

أهلاً وسهلاً

Sveiki atvykę

Soo Dhawoow

Witamy

Bine ați venit

مرحبا

خوش آمدید

सदाराउ

Bem-vindo

Benvenuti

Bienvenue

நல்வரவு

স্বাগতম

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WELCOME



Redbridge
Institute

community learning
and skills

YOUR
LEARNING
JOURNEY
STARTS
HERE



2020
2021

London Borough of
Redbridge



SUPPORTED BY
MAYOR OF LONDON



Keeping our learners safe

01. Good health and hygiene

- If you have coronavirus (COVID-19) symptoms, or there is someone in your home who does, do not come to class.
- If you have COVID-19 symptoms you should book a test through the NHS website.
- Always carry tissues and use them to catch your cough or sneeze. Remember to 'catch it, bin it, kill it'.
- Wash your hands thoroughly and often.
- We have put extra, enhanced cleaning in place.
- If you fall ill whilst you are in the building you will be sent home and advised to follow NHS guidance for suspected COVID-19.
- The [NHS Every Mind Matters](#) platform has specific advice for adults on maintaining good mental wellbeing during the COVID-19 outbreak.

02. Be ready for your class

- Bring your own equipment, notebook and pen.
- Bring a filled water bottle and something to eat if you need to.
- Walk or cycle to class if you can.
- Bring your own face mask.



03. Social distancing

- The entrance will be staffed and you will need to follow instructions, join the queue and keep 2m apart.
- Carers or relatives will not be able to enter the building to talk to staff at pick up and drop off.
- Use the hand sanitiser, wear your face mask and you may have a temperature check before entering the building.
- Once you have been issued with your learner ID you must always wear it to class.
- Carefully follow the social distancing rules and keep 2m apart. Use the floor markers to make sure you do this.
- There will be staggered (different) class start and finish times so you can enter the building safely. Please do not be early or late.
- Follow the one-way system to get safely to your classroom, be careful to follow social distancing in the corridors.
- You must keep your mask on in the corridors and communal areas in the building. Any legal exemptions that apply to the wearing of face coverings in shops and on public transport also apply to this new advice.

04. In the classroom

- Class sizes will be smaller, make sure you keep to the new room layouts.
- Windows should be left open to provide good ventilation.
- Observe social distancing in the classroom and remember your tutor has to do the same and will stay at the front of the room. Screens may need to be used in some classrooms.
- Your tutor may be wearing a face shield and a mask.
- Tutors will check on health and wellbeing at the start of each session to ensure all learners are engaged and supported.
- Use your own pen and paper. Don't ask to borrow items from other learners or the tutor.
- Where equipment needs to be shared please use the sanitiser and wipes provided to clean before and after you have used it. Wipe down your table and chair with disinfectant spray before you leave.
- Some sessions may be done online using Google Classroom to reduce the number of learners in the building at any one time.
- Remember to always use your Redbridge Institute Gmail to keep your personal data secure. Always follow the e-safety guidance.

05. Breaks

- Only classes of more than 2 hours should take a break outside the classroom.
- For longer classes break times will be staggered and learners must stay in their class 'bubble' and continue to observe social distancing and the one way systems. Breaks should be taken outside and if the weather is bad inside your classroom.
- You must clean your hands before you return to class.
- The café in Gearies and the kitchen in Mildmay will be closed until we can ensure they can be used safely. Bring water or a drink with you. The vending machine will be closed.



06. Toilets

- Your class will be allocated to a particular washroom facility.
- You must continue to observe social distancing and the one way systems. Numbers in the washrooms are restricted – check the signs.
- Please wait outside in a socially distanced queue for your turn.
- Use the hand sanitiser provided before entering the washrooms and when you leave.
- Shut the toilet lid before you flush.
- Wash your hands thoroughly after using the toilet.
- Use the hand dryers and do not leave used tissues in the washroom.
- Exit doors to washrooms will be left open to avoid contaminating doors as learners enter and leave. Use your elbow to open the door to stalls.
- Some classes will be allocated the portaloos in the carpark.

