

**City
of Dublin**

Bord Oideachais agus Clúna
Education and Training Board

**ADULT
EDUCATION
SERVICE**

A Learning Community

LEARNER HANDBOOK



2023

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Introduction

City of Dublin ETB Adult Education Service provide classes in adult and community education in over 200 locations in Dublin City.

Some of those locations include:

- City of Dublin Adult Education Service centres
- Community centres
- Direct provision centres
- Substance misuse recovery support services
- Homeless services
- Migrant support services
- Parish halls
- Primary and secondary school communities
- Prison support services
- Traveller support services

City of Dublin ETB's core belief is that every person has a right to access Education and Training opportunities that will enable them to achieve their full potential. CDETBA Adult Education Service is inclusive, enabling, and a welcoming environment where adults will find programmes that meet their individual needs.

This Learner Handbook is designed to help you understand the policies and learner supports which are in place within the Adult Education Service.

Learner Admission Policy

CDETB Adult Education Admission Policy

The Adult Education Service is an inclusive education provider and at the centre of the admission policy is the idea of equality for all. This is to ensure that everyone will have equal access to participate in the courses/programmes that are being offered. The Adult Education Service is also committed to creating appropriate learning environments in which individual differences are embraced. Learners who have a learning support need are invited to give any relevant information when they are applying for courses/programmes. The Adult Education Service will make every reasonable effort to help support this need in your educational programme.

General Rules and Regulations for Admission:

Entry onto a course in the Adult Education Service depends on a place being available on that course. The City of Dublin ETB policy document also states three principles

- *that, in the judgement of the centre, and following an interview with the applicant, the learner is deemed suitable for the course / activity.*
- *that, in the judgement of the centre, the learner, because of previous education, training or experience, is considered likely to benefit from attending a course.*
- *that participation of the learner will contribute positively to the centre or to the course / activity and in no way interfere upon the opportunities, or rights of the other students or staff.*

To enrol on any course, an adult learner should:

- *Have a level of existing skills and be motivated to complete the course.*
- *Be prepared to meet the expectations of the adult education centre set out in the positive behaviour charter.*
- *Be available to attend for the duration of the course/s.*

General Admissions Criteria for Adult Education Courses

Step 1. Inquiry/Application

All Learners will have a conversation with specialist staff in the Adult Education Service, this is to see if the course is suitable for them. The main reason is to provide the intended learner with advice and guidance about the courses which they have applied for.

Step 2. Suitable Course

If the course is not suitable this will allow us to give you information about alternatives. The conversation with specialist staff also provides an opportunity for applicants to find out more about the Adult Education Service.

Step 3. Offering an available place

A place may not be offered at the first conversation stage, and there may be a need for a second meeting. After the interviews/conversations, if a place is available and being offered to applicants, the specialist staff will then contact the applicant to tell them all of the details.

Step 4. The enrolment form

Once offered a place the applicant may be asked to fill in a learner City of Dublin ETB Adult Education Learner Course Form. This will be filled in with the assistance from the specialist staff member. On this form you will be asked for your PPS number, address, contact details and some other information.

The adult education centre may reasonably decline to accept an enrolment if any of these criteria are not met. In such cases, the centre will aim to provide information and guidance about alternatives.

- Enrolment is continuous throughout the academic year.
- Students must be over 16 years of age and have left mainstream education¹. 16-18 year olds will only be admitted under exceptional circumstances and will be referred to full time options where available.
- Students must fulfil requirements pertaining to the particular funding stream under which the class is provided.²
- For some courses it is necessary to carry out an assessment of the current learning strengths, and possible learning challenges, of applicants. Such assessments are carried out in order to inform the learning plan and to ensure that City of Dublin ETB has the resources to meet the needs of the student.
- It is necessary to complete an application form and/or an interview when applying for some courses.
- Once a student has been accepted onto a course it is necessary to complete an enrolment form.
- In cases where there are excess applications for a particular class/course a waiting list is maintained. (Selection from the waiting list is made on the basis of the match between the funding criteria and the circumstances of the student. In addition, CDETБ will take account of the readiness and personal motivation of the applicant to learn.)
- A person becomes a student/learner when they attend the first class with a tutor.

Appeals Process

Should a potential student be unsuccessful in their application they have the option to appeal the decision.

