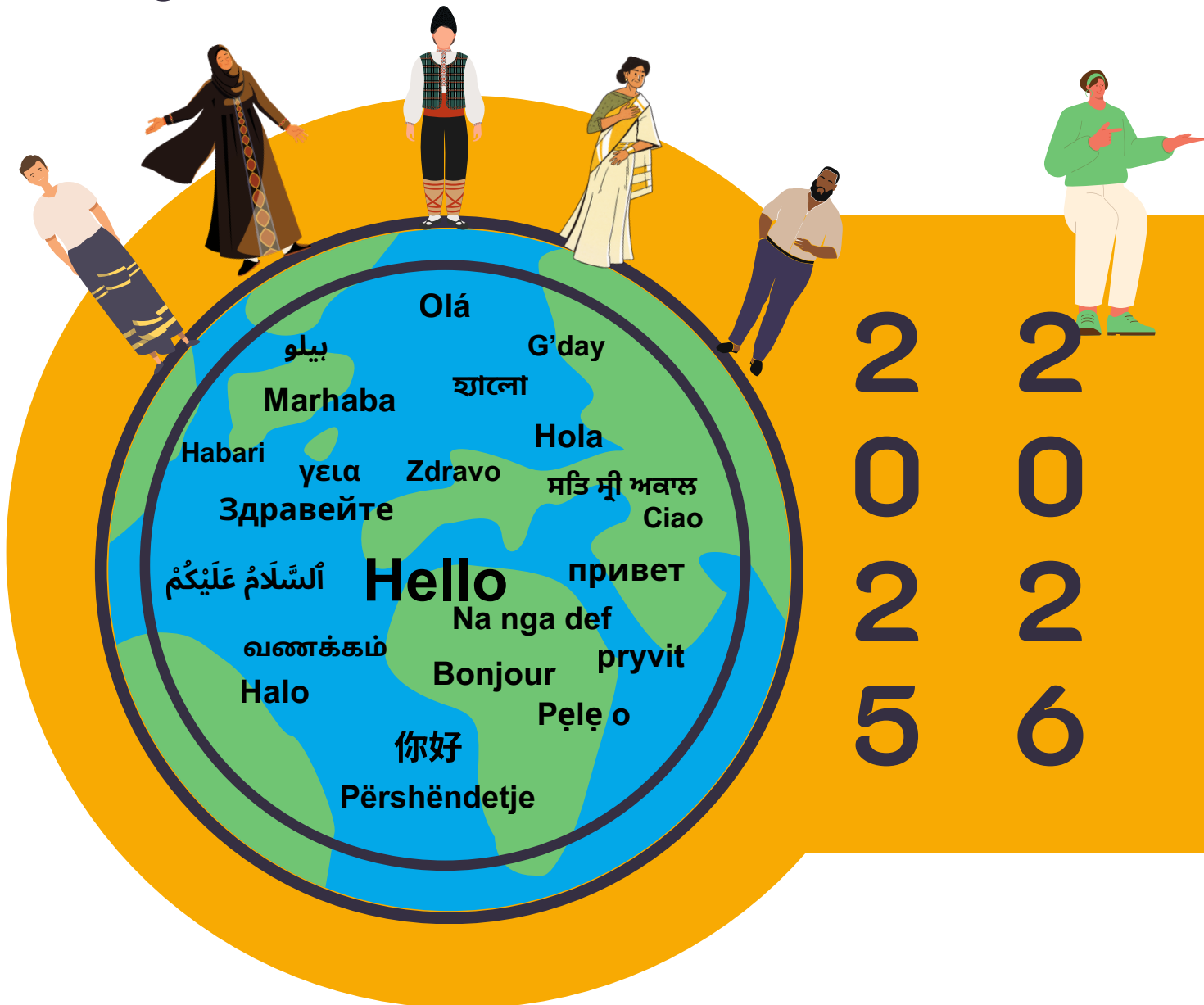


Learner Handbook

Welcome To Our Newham
Learning & Skills



Welcome message from the Head of Service

At Our Newham Learning & Skills, we believe this is more than just the start of a course — it's the first step in transforming your life. Whether you're looking to change careers, retrain, build confidence, return to learning, or simply meet new people, our dedicated team is here to support you every step of the way.