07. When your class finishes

- Put on your face mask and leave the building as soon as your lesson has finished. Disposable masks can be left in the marked containers outside the exit doors. Bring a plastic bag to safely store reusable face masks.
- Please use the disinfectant spray and paper towels provided to wipe down your chair and table and to clean any equipment such as keyboard etc that you may have been using before you leave.
- Take all your personal belongings and any rubbish away with you.
- If you need to wait for Dial-a-Ride or other transport, please let your tutor know and you will be given permission to wait in the designated area. You must keep your mask on in the waiting area.

Safety concerns?

- We are carefully following advice from the government and Public Health England and have put comprehensive safety measures in place to reduce the risk of infection.
- If you have any concerns, please tell us as soon as possible. Speak to your tutor or a member of the facilities team and we will investigate.

NHS Test and Trace

Please be aware we are committed to the NHS Test and Trace Scheme. For the safety of all our learners and staff, we may need to pass on your contact details to the Scheme if a learner in your class tests positive for the Covid-19. This is in the public interest.

If you have any questions about how we process your information, please contact us.

Thank you to all our learners for following this guidance and keeping everyone safe. We will keep the guidance under review and make changes as government and Public Health England advice changes.

If a learner does not follow this guidance we may have to exclude them from class.

Dear learner



Our Mission is:
'To provide outstanding community and skills learning that meets the needs of learners, communities and local businesses.'

Thank you for choosing Redbridge Institute. This Autumn term because of the pandemic there are major changes to the way we can provide courses. We have made very careful plans to ensure the safety of staff and learners. We will use a range of protective measures to ensure social distancing and these are set out in detail in the Keeping Learners Safe section.

The majority of courses will have a mix of classroom based and online learning using the Google Classroom app as our eLearning platform. This helps tutors and learners communicate, collaborate and manage their assignments.

If there is a local lockdown your classes will continue online. When you enrol you will be given an Institute Gmail account and password. If you need help you will be invited to join a free Digital Skills introduction where one of our IT tutors will take you through the basics of getting online, setting up an email, staying safe online and using Google classroom.

I hope you find your time with us both enjoyable and rewarding and it prepares you very well for your next step, whether further learning or employment.

Joni Cunningham OBE
Principal

"Teachers support learners to develop their confidence, pride in their work and motivation to learn, as well as a strong sense of belonging and wellbeing."

Ofsted 2018



Help and guidance

Information, advice and guidance

Our team of Learning Advisers provide information, advice and guidance and can:

- offer impartial course advice to help you choose the right course
- provide information on next step progression routes including career development opportunities
- confirm fees and any additional costs or requirements associated with a course
- provide information about financial assistance and loans you may be entitled to
- arrange for you to meet our Learning Hub team if you need help with your learning
- organise interviews and one-to-one advice sessions with specialist tutors and staff
- refer you to other learning providers and advisers if they better meet your needs
- refer you to our Employability Hub for help with searching for jobs, volunteering and finding work.

Learning Support

The Learning Support team provides encouragement and support focusing on independent learning and learner progression.

This support may include:

- Tutorial support with a course tutor
- Assistive equipment and mobility support
- Dyslexia support
- Exam access arrangements or concessions
- Help with learning in and out of class
- Help with coursework/homework/study skills
- Welfare support and information
- English, maths and IT workshops
- Wellbeing, safeguarding and prevent

For more information speak to your tutor or contact LearningSupport@redbridge-iae.ac.uk



Christina Norman
IAG & Learning Support
Manager

"The quality of Learning Support is excellent"
Ofsted 2018

English, maths and IT skills

Please contact our Learning Advisers if you would like to further develop your English, maths and IT skills.

Maths is an essential skill and learners can join the National Numeracy Challenge by

following these simple steps:

1. Go to www.nnchallenge.org.uk
2. Register using access code **rdbrg**
3. Get started – and join the Challenge!

Codes of conduct

You are expected to...

