



Staff Handbook 2022-2023

Updated edition April 2023



Contents

	Page
Work & Skills Statement of Intent	3
Important Dates	4
The Work & Skills Advisory Board	5
Covid-19 Update	6
Getting to know the London Borough of Barking & Dagenham	7
LBBB – Then and Now	8
Where to find us	10
The Adult College – facts and figures	12
Work and Employability – facts and figures	14
Gallery – Meet the Work and Employability Teams	16
Gallery – Meet the Adult College Curriculum Teams	22
Gallery – Meet the Adult College Business Support Teams	28
Matrix Quality Mark and Initial Advice & Guidance	34
Health, Safety and Wellbeing of Staff	34
Staff Sickness Absence	36
Attendance and Punctuality – Staff and Learners	37
Information for new staff, and Probation	38
E-Resources for staff	40
GDPR and Cyber Security	41
LBBB Code of Conduct for Staff	41
Work & Skills Dress Code	42
Staff Meetings; Staff Development Days; Staff Performance, Feedback & Development Conversations	43
Work & Skills Celebration Event	44
Quality Assurance	45
Survey; Staff and Learner Voices	46
Observations, Visitors, and Area Reviews	48
Ofsted and Inspection	50
Safeguarding	52
British Values	55
Equality, Diversity and Inclusion (EDI)	56
Work and Employability Client Data	58
Continuous Professional Development (CPD)	59
Sharing Resources	61
Tutor Documentation	61
Marking and Feedback to Clients and Learners	62
Work & Skills Website and Brochure	63
List of Work & Skills Policies and Procedures	64
List of our current Partners	65
Glossary	66
Keeping in Touch – email, Teams, staff contact list	69

The Work and Skills Mission Statement

- **Guiding Principle**

We aim to provide lifelong learning opportunities for the communities of Barking and Dagenham, to enable the development of knowledge, skills, and wellbeing throughout life.

- **Our Objectives**

To provide opportunities to acquire knowledge, skills, qualifications, enhance employability and develop wellbeing.

To provide opportunities that will remove barriers to learning, employment and wellbeing for the whole community.

To partner with other local education providers, community groups and employers to make provision relevant to residents and local needs.

LBBDD Drive Values

These are the guiding principles and standards which every Barking and Dagenham Council employee brings to their working life every day. No matter what job staff hold, every single one helps improve the borough, and residents' needs drive everything we do.

Our DRIVE values are:

- **Deliver:** the best outcomes for residents whenever we can.
- **Respond:** to residents' needs in a helpful and friendly way.
- **Inspire:** others and ourselves to achieve their best.
- **Value:** residents when making decisions.
- **Engage:** with residents and colleagues in the best way we can.

Alongside these values, Work and Skills aims:

- To provide high quality adult learning and employment opportunities for service users in a flexible and supportive way, delivered by well qualified and specialised staff, and to continue to do so despite the challenges of Covid-19.
- To make available to all residents dedicated careers information, advice and guidance, as well as education progression support.
- To set high expectations for every learner to be the best they can be.
- To celebrate the progress and achievement of learners at every step, supporting learners to take pride in their achievements.
- To provide residents with a One Front Door service to support them to overcome barriers to learning and employment; to develop the skills and attain the qualifications which they need to enable them to confidently take their next steps, actively participate in their community, and lead healthy, rewarding lives.
- To empower residents to help themselves to take their next steps in life, to support them to access wider Council services to become confident, resourceful and independent.
- To ensure learners have access to high quality learning materials and digital resources to overcome the barriers of digital inequality and exclusion so that no-one is left behind.
- To offer a safe and accessible learning space, where service user and staff wellbeing is paramount.
- To robustly maintain a culture of respect and fairness, where discrimination is never tolerated and to disseminate and educate others to challenge discrimination in all its forms.
- To support our staff to be the best they can be through training, mentoring and access to high quality skills and development opportunities; to encourage staff to develop their career pathway and strive for success.

Important Dates 2022-2023

Term Dates 2022-2023

Autumn Term	12th September 2022	to	16th December 2022
Half Term	24 th October 2022	to	28 th October 2022
Christmas Holiday	19 th December 2022	to	6 th January 2023
Spring Term	9th January 2023	to	31st March 2023
Half Term	13 th February 2023	to	17 th February 2023
Easter Holiday	3 rd April 2023	to	14 th April 2023
Summer Term	17th April 2023	to	17th July 2023
Half Term	29 th May 2023	to	2 nd June 2023

ESOL Semester Dates 2022-23

ESOL Semester 1	Monday 19 th September 2022 – Friday 10 th February 2023
ESOL Semester 2	Monday 20 th February 2023 – Friday 14 th July 2023

Enrolment Days 2022-2023

Day	Date	Site	Time
Monday	5 September 2022	Ripple	10am – 12pm 2pm – 4pm
Tuesday	6 September 2022	Parsloes	
Wednesday	7 September 2022	Ripple	
Thursday	8 September 2022	Parsloes	
Monday	12 September 2022	Parsloes	
Tuesday	3 January 2023	Parsloes	10am – 12pm 2pm – 4pm
Wednesday	4 January 2023	Ripple	
Thursday	5 January 2023	Parsloes	
Tuesday	2 May 2023	Parsloes	10am – 12pm 2pm – 4pm
Wednesday	3 May 2023	Ripple	
Thursday	4 May 2023	Parsloes	
Friday	5 May 2023	Parsloes	
Monday	22 May 2023	Ripple	
Monday	5 June 2023	Ripple	
Tuesday	6 June 2023	Ripple	
Wednesday	7 June 2023	Parsloes	
Thursday	8 June 2023	Ripple	
Friday	9 June 2023	Ripple	

All Staff Development Days 2022-2023

Autumn Term 2022	Friday 16 th September 2022
Spring Term 2023	Friday 6 th January 2023
Summer Term 2023	Friday 21 st April 2023
End of Term 2023	Friday 21 st July 2023

Classes are suspended on the above dates; staff are expected to attend All Staff Development Days.

The Work and Skills Advisory Board

The Work and Skills Advisory Board meet three times a year with Senior staff to discuss performance outcomes of both the Adult College and Employment and Skills teams. The Chair, Evelyn Carpenter, holds regular meetings with the interim Co-Principals and interim Head of Employment, regarding progress against targets, performance, and funding. The Advisory Board are active in supporting Work and Skills in Learning Walks (virtual or on-site), Ofsted Inspections and celