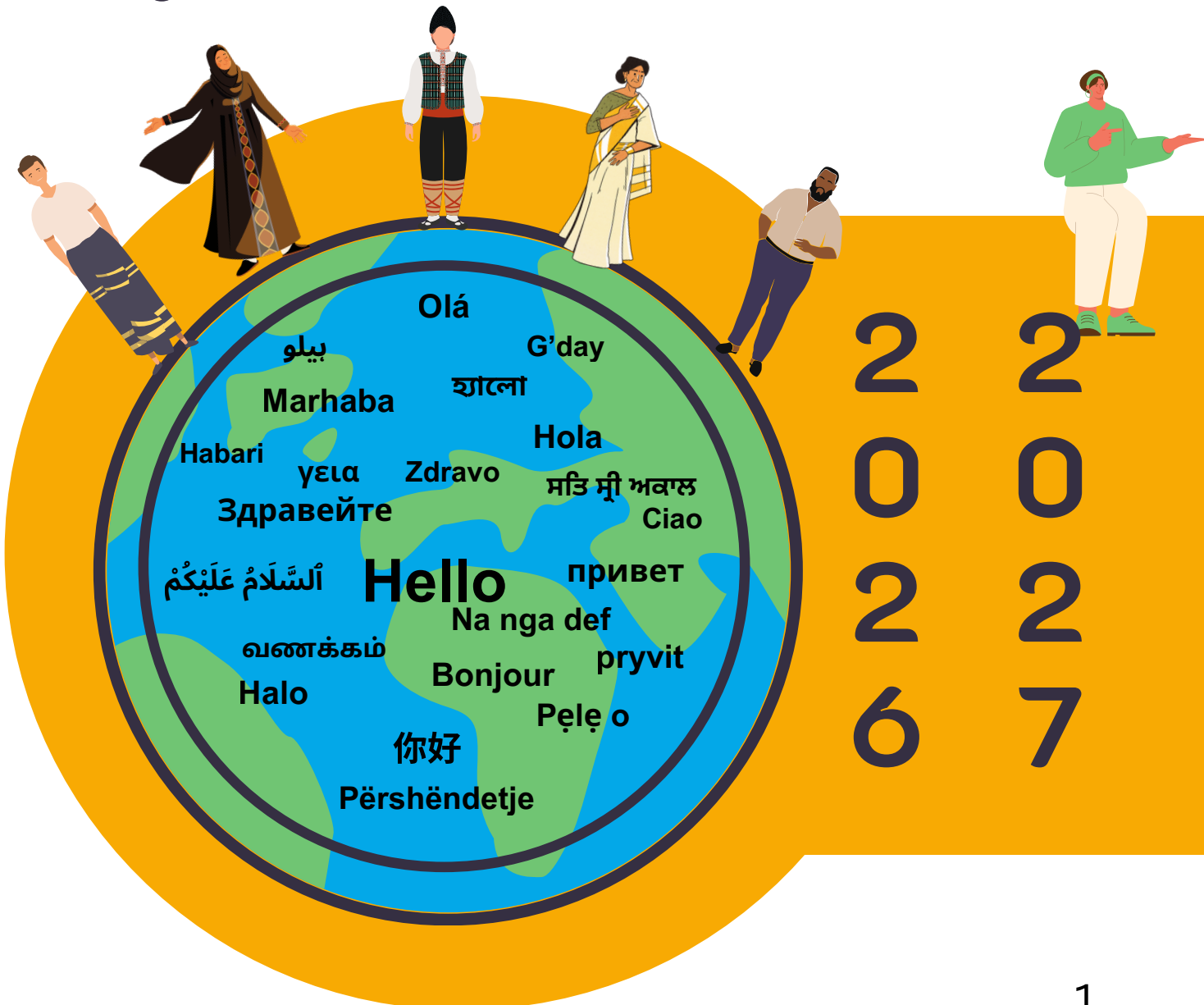


Learner Handbook

Welcome To Our Newham
Learning & Skills



Welcome message from the Head of Service

At Our Newham Learning & Skills (ONLS), 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 last '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

12 Week courses
Monday 14th September 2026 -
Friday 11th December 2026

All other courses

Half Term

Monday 26th October 2026 - Friday 30th October 2026

Christmas Break

Monday 14th December 2026 - Friday 1st January 2027

12 Week courses

All other courses

Spring Term

Monday 4th January 2027 - Thursday 25th March 2027

12 Week courses

All other courses

Summer Term

12 Week courses
Monday 12th April 2027 -
Friday 16th July 2027

All other courses

Half Term

Monday 31st May 2027 - Friday 4th June 2027

SUMMER BREAK

Friday 16th July

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 Name:

Tutor's work email:

Curriculum Manager

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 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.