- follow all social distancing and other arrangements to keep learners and staff safe during the pandemic
- stay home if you are feeling unwell
- move to online learning if there is another lockdown
- attend regularly and always be on time
- participate and contribute to an inclusive learning environment in which staff and learners feel safe and are treated fairly and with respect
- follow all other health and safety, e-safety and IT user procedures
- report any concerns about your safety or the safety of others to your tutor or member of our Safeguarding Team
- tell us if you have a disability or learning difficulty that may affect your learning
- set goals and review your progress
- give in your coursework on time
- ensure you do not copy (plagiarise) work from other learners, books or the internet and pass it off as your work
- complete your portfolio of work and take any examinations for which you have entered
- discuss your next steps with your tutor before the end of your course
- evaluate your course by completing our feedback surveys
- let us know if you get a job or progress to further learning.

Attendance and punctuality

You will gain the most from your course, including those online, if you are punctual and attend every lesson. Being late for a lesson can make it harder to take part later and get the most from your time in class. It may also disrupt other learners' learning. You are expected to attend all of your lessons.

Class attendance award

High standards of punctuality and attendance are prized by employers. Each month one or two classes are nominated by their tutors for a Certificate of merit to celebrate high levels of attendance.

Could you be Learner of the Month?

- Are you an outstanding achiever on your course?
- Are you punctual with an outstanding attendance record?
- Are you a role model and inspiration to other learners in your class?
- Have you gained employment as a result of your learning?

If yes, you could be nominated by your tutor to become one of our Learners of the Month.

You can expect your tutor to...

- ensure a safe and welcoming learning environment free from harassment
- start your class on time
- explain what your course will cover
- go through e-safety guidance
- treat all learners with respect and challenge inappropriate behaviour or language
- explain important health and safety procedures
- encourage excellent attendance and punctuality
- enable your individual learning needs to be met
- review your targets frequently
- provide an outstanding learning experience
- give you regular feedback on your progress
- ask you to comment on your experience of the course and what you have learnt
- discuss your progression pathway to further learning, volunteering and employment
- refer you to the Employability Hub if you are looking for work
- contact you if you miss classes
- let you know of cancellations and changes.

Learning resource centre

Make use of the quiet study and research area in Gearies Learning Centre. You can use:

- computers
- free internet access
- photocopier
- print facilities
- scanner.

You will need a password to use the computers in the centre.

During the pandemic places will be restricted and you will need to book to secure a slot, email: enquires@redbridge-iae.ac.uk

Individual learning plans

The Individual learning plan (ILP) maps your journey from the beginning to the end of your course. It helps you and your tutor to take into account your abilities, needs, previous qualifications and experience.

The ILP includes targets to keep you focused on your learning and help you to work on your weaker points. Targets are reviewed regularly and new ones set to ensure you succeed on your course.

Mobile phones

You may use your mobile phone for learning purposes with your tutor's permission. You must not use your mobile to make or accept personal calls in class.

Keep your personal data safe

Always use your Institute Gmail for online classes

For more information please read the learner conduct policy, e-safety guidance and IT user policy on our website, www.redbridge-iae.ac.uk

Getting back to work

Careers advice

One to one information and advice is available with a specialist adviser. Our Learning Advisers will book an online appointment for you.

Employability skills workshops

Free workshops are available through the year covering:

- application forms and personal statements
- confidence building
- CV writing
- preparing for interview.

Book your place on a workshop by contacting our Learning Advisers.

Employability and personal skills

Employers expect their staff to have both technical and personal skills. The personal skills most valued by employers are:

- adaptability
- cultural and social awareness

- commitment
- energy and enthusiasm
- good communication
- planning and problem solving
- reliability and good timekeeping
- self-development
- team working.

Volunteering

Volunteering can be personally rewarding and provide short term, unpaid work experience which can be a pathway to employment.

Volunteer Centre Redbridge runs a referral and matching centre for local volunteering opportunities – details are available from 020 8514 9624 or volunteeringbroker@redbridgecvs.net

More volunteering opportunities can be found on www.do-it.org.uk

Listening to learners

Your voice matters to us.

To help improve the learning opportunities we provide you can:

Become a Learning Ambassador and join the Learner Forum

Learning Ambassadors have the chance to carry out learning walks with tutors and staff and talk to learners about what they think makes outstanding teaching and helps learners achieve.