- Appeal application can be made in writing or verbally.
- Appeals need to be made by the applicant.
- A response will be made within 10 working days.
- The applicant will have the opportunity to meet with the local appeals panel. This panel consists of the AEO, Guidance Counsellor and another member of staff.
- Applicants can bring a support person to the appeal meeting with them for support.
- No unsuccessful applicant will be discriminated against for future applications.

¹ Mainstream education meaning second level education. Classes provided under the Community Education fund require students to be over 18 years of age.

² Each funding stream has a range of criteria specific to itself.



Learner Positive Behaviour Charter

What is a Positive Behaviour Charter?

This charter places a greater emphasis on affirming positive behaviour, rather than sanctions, or codes of conduct. The charter uses a Trauma Informed Approach. A *Charter* is learner directed and we asked some Adult Education Learners, what they would like to see in a poster or message. The poster represents some of the feedback, on the type of messages learners would like to see.

The charter was created to; ensure everyone feels they can trust the policies/practices, that they will be treated with dignity and respect, that learners will engage with their learning, and that they will be treated equally and feel safe while in the learning centre. The key values of restorative practices are also placed at the centre of all our interactions for learners and staff. This fosters a safe and caring environment for everyone and gives a sense of personal responsibility. The Infographic posters will be displayed with contact details for our Learner Support Team. This is to give you details about who you can contact if you have any concerns regarding your learning environment.

Expectations of Adult Education Learners:

Trust

- Trust, as a learner in the Adult Education Service, my right to be treated with dignity and respect at all times. To recognise when I feel vulnerable and the safe way to express that.

Respect

- To understand my responsibility to have respectful relationships with other learners and staff, which encourages my learning.

Engagement

- To know that my opinion and experience matters and that I will be listened and heard. To attend my classes and ask for learning support when I need it.

Equality

- To be treated equally and fairly, to also treat others equally, to avoid harming anyone, to respect personal space, culture, different languages and not use words that will hurt or treat others unkindly.

Safety

- To feel safe in the learning centre, to know who I can ask for help if I have any concerns about myself, or someone else. To learn in a safe place, where I feel included in decisions and know my rights.

Learner Positive Behaviour Responsibilities

Dignity and Respect

The Adult Education Service is committed to ensuring dignity and respect for all learners and staff. The Adult Education Service supports every person's right to study, or work in an environment which is free from any bullying, harassment or intimidation.

- **Bullying** is the repeated inappropriate behaviour, directly or indirectly, whether this is verbal/physical or otherwise, by one person against another which could be reasonably be regarded as undermining the individual's right to dignity, either in the workplace or in the education setting.
- **Harassment** is any act or behaviour, which is unwelcome or offensive, humiliating or intimidating. It includes any action, which causes a person to feel harassed, alarmed, distressed or fearful that violence will be used against them.

Equality

The CDET B Adult Education Service welcomes diversity and provides equal access to all learners regardless of their gender, marital status, family status, disability, religion, sexual orientation, race, colour, nationality or ethnicity. All learners and staff have a right to work and receive their education in an environment where their culture, experience and differences are recognised and supported. If any learner feels they are not being treated equally or fairly please contact the Learner Support staff noted in this document. Contact Details will also be available on posters in the building/premises.

CDET B Property (Building / Premises)

The CDET B Adult Education Service provides classes and programmes in various buildings, in the community and in CDET B premises. Learners should be respectful of the CDET B premises and not cause intentional damage while they are visiting or attending the class/building/premises. Learners attending any classes provided by the Adult Education Service should ensure they are familiar with the health & safety policy within that building/centre/premises.

Consumption of Alcohol / Illegal Substances

The consumption of alcohol and illegal substances on any CDET B Further Education and Training premises is not permitted. Learners if/when they are attending classes/building/premises should not be under the influence of alcohol or illegal substances.

Smoking Area

All ETB Further Education Training Centres are smoke-free. Where there is an external designated smoking area provided for learners, this is the only area for smoking. The use of e-cigarettes ("vaping") is considered to be smoking under this policy and the same requirements and restrictions apply in respect of the use of all such products and appliances.

Personal Belongings

Learners are responsible for any personal belongings which they bring into the class/building/centre.

ICT/Computer Usage in AES

Software provided by Adult Education Services should only be used by the learner for education and training purposes. Learner should not use City of Dublin equipment to download, save, create or send unauthorised software, games or other offensive material. Learners should not knowingly compromise the privacy of other learners by sharing, or saving personal details on ICT equipment.