Learner Name:



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 Learning Journey:

- 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 plan your next steps.

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



Bursary

If the cost of learning is a barrier, our Learner Bursary Fund may be able to help. The fund is designed to support eligible learners with study-related costs, helping to ensure that financial difficulties do not prevent you from starting, continuing, or successfully completing your course.

What the bursary can help with:

The fund can contribute towards:

- Travel to and from your course
- Childcare while you are in class
- Books, equipment, materials or protective clothing needed for your course
- Examination and registration fees
- Course fees, where you are not already eligible for a fee reduction

Who can apply

The bursary is open to learners aged nineteen and over who are enrolled with Our Newham learning & Skills and who are on a low income or receiving certain benefits.

Priority is given to learners facing the greatest financial hardship. You will be asked to provide evidence of your income or benefits when you apply.

How to apply

Scan the QR code below with your phone camera and complete the online bursary application form. You will need to upload evidence of your income or benefits as part of the form, so have this ready before you start. If you cannot scan the code or complete the form online, ask at reception at any of our centres and a member of staff will help you.

When to apply

Apply as early as you can. The fund is limited and applications are considered in set windows across the year, so late applications may not be able to be supported. If your application is successful, payment is expected within fourteen working days of the closing date for that window.



Window	Opens	Closing date
Autumn, first window	Monday 14 September 2026	Monday 12 October 2026
Autumn, second window	Monday 2 November 2026	Monday 7 December 2026
Spring, first window	Monday 4 January 2027	Monday 1 February 2027
Spring, second window	Monday 22 February 2027	Monday 22 March 2027
Summer, first window	Monday 12 April 2027	Monday 10 May 2027
Summer, second window	Monday 7 June 2027	Monday 5 July 2027

What happens next

We will let you know the outcome of your application in writing. If your application is successful, we will explain what support you will receive and how it will be paid. If it is not successful, we will tell you why and talk to you about other support that may be available.

Ask us

If you are not sure whether you qualify, please ask. Speak to your tutor, visit reception at any of our centres, or call us on **0208 149 5200**.

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.

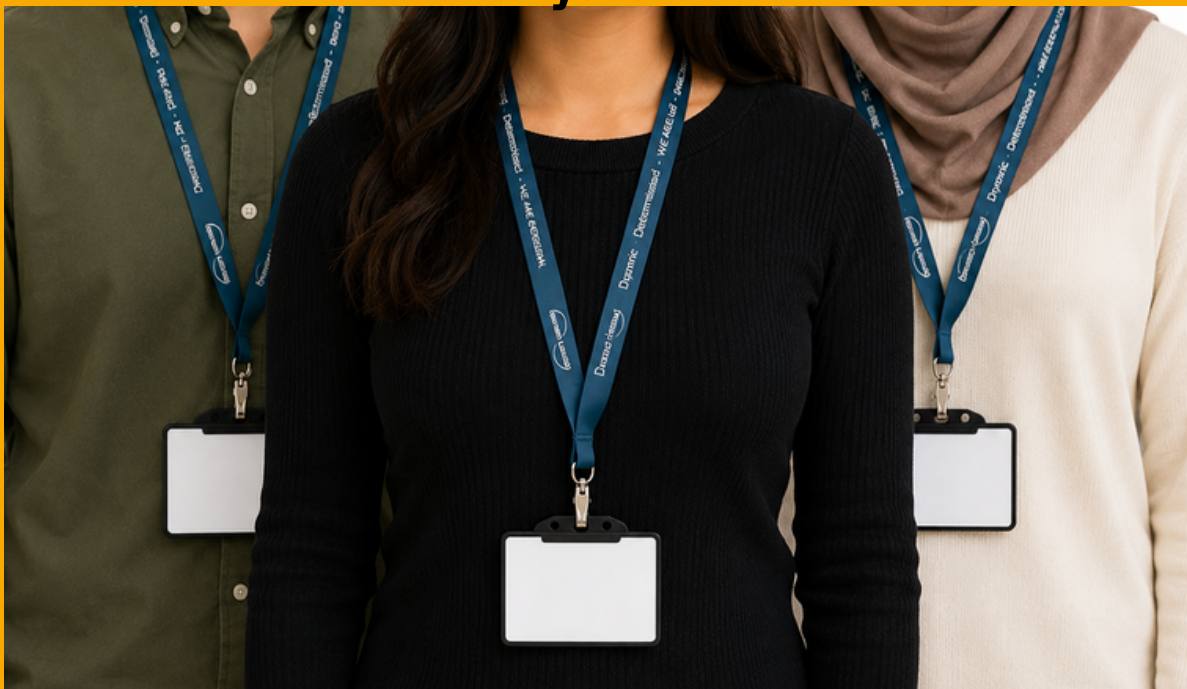
Prevent Duty

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

See a concern? Speak to any member of staff wearing a lanyard.