The Learner Forum meets five times each year. It gives learners a real voice for change in policy developments and achieving improvements to our courses and facilities. If you would like to join email: quality@redbridge-iae.ac.uk

Compliments, complaints and suggestions

You can tell us what you think using our compliments, complaints and suggestions forms which are available in classrooms and Reception or you can email your comments to: quality@redbridge-iae.ac.uk

Course surveys

By completing our course surveys, you can help us improve our courses, facilities and our learning environment.

Student Governors

The Governing Body has 12 members including two learners. If you would like to contact the Student Governors, please email: clerk.governingbody@redbridge-iae.ac.uk



Dawit Asress
Assistant Principal Quality & Student Services

The Safeguarding Team



Contact the safeguarding team by emailing: safeguarding@redbridge-iae.ac.uk or speak to one of our Learning Advisers.

Redbridge Institute takes its safeguarding responsibilities very seriously and strives to ensure that all people using our buildings and services are kept safe from all forms of harm. We are committed to providing the best and safest environment possible to ensure learners can succeed and staff can feel secure. We believe it is everyone's responsibility to:

- Respect each other's right to feel safe
- Treat each other fairly and with respect
- Not to threaten, hurt or abuse others in any way.

Prevent and British values

We promote integration and British values within all our courses and take our responsibilities to prevent radicalisation and extremism very seriously.



Errolie Sermaine
Safeguarding and Prevent Adviser

British values are not about 'being British'; they are fundamental values that contribute to life in Britain.

- democracy
- the rule of law
- individual liberty
- mutual respect and tolerance of those with different faiths and beliefs.

Google Classroom Online Safety

1. Create a strong password; combine characters, numbers, and symbols to keep your online accounts secure.
2. The Redbridge google account should only be used for teaching and learning purposes.
3. Learners should only contact tutors through Google Classroom or through an email address (ending @redbridgeinstitute.ac.uk) given to them by their tutor
4. Learners should not contact other learners using their google account email or personal account without their consent
5. Always be very careful sharing personal information over email, google classroom chats or forums and other digital platforms.
6. "Stranger danger" applies to everything you do online. Don't trust anyone you meet online, even if you think they're from the Institute or friendly.
7. Never click on unfamiliar links or pop-up windows, including links via email and social media.

Keeping safe using the Google Classroom or other learning platform

- Check the background in your home is neutral or blurred and no other people or children are visible or audible during the lesson.
- Dress appropriately!
- Use appropriate online behaviour at all times: no cyberbullying, no name calling, and no sharing of inappropriate images and videos. The tutor is able to mute learners and can remove them from the session if behaviour is not appropriate. Learners may face disciplinary action.
- If you see cyberbullying, report it to the tutor immediately.
- Don't download anything unless otherwise instructed, including files, programmes, apps or games.
- Share only your successes and kindest words. Don't post 'over the top' emotional content.
- Live sessions may be recorded. You must not share any materials from these sessions with anyone else. If materials are found to be shared (on any platform) then learners may face disciplinary action and blocked from future sessions.
- You can present your work to the class with the permission of your tutor. You are fully responsible for the content of your presentation.
- Remember your digital footprint will never go away. Never post something online that you're uncertain about. Keep sensitive information private.

Social prescribing



Redbridge Institute offers a range of courses aimed at helping people make positive changes to improve their health and wellbeing.

Redbridge Institute is working with RCVS Health and Wellbeing Buddies. If you are referred by a Health and Wellbeing Buddy you may be eligible to take one of our health and wellbeing courses for free.



The Café@Gearies

The cafe is temporarily closed, we will reopen when it is safe to do so.

Health and safety advice

You have the right to be and feel safe where you learn. Your tutor will give you a health and safety induction at the start of your course.



Accidents

If you have an accident, report this to your tutor or our Learning Advisers, who can contact a qualified first aider if necessary. Keep all gangways clear of bags and other belongings. Student lockers are currently unavailable at Gearies.



Fire and emergencies

Take the fire drills seriously – this practice can save lives in an emergency. Never block fire doors and make sure you know how to raise the alarm, what it sounds like, where the fire exits are and where the assembly points are.

If you use a wheelchair or have mobility difficulties, we will develop a Personal Emergency Evacuation Plan (PEEP) with you.