We offer a wide range of high-quality, accessible courses delivered face-to-face across Newham. Whether you're with us for a single day or a full year, during the day or in the evening, you'll find a warm, welcoming environment where your goals matter.

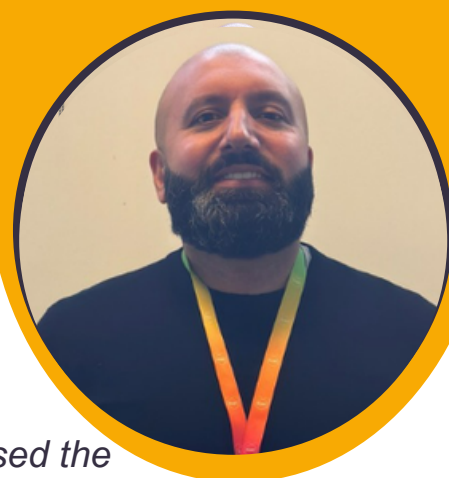
Our recent 2025 'Good' Ofsted inspection report recognised the strength of our provision and the commitment of our staff to delivering excellent outcomes for learners. This is a testament to the passion and professionalism that drives everything we do.

At Our Newham Learning & Skills, we're proud to be a place where you can gain the skills, knowledge, and confidence to take your next step — whatever that may be.

Your journey now begins — enjoy every moment of it. Don't hesitate to reach out to our staff or connect with your peers whenever you need support, guidance or simply a friendly conversation. We're here to help you succeed.

I look forward to welcoming you and supporting you on your journey.

Jaspal Dhaliwal
Head of Our Newham Learning & Skills



Term Dates

Autumn Term 2025

Monday 8th September - Friday 12th December 2025

12, 18 week courses start	Monday 8th September 2025
8,10, 11, week courses start	Monday 15th September 2025

Half term week Monday 27th October - Friday 31 st October 2025

10 week courses end	Friday 28th November 2025
12 week courses end	Friday 12th December 2025

Spring Term 2025

Monday 5th January - Friday 27th March 2026

12 week courses start	Monday 5th January 2026
All other courses start	Monday 12th January 2026

Half term week Monday 16th February - Friday 20th February 2026

All other courses end	Friday 9th March 2026
12 week courses end	Friday 27th March 2026

Summer Term 2025

Monday 13th April 2026 - Friday 17th July 2026

12 week courses start	Monday 13th April 2026
All other courses start	Monday 20th April 2026

Half term week Monday 25th May – Friday 29th May 2026

10 Week courses end	Monday 29th June 2026
12, 18, 36 week courses end	Monday 6th July 2026

ONLS

Expectations

Attendance and absence

You must attend all timetabled classes. If you are unable to attend a class due to a serious reason, you must contact your tutor in advance. Write your tutor's work email address here:

Tutor's work email:

If your attendance falls **below 90%** you may not be able to progress to the next level or ONLS course.

Punctuality

The beginning of the lesson is an essential part of your learning, you are expected to arrive on time and stay for the whole lesson.

Lateness will not be not acceptable. All lateness will be challenged by the tutor and recorded on the class register.

Study

All learners are expected to:

- Complete all class assessments, assignments and homework for all parts of the course.
- Learners must meet all the study requirements laid down by ONLS and the examining boards.
These will be given to you at the beginning of the course as part of the induction programme.



Information, Advice & Guidance

From the day you walk through our doors our staff will help you make decisions about the right course of study for you and how this will help you in the future.

Your rights:

- Initial and diagnostic assessments to make sure you are on the right course.
- Regular meetings with your tutor to support your progress and ensure you are on the right track.
- Progression week events to help you access Newham's wide range of choices.

As a learner at ONLS you have access to a wealth of resources at your fingertips. Scan the codes for information.



Our Newham Work



Newham's Volunteers - Joy



Well Newham



Learner Agreement

Learner Agreement

All learners are expected to sign the learner agreement. All learners must sign the agreement either via the online form or by signing below.