 **See something**   **Tell a member of staff** 
 **Get support**

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 -Plagiarism
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.



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 & 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 & 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.



Plagiarism and Assessment Malpractice

Definitions of Plagiarism and Assessment Malpractice

Plagiarism is presenting another person's words, ideas, images or work as your own without acknowledging the original source. Assessment malpractice is any action that gives a learner an unfair advantage or undermines the integrity of an assessment. This includes plagiarism, collusion, cheating, using unauthorised assistance or resources, and misusing AI or other digital tools. ONLS takes plagiarism and assessment malpractice seriously. All work submitted for assessment must be the learner's own unless the tutor has clearly stated that collaboration or the use of external sources is permitted.

If a learner submits work that is not their own, receives unauthorised assistance, or breaches assessment rules, this may be treated as plagiarism or assessment malpractice. Depending on the seriousness of the incident, learners may be required to redo the work, receive no marks for the assessment, be withdrawn from the course, and, where required, the awarding organisation may be notified.

Examples of plagiarism and assessment malpractice

Plagiarism or assessment malpractice includes:

- Copying another learner's work or allowing another learner to copy yours.
- Asking someone else to complete your work or assessment, or paying someone to produce work for you.
- Copying information from books, websites, social media or other sources without acknowledging the source.
- Submitting work created by ChatGPT or another AI tool as your own.
- Using translation, spelling, grammar or AI tools when they are not permitted for the assessment.
- Sharing your work when you know another learner may copy it.
- Taking unauthorised notes, devices or materials into an assessment.
- Receiving unauthorised help during an assessment.

What may happen if plagiarism or malpractice is suspected?

Possible actions include:

- A discussion with your tutor and guidance on producing original work.
- Being required to redo or resubmit the work.
- The work being marked as not achieved or receiving no marks, in line with course and awarding-body requirements.



- A formal warning and action plan.
- Referral to a curriculum manager or senior manager.
- Notification to the awarding organisation where required.
- Removal from an assessment or, in serious or repeated cases, withdrawal from the course in line with ONLS procedures.

Learner Declaration

I confirm that:

- The plagiarism and assessment-malpractice rules have been explained to me in a way I understand.
- I understand that all assessed work must be my own.
- I understand when translation, digital and AI tools may or may not be used.
- I know that I should ask my tutor if I am unsure about what is permitted.
- I understand the possible consequences of plagiarism or assessment malpractice.

Learner Declaration

I confirm that I have read and understood the Plagiarism and Assessment Malpractice, E-Safety, and Learner Agreement sections of this booklet. I acknowledge my responsibility to comply with the requirements, policies, and expectations outlined within these sections and agree to adhere to them throughout my learning journey.

Learner's Name: _____

Learner's Signature: _____

Date: _____

Inclusion

ONLS recognises that equality, diversity and inclusion are closely connected but distinct. Equality and diversity provide the foundation for fair treatment, equal opportunities and respect for individual differences. Inclusion goes further by identifying and reducing barriers that may prevent people from participating fully, learning effectively, progressing, achieving their goals, maintaining their wellbeing and feeling a sense of belonging.

Our commitment to inclusion extends to all learners and goes beyond the protected characteristics defined in the Equality Act 2010. We recognise that learners may experience a range of disadvantages or barriers that could affect their educational progress. These may include: Special Educational Needs and Disabilities (SEND), being a care leaver or carer, financial hardship, language, literacy or numeracy needs, digital exclusion, personal, social or temporary barrier. We understand that these factors may overlap and can change over time.

ONLS maintains high expectations for all learners and is committed to providing appropriate support to help every learner succeed.

Our Commitments

ONLS will:

Listen to learners

- Actively seek and respond to learners' views, experiences and feedback.
- Involve learners, wherever possible, in decisions about any support or adjustments they may require.

Identify barriers early

- Work with learners to understand their needs, strengths and aspirations.
- Identify barriers to learning, participation, progression and wellbeing as early as possible

Provide appropriate support

- Take timely and proportionate action to reduce or remove barriers.
- Make reasonable adjustments where required and access specialist support when appropriate.

Through these commitments, ONLS aims to ensure that every learner has the opportunity to participate fully, make progress, achieve their goals and feel included in the learning community.



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 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 centres.



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 the following steps.

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 & 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.



@ournewhamls



www.onls.ac.uk