Wear your ID

All students are required to wear their ID badge while on site for safety and security.



Respect

Other people should not threaten, hurt or abuse you in any way and you should respect others' rights to safety and not threaten, hurt or abuse them in any way.



Equipment

You should only use tools and materials recommended or approved by your tutor.



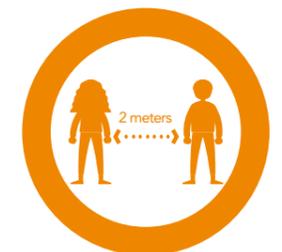
Computers and online safety

There can be serious risks with going online. Your tutor will advise on how to stay safe online and the dangers of inappropriate use of social networking and other websites. Please read our e-safety guide available on our website.



Personal Safety

Learn to plan ahead and take practical steps to keep yourself safe. Keep to social distance and walk to bus stops and stations with other learners especially if your class finishes late. Further information from the Suzy Lamplugh Trust on www.suzylamplugh.org



Social distancing

Follow social distancing arrangements and wear your mask when you are in the building.

Health and wellbeing

Mental health and stress-related problems face a growing number of adults.

Get active

You don't have to spend hours at the gym but fitting some exercise into your day improves your health and reduces the risk of disease. Take a walk, go cycling or play some football.

Be mindful

Being more aware of the present moment, including your thoughts and feelings, can positively change the way you feel about life. Some people call this awareness 'mindfulness.'

Keep learning

Learning new skills can give you a sense of achievement and increase your self-esteem and confidence.

Eat well

Eating a healthy diet that includes a balance of all five food groups and drinking plenty of water can help to boost concentration.

Steps to wellbeing

There is lots of evidence suggesting that there are steps you can take to improve your mental health and wellbeing. Give them a try; you may feel happier, more positive and able to get the most from life.

Wash your hands

Frequent hand washing can prevent the spread of bacteria and viruses which cause many illnesses; don't go to class if you are sick.

Reduce stress

Create a routine for your study and practice of new skills. Be realistic about what you can get done and ask for help if you feel overwhelmed.

Get enough sleep

Lack of sleep can reduce our ability to concentrate and excel in class.

Connect

Connecting with the people around you: your family, friends, colleagues and neighbours can have a positive impact on your mental wellbeing.

Be green!

Ten top tips for learners

1

When the Café re-opens bring your own mug rather than using a take away cup

2

Use the water fountain and refill your water bottle for free

3

Use the recycling bins

4

Switch off lights and computers if the classroom is empty

5

Walk, cycle or use public transport to travel to class

6

Volunteer in our Community Garden @Gearies and enjoy growing your own

7

If printing is essential, always print double sided

8

Save your work on a USB stick and using your Google classroom account to cut down on paper use

9

Make use of your local library and e-learning resources to reduce your paper consumption

10

Adjust the settings on your mobile devices, use sleep mode and get rid of energy draining screen savers

Term dates

Autumn

Tuesday 1 September
2020 - Saturday 19
December 2020

Half-term break

Monday 26 October
2020 - Friday 31
October 2020

Spring

Monday 4 January
2021 - Thursday 1
April 2021

Half-term break

Monday 15 February
2021 - Friday 19
February 2021

Summer

Monday 19 April
2021 - Friday
23 July 2021

Half-term break

Monday 31 May
2021 - Friday 4 June
2020

The term and holiday dates are given as a guide only. Learners are asked to book any holiday outside their course dates.

Reception opening times

Our Learning Advisers can be contacted at the reception areas at our Gants Hill and Ilford centres. Reception opening times at our Gants Hill centre are:

Term times Monday and Friday
08:45–16:30
Tuesday – Thursday
08:45–18:00

Other times Monday – Friday
08:45–16:30

Most courses operate within the term dates listed. Sometimes class dates and rooms have to be changed to accommodate other activities. Your tutor will keep you up-to-date with these changes.

Check our website for parking information.

Redbridge Institute
Gaysham Avenue
Gants Hill, IG2 6TD

Telephone
020 8550 2398

Website
www.redbridge-iae.ac.uk

Email
enquiries@redbridge-iae.ac.uk

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