Please note the above responsibilities have been adapted from CDET B Policies. The full wording can be found here <http://cityofdublin.etb.ie/policies-procedures/>

Learner Support Team



Learners and staff have the right to be treated with dignity and respect in this centre.

We want you to feel safe in this learning space and also to know who you can contact when you need support.

Learner Support Team

- Gwen Redmond - Adult Education Officer
gwen.redmond@aes.cdetb.ie (Crumlin / Ballyfermot)
- Maura Conway - Guidance Counsellor Coordinator
maura.conway@aes.cdetb.ie (Ballyfermot)
- Nicola Gilsenan - Guidance Counsellor
nicola.gilsenan@aes.cdetb.ie (Crumlin)
- Mary McKeivitt - Community Education Coordinator
mary.mckeivitt@aes.cdetb.ie (Crumlin)
- Catherine Twomey - Community Education Facilitator
catherine.twomey@aes.cdetb.ie (Ballyfermot)
- Marie Reilly - Adult Literacy Organiser
marie.reilly@aes.cdetb.ie (Crumlin)
- Alan Byrne - Community Education Development
alan.byrne@aes.cdetb.ie (Ballyfermot / Crumlin)
- Eithne McGrath - ESOL Coordinator
eithne.mcgrath@aes.cdetb.ie (Crumlin/ Ballyfermot)

The Learner support team has been established in the Adult Education Service to act as a central resource for learners support needs. The Learner teams work within a *holistic model*, this means the team consider the whole person and your wellbeing is considered in a social, educational, cultural and emotional context.

The team has responsibility for the general supports for every learner in the Adult Education Service. The team also consider more specific supports which might be required, for example one to one specific supports.

The Learner teams meet once a month and teams are located in Crumlin and Ballyfermot Centres and can be contacted by email.

The details are also noted on the Learner Support Team poster, these are also available in your class, or learning centre.

Gwen Redmond - Adult Education Officer
gwen.redmond@aes.cdetb.ie (Crumlin / Ballyfermot)

Maura Conway - Guidance Counsellor Coordinator
maura.conway@aes.cdetb.ie (Ballyfermot)

Nicola Gilsenan - Guidance Counsellor
nicola.gilsenan@aes.cdetb.ie (Crumlin)

Mary McKeivitt - Community Education Coordinator
mary.mckeivitt@aes.cdetb.ie (Crumlin)

Catherine Twomey - Community Education Facilitator
catherine.twomey@aes.cdetb.ie (Ballyfermot)

Marie Reilly - Adult Literacy Organiser
marie.reilly@aes.cdetb.ie (Crumlin)

Alan Byrne - Community Education Development
alan.byrne@aes.cdetb.ie (Crumlin/Ballyfermot)

Eithne McGrath - ESOL Coordinator
eithne.mcgrath@aes.cdetb.ie (Crumlin/ Ballyfermot)

Health & Safety

When you are attending any course, or class, you are required to work in a safe and responsible manner. To ensure your health and safety, you must pay due regard to your own safety and to the safety and welfare of others. If you are ever in doubt as to the correct use of equipment that may be used on your course, or any materials then please ask your tutor or a member of staff.

- **Fire Escape**

Please familiarise yourself with all exits in the building you are in, this is in case of an emergency evacuation where necessary. In all instances of fire alarm, please follow the instructions from the fire warden / staff member.

More specifically if you are learning in the following locations

The Assembly Points are designated at the following location(s)-

- Crumlin College car parks
- Captains' Rd car park
- Ballyfermot/Civic Centre car park areas as indicated in centre
- Markiewicz Centre assembly points as indicated in centre

- **Accidental Spills**

Drinks and food can only be consumed in the permitted area which have been allocated for that purpose, food and drink are not permitted in the learning classroom. If you have a specific need please speak with your tutor/teacher or a member of the Learner Support Team.

- **First Aid**

Fully equipped First Aid boxes are located at the porters' and/or the general office/s.

More specifically if you are learning in the following locations

First aid supplies are located at:

Crumlin College – Main office, Literacy Office

Captains Road – reception, AES office on third floor, AES classroom 1 & 2

Ballyfermot Civic Centre – Main AES office, reception and cafe

Markiewicz Centre - Kitchen