafeonline.org/resources/videos/

To stay safe online you must:



Use the internet and social media responsibly.



Avoid sharing personal information.



Protect your email by using a strong and separate password.



Do not show your password.



Never save your password or personal details on a public PC or laptop.

1 2 3...

Change your password on a regular basis, include numbers and symbols to make it more difficult for other people to guess your password.



Install the latest software and app updates (these contain vital security updates to help protect your devices from criminals).

When using technology at the learning centre do not:



Access, display or download any offensive or extremist material



Use or display offensive or abusive language



Use unauthorised material

ICT safe working practices and acceptable use policy

The Council may provide you with ICT equipment to support your learning. Typical activities may include, word processing, internet research, e-learning or using software related to your course of study.

The computer equipment must not be used to:

- create, send, store, exchange, display, print or circulate offensive material, obscene or indecent data (or material likely to cause annoyance, inconvenience or needless anxiety) in any form or medium (including abusive emails, text messages, social media posts, pornographic material or anything that depicts violence or incites racial hatred)
- violate the privacy of other users or harass others with unwanted electronic communication of any description
- deliberately attempt to access unauthorised facilities or services via the computer network
- send unsolicited commercial or advertising material (junk or spam mail)
- hack into unauthorised areas, install software, alter the settings or make changes to the computers, which make them unusable by others
- commit any form of illegal activity, including software and music piracy, cyber bullying, defined as threats and intimidation by mobile phone, email comments on websites, social networking sites or message boards
- waste staff effort or networked resources and corrupt or destroy any data belonging to staff or other users
- view, share, store, exchange or print any form of extremism or encourage radicalisation

You must adhere to HM Government Prevent Agenda and the Council's Prevent policies.



Your use of Royal Greenwich computer facilities must comply with current legislation. This includes Data Protection.

Copyright law applies to the internet as it does to any materials. You can usually make single copies of website materials for private study or research, but you should ask the copyright owner for permission if you intend to do any more than simply browsing it, unless the website contains a clear statement that you may freely copy it.

Plagiarism (passing off another person's work as your own) is a breach of copyright and is unethical. All work submitted as part of your course should be your own. Quoting from an author is likely to be acceptable provided the source is acknowledged.

If you are in any doubt whether your proposed activity is permitted, speak to a member of staff first.

By using our computer facilities, you agree to abide by this policy.

London Learner Survey

The London Learner Survey is an important online survey about adult education in and around London. The Mayor of London and the GLA want to find out what kind of changes happen in peoples' lives while they are studying. The survey asks about why you want to study, your health, your job (if you have one) and how you feel about other things in your life like working, volunteering and spending time with different kinds of people.

When you start a new course, your course provider will send you a link to complete the survey and talk to you about it in class.

By taking part in the survey you will:

- Help your course provider improve their courses
- Help to improve adult courses for all Londoners
- Help make sure that the right courses are available in the right areas, so that all Londoners have access to the help they need to achieve their goals
- Help the Mayor of London and the Greater London Authority understand who is taking part in adult education in London, and how it has helped them

Go to this website to do the survey:
www.iffresearch.com/LLS/wywe

The survey takes 10 minutes

I'm studying Spanish at the moment and the classes are friendly.

– **London South East Colleges**

I felt the quality and content of the training was very relevant to my role and client group. It was very interesting and thought provoking.

– **Volunteer Centre Greenwich (VCG)**

There are plenty of courses to choose from and I selected the ones to help me with my new career.

– **Global Solution Services**

Re-watching a recorded session really helps my pronunciation of difficult words, I understand e-safety and feel comfortable in this class

Living in Britain

British Values underpin what it is to be a citizen in a modern and diverse Britain.

Democracy

Britain is a democracy - this means that the people of Britain vote for the people who make the laws and decide how the country is run. If we didn't have a democracy, just one person might be able to make all the laws and that would not be fair. The UK General Election is a good example of democracy. Some countries do not have democratic elections and/or are ruled by dictatorship regime.

Rule of law

In Britain we have police forces who make sure people do not do the wrong thing and break the law - this means that we are safe. Many British laws can be traced back to the Magna Carta which is a charter agreed by King John of England, on 15 June 1215.

Individual liberty

In Britain, as long as we do not break the law, we can live as we choose and have our own opinions about things, for example, the freedom to vote for whoever we like, the right to be able to move around the world freely, and the ability to spend time with anyone we choose.

Mutual respect

We might not always agree with other people, but we try to show respect for their thoughts and feelings. We can give respect to others and we can expect other people to show us respect.

Tolerance of different faiths and beliefs

In Britain we accept that other people might have different beliefs than ours and they may follow different religions.