Purpose

The learner agreement sets out the roles, responsibilities and expectations of both you as a learner and Our Newham Learning and Skills as a Learning Provider.

ONLS will:

- Provide you with a safe space to learn.
- Treat you fairly and with respect.
- Provide you with opportunities to express your views and contribute to the development of ONLS.
- Provide you with a learner induction programme.
- Deliver high-quality education that will enable you to achieve your personal goals and aspirations.
- Give you advice on further training and employability to help you progress.
- Connect learner engagement with valuing equality, democracy, the rule of law, respect, tolerance and individual freedom.
- Provide high-quality learning support services, including support for those with learning difficulties and disabilities
- Ensure timely communication of any changes to programs of study.
- Provide an equitable environment that meets your individual needs.

I will:

- Adhere to ONLS policies.
- Take responsibility for managing my own learning and participate in induction, attend all my timetabled lessons, meetings with tutors, and assessment activities.
- Come prepared to learn.
- Always wear my ONLS learner lanyard on-site for safeguarding purposes.
- Attend regularly and punctually, come prepared to learn, and inform the appropriate member of staff as soon as possible if unable to attend a class or scheduled events.
- In the first instance discuss issues with my tutor and seek support and guidance if needed.
- Show mutual respect, courtesy, and professionalism for other service users.
- Comply with the Service's health and safety regulations and act at all times with due regard for my own safety and that of others.
- Not enter ONLS sites under the influence of alcohol or drugs.
- Make prompt payment of any fees owed to the service.
- Treat the learning environment and equipment, including ICT equipment, with care and respect.
- Not use mobile phones in lessons unless directed by the tutor.
- Not book holidays during term time
- Inform my tutor if my circumstances change that may impact my studies, for example if I am applying for a job



ONLS SAFEGUARDING

Safeguarding and Prevent

ONLS takes the safeguarding of all our learners and staff seriously.

If you have any concerns about the safety of yourself or other learners, please speak with your tutor or contact a member of the safeguarding team. You can also access help and support by contacting the safeguarding team on:

Email: onls.safeguarding@newham.gov.uk

In an emergency always call 999.

Prevent Duty

The Prevent duty is part of the overall counter-terrorism strategy designed to reduce the threat from terrorism through prevention.

Complying with the Prevent duty includes promoting and exemplifying British values: i.e. democracy, rule of law, individual liberty, tolerance and mutual respect and different faiths and beliefs.

Your Safeguarding Officers



Jaspal Dhaliwal
Head of Service



Maysie Brown
Inclusive Learning Manager



Roxana Jobson
Head of Curriculum



Denise Herman
Curriculum Manager



Abdul Hasib
Operational Lead

E- Safety

Our Newham Learning & Skills commitment to safeguarding extends to all digital devices accessed at any of our centres. We expect all learners to adhere to our E-Safety policy and before using our IT equipment all learners are expected to sign the following IT acceptable use agreement.

Learners' Acceptable Use of ICT Agreement

ONLS network is defined as all computing, telecommunication, and networking facilities provided by ONLS with reference to all computing devices, either personal or Service owned, connected to systems and services supplied on-premises or remotely.

Learners' Acceptable Use of IT:

1. I will take personal responsibility for my own e-safety.
2. I will never open emails or attachments from people that I do not know.
3. I will never use ICT for bullying or harassing others. This includes setting up websites or uploading content that makes personal reference to tutors or learners. This also includes using text messaging, digital cameras/phones and social networking sites to bully or harass others. I will always report this kind of behaviour.
4. I will never film or record tutors or learners (openly or secretly) unless this is part of a planned learning activity.
5. I will never use ICT to bring ONLS into disrepute – this includes uploading content to an external service (e.g. YouTube, Facebook, Snapchat or Instagram).
6. I will not download or install any software or files onto the ONLS ICT equipment unless I have full permission from a member of staff.
7. I will use safe methods to transfer files between home and ONLS.
8. I will not access unsuitable or illegal websites.
9. I will only access computer systems using my own login and password. I will also make sure that my password is kept private, and I will log-off when I have completed my work
10. I will never attempt to 'hack' into systems.
11. I will not break copyright law because I will say where I got my information from (words, images and graphics).
12. I will not copy and paste work and pretend it is my own.
13. I will not deliberately damage equipment (including headphones, mice and keyboards). I will always tell a tutor if any damage happens.
14. I understand that ONLS may check my computer files, may monitor the websites that I visit and check the content of my emails. This is to protect my safety and the safety of others.
15. If I fail to follow the Acceptable Use Agreement, I will take full responsibility for any potential consequences that follow.