Prevent - Run Hide Tell

RBG Adult Learning supports the Prevent programme. Prevent is the UK government's counter-terrorism strategy which aims to stop people being drawn into or supporting terrorism. If you recognise signs of radicalism or extremism, you should report this to your tutor, the safeguarding officer and contact: royalgreenwich.gov.uk/community-safety

If you are caught up in an incident remember to:



RUN

Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...



HIDE

It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...



TELL

Tell the police by calling **999**.

Information is vital. If you see or hear something that could be terrorist related, trust your instincts, and call the confidential anti-terrorist hotline on **0800 789 321**. Specially trained officers will take it from there. Your call could save lives.

In an emergency, always call **999**.

Comments, compliments and complaints

We want you to enjoy your experience and during your learning you may want to pass on compliments and comments. If you are unhappy with any aspect of your learning or your experience, there are things you can do:

- follow your learning centre's guidance about complaints
- if you are still not happy, you can make a formal complaint at: **royalgreenwich.gov.uk/complaints**
- if you have safety concerns you can contact us on **07805 708524**, 9am to 5pm Monday to Saturday. Outside of these hours you should call **020 8854 8888**
- if you see something that could cause an accident tell a member of staff straight away

Attendance and absence

It is important that you attend all of your classes and that you arrive on time. We have found that learners who miss classes or arrive late find it hard to achieve their goals. Late arrivals can disrupt classes and make it hard for other learners to keep focus. Poor attendance can also lead to courses being withdrawn, and no longer being available for other learners.

If you have a very good reason to be absent, like an illness or accident, you must report this to your provider by phoning the contact number given to you. If you do not inform your training provider of your absence and miss three consecutive classes, you will be withdrawn from your course.

Staying safe - Useful contacts

There are many local and national support services out there but knowing where to start to look for help can feel overwhelming.

Translation & Interpretation

The Royal Borough of Greenwich provides translation and interpretation services for a wide range of languages. It also provides access to British Sign Language interpreters. Search for 'Royal Greenwich Interpreting Service' on: **royalgreenwich.gov.uk** or call **020 8921 3928**

Safeguarding children and vulnerable adults

Safeguarding children

If you are concerned about a child's safety or wellbeing, you should contact Children's Services at the Royal Borough of Greenwich.

Tel: **020 8921 3172** or **020 8854 8888** (out of hours)

Email: **mash-referrals@royalgreenwich.gov.uk**

Safeguarding vulnerable adults

If you are an adult, and someone abuses you, tell someone you trust, for example, a doctor, a social worker, a co-worker, care manager, friend or local police. In an emergency call **999**.

Raise a concern about a vulnerable adult being abused.

Tel: **020 8921 2304** or **020 8854 8888** (out of hours)

Email: **aops.contact.officers@royalgreenwich.gov.uk**

The Herbert Protocol

The Herbert Protocol is an information sharing form which allows carers, family or friends of a vulnerable person to share information with the police in the event that the person goes missing. The Herbert Protocol form can be downloaded via the MPS website. **www.met.police.uk/SysSiteAssets/media/downloads/central/advice/herbert-protocol/herbert-protocol-form.pdf**

Female Genital Mutilation

Female genital mutational (FGM) is illegal. Get advice and support to keep girls and women safe from FGM. Tel: **0800 028 3550**
Website: **www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/female-genital-mutilation-fgm/**

Modern slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse. If you are concerned about this for yourself or someone you know contact: England and Wales: The Salvation Army Human Trafficking Helpline (**0800 808 3733** The Modern Slavery Helpline (**08000 121 700**)

Website: **antislavery.org/slavery-today/slavery-uk**

Domestic violence and abuse

If domestic abuse is happening to you, or someone you know, contact:

Her Centre

Tel: **020 3260 7772** Website: **hercentre.org**

Greenwich Domestic Violence & Abuse Service

Tel: **020 8317 8273** or **0808 2000247** (free phone)
Website: **gdva.org.uk**

Transport for London

TfL's Safer Travel at Night initiative can be found here: **tfl.gov.uk/campaign/safer-travel**

To tell TfL about an urgent safety matter, call **0343 222 1234**
tfl.gov.uk/help-and-contact/contact-us-about-tube-and-rail

Housing and eviction

Greenwich Housing Rights

Tel: 020 8854 8848 Website: **grhr.co.uk**

A Safe Place helps vulnerable people if they feel scared or at risk while they are out and about in the community and need support right away.

Tel: **020 8921 2440** or **020 8854 8888**

Website: **safeplaces.org.uk/GLLaB**

Mental health

The Samaritans

If you need a safe place to talk at any time contact the Samaritans.

Tel: **116 123**

Greenwich MIND

Email: blgmind.org.uk/contact/,

Tel: **01689 811222**

Website: blgmind.org.uk

Recovery College

Tel: **020 8294 7909** Website: therecoveryplace.co.uk

Email: recoverycollegereception@bridgesupport.org

Website: therecoveryplace.co.uk

Mencap

For support with learning disabilities

Tel: **0808 808 1111** Email: Help@mencap.org.uk

Oxleas Mental Health Crisis Line

Tel: **0800 3308 590** (for patients and carers)

The crisis line runs 24 hours a day, 7 days a week.

Tel: **0800 3308590** (Crisis line team)

Crisis text Line

Text shout to **85258**

Information, advice and guidance

Citizens Advice

For help and advice with benefits, work, debt, money and housing please visit their website to find your local Citizens Advice.

www.greenwichcab.org.uk/

Tel: **0800 144 848**

Website: citizensadvice.org.uk.

www.justanswer.co.uk/law

Job centre plus

Enquiries Tel: **0800 169 0190**

Website: gov.uk/contact-jobcentre-plus

Greenwich Money Advice Service

For advice with money worries.

Tel: **020 8309 8646** Email: Greenwich Money Advice Service

Royal Borough of Greenwich Help with Debt

For advice with debt

National Careers Service

For more information regarding training and learning for work

Tel: **0800 100 900**

Website: nationalcareersservice.direct.gov.uk

Greenwich Local Labour and Business

Tel: **020 8921 2440**

Website: royalgreenwich.gov.uk/gllab

Unity Works (The Camden Society)

Support people with a learning disability to live the lives they choose. Website: unityworks.org.uk/home

How we use your personal information

This privacy notice is issued by the Royal Borough of Greenwich. It explains how your personal information will be used by the Adult and Community Learning team and Greenwich Local Labour and Business (GLLaB) in Royal Greenwich, the Department of Work and Pensions (DWP), the Education & Skills Funding Agency (ESFA) (the ESFA is an executive agency of the Department for Education (DfE)), the Greater London Authority (GLA) and any successor bodies to these organisations. For the purpose of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA and the GLA.

Privacy Notice for Greater London Authority (Adult Education Budget Procured Contracts)

The Greater London Authority (GLA) is London's regional government. The Mayor of London provides citywide leadership, and the London Assembly is a watchdog for London responsible for holding the Mayor and his advisers to public account. Find out more about what they do and who they work with at london.gov.uk. The Mayor of London is responsible for your course. This funding is being used to 'match fund' a United Kingdom Shared Prosperity Fund (UKSPF) programme for residents in Greater London. The majority of the information provided by you in the enrolment form is collected by the Education and Skills Funding Agency (ESFA) under its privacy notice. This information is shared with the GLA, which operates as a data controller of your personal data under relevant data protection law. The GLA is required to process your personal data to enable it to carry out its functions and statutory responsibilities including reporting to the Department of Work and Pensions (DWP) on the 'match funding' of ESF programmes. In addition, the GLA collects some supplementary information to comply with ESF requirements, for which the DWP is the data controller. Information about use of and access to your personal data held by the GLA, details of organisations with whom the GLA regularly share data, information about how long the GLA retain your data, and how to exercise your rights is set out in the GLA AEB Procured Privacy Notice.

Full notice: www.royalgreenwich.gov.uk/directory_record/518775/adult_community_learning

The Education and Skills Funding Agency Privacy Notice

Training providers should ensure that all learners have seen this privacy notice as part of their enrolment process. This privacy notice is issued by the **Education and Skills Funding Agency (ESFA)** on behalf of the Secretary of State for the **Department of Education (DfE)** to inform learners about the **Individualised Learner Record (ILR)** and how their personal information is used in the **ILR**. Your personal information is used by the **DfE** to exercise our functions under article 6(1)(e) of the UK **GDPR** and to meet our statutory responsibilities, including under the **Apprenticeships, Skills, Children and Learning Act 2009**.

The ILR collects data about learners and learning undertaken. Publicly funded colleges, training organisations, local authorities, and employers (FE providers) must collect and return the data to the ESFA each year under the terms of a funding agreement, contract or grant agreement. It helps ensure that public money distributed through the ESFA is being spent in line with government targets. It is also used for education, training, employment, and wellbeing purposes, including research. We retain ILR learner data for three years for operational purposes and 66 years for research purposes. For more information about the ILR and the data collected, please see the ILR specification at: www.gov.uk/government/collections/individualised-learner-record-ilr

ILR data is shared with third parties where it complies with DfE data sharing procedures and where the law allows it. The DfE and the United Kingdom Shared Prosperity Fund (UKSPF) (or agents acting on their behalf) may contact learners to carry out research and evaluation to inform the effectiveness of training. In these cases, it is part of our statutory duties and we do not need your consent.

Supported by

MAYOR OF LONDON



Notes

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