I have read, understood and agree to the acceptable use of ICT Agreement.

Learner name

Learner signature:.....

Date:.....

Inclusive Learning

Our Newham Learning & Skills promotes equality of opportunity to help all learners succeed. We provide advice and assess additional needs before and during courses. Learners can disclose their needs confidentially at any time. Some learners may be eligible for ALS (Additional Learning Support) support. Support varies by learning need and the Inclusive Learning Manager will decide who gets what support based on assessment.

Our Newham Learning & Skills designs flexible support programmes to address barriers like physical, mental, social, emotional and language challenges, helping learners develop strategies for independent learning.

We ensure fair treatment and equal access for learners with disabilities, learning difficulties and medical conditions. Support is available for learners with:

- Special Educational Needs and Disabilities (SEND)
- Specific Learning Difficulties (SpLD)
- Medical needs
- Mental health or communication needs
- Difficulties verified by a GP or health authority
- Temporary disabilities requiring short-term support
- Speak to your teacher if you feel you need additional learning support.



Plagiarism including Artificial Intelligence

Definitions of plagiarism:

To take and use the thoughts, writings, inventions, etc. of another person as one's own.

We take plagiarism at ONLS seriously. If a learner submits an assignment or assessment that contains work that is not their own without acknowledging sources, they are committing 'plagiarism'. This is an offence. You may be asked to leave the course and in serious cases we may have to inform the exam boards.

Here are some examples of plagiarism:

- Submitting work that has been done by someone else and persistent borrowing of other people's work without citation are obvious instances of plagiarism and are regarded as cheating.
- Copying answers from social networking sites is cheating including CHATGPT and other AI.
- Paying for work from other sources and submitting it as your own is also cheating.
- Passing on an assignment to others, with the knowledge that another learner may plagiarise the assignment.

What is wrong with plagiarism?

Plagiarism is against ONLS regulations and you may fail assessed work if you plagiarise intentionally or unintentionally.



Data Protection

Our Newham Learning & Skills takes your privacy very seriously and will never disclose or share your personal data without your knowledge, unless required to do so by law.

We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us processing your personal data, you are free to withdraw consent at any time.

The purposes and reasons for processing your personal data are listed below:

- To ensure that content from our website is presented in the most effective manner for you and for your computer/device
- To verify your identity
- To ensure the data we hold about you is accurate and up to date
- To deliver services and support to you
- To help investigate any worries or complaints you have about your services
- To check the quality of services
- To help with research and planning of new services
- To provide you with information, products or services that you request from us
- To notify you about changes to our services
- To manage and support the Mayor and Councillors' enquiries
- To comply with legal obligations to process and share data with government agencies, statutory bodies, police and health to comply with security requirements



Health & Safety

ONLS take Health and Safety seriously. We aim to ensure that your learning experience is safe, healthy and happy by providing a safe and healthy environment for you to learn in.

Fire Safety:

Please ensure you are familiar with evacuation procedures. Your tutor will go through these with you during induction.

There is a fire evacuation plan in every classroom with details of fire exits and the evacuation meeting point. Please discuss any mobility needs you may have with your tutor as you will need a PEEPs (personal evacuation emergency plan)

ONLS will complete fire drills each term. Please ensure you leave the site quickly and safely, using the nearest fire exit and report to the assembly point for registration.

First Aid:

There are first aid kits and qualified first aiders at every centre. In the event of an accident or if you become unwell, please inform your tutor or one of the reception staff who will assist you.

Valuables:

Please do not bring anything of value into the centres. We are not be responsible for any lost or stolen valuables.

Smoking or drinking alcohol:

Smoking, vaping and alcohol are not permitted at any of our centres. If any learner is found to be intoxicated they will be asked to leave the premises.

Using centre equipment or resources:

Some courses have specific health & safety requirements, especially if you need to use specialist equipment, tools or substances. During your course induction your tutor will be able to advise and show you the correct way to use them.

Unfortunately, we are not able to accommodate religious activities such as praying in corridors, classrooms and other shared spaces in our centres for health and safety reasons.

Bicycles and scooters are not allowed on college premises.



Learner Voice

WE WANT TO HEAR YOUR VIEWS!

Here are just some ways you can share your views with staff at ONLS.

What is the role of the learner representative?

You have the opportunity to become a learner representative. Your tutor will hold a class election and the person with the most votes will represent their class and course at half termly meetings.

Your role will be to make sure your fellow learners are heard and work in collaboration with ONLS staff and the Advisory Board.

A learner representative will:

- attend learner rep meetings
- ensure learners' views and opinions are represented at all levels.
- share information with all learners at ONLS.
- attend specific training such as safeguarding and prevent, digital training and conflict management.
- represent and support in the organisation of events and activities at ONLS.

Learner Voice surveys

Every term you will have the opportunity to share your views with staff at ONLS about how your studies are going and what your experience at ONLS is like. We want everyone to share their views so we can strive to make your experience with us as enjoyable as possible while helping you to progress to greater things.

The survey link will be shared by your tutor every term.

London Learner Survey

Every year all learners are asked to complete the London Learner Survey which comes directly from the Mayor of London's office. This survey not only impacts how central government allocates money to adult education providers but also helps central government improve resources for adult education. It is important that everyone completes this survey at the start of their course.

Tutors and managers

You can talk to tutors and managers if you have any questions, issues or concerns.



Complaints Procedure

The procedure for making a complaint:

Informal stage

Most problems can be sorted out by talking to your tutor. If you are not happy after speaking to your tutor, you should speak to your Curriculum Manager. You should do this before making a formal complaint as it is likely that your complaint can be resolved in this way

Formal stage

If you are not happy after following the informal stage outlined above, you should then take these steps. You may be unhappy with one of the following:

Stages of the formal complaints procedure:

Stage 1: Make your complaint through the online forms – you can find the QR code in the Learner Handbook and at reception.

Your complaint will be passed on to the relevant manager who will deal with your complaint. We will respond to you within 10 working days of receiving your complaint unless there is a good reason why this cannot happen. ONLS hopes that most complaints will be resolved at this stage.

The link to make a formal complaint and the QR code are here:

Stage 2: If you are not happy with the response or the action we take after Stage 1 you can contact the Quality Lead to take the complaint further.

At this second stage, the Head of Curriculum will look into your complaint and respond to you within 10 working days of the complaint being sent to them unless there is a good reason why this cannot happen. If you do not hear a reply within 10 working days, we will let you know why and give you a new date for their response.

Stage 3: if you are still unhappy with the outcome, the Head of Our Newham Learning and Skills will review how your complaint was investigated and what the outcome was. The Head of ONLS will respond to you within 10 working days of the complaint being sent to them unless there is a good reason why this cannot happen. If you do not receive a response within 10 working days, we will let you know why and give you a new date for their response.



Our delivery sites



Forest Gate Learning Zone

1 Woodford Rd, E7 0DH
0208 149 5201

Priory Park Centre

106 Parr Road, E6 1QH
0208 149 5204

Beckton Globe

1 Kingsford Way, E6 5JQ
0208 149 5202

North Woolwich Learning Zone

78 Albert Rd, London, E16 2DY
0208 149 5203

For course information and enrolments, please visit our website or call 0208 149 5200.

Bursary scheme

Some learners are entitled to a bursary to support them. Subject to eligibility.

Crèche places are available in some centres for children from 15 months to 5 years.

Enquire for more details.



@ournewhamls



www.onls.ac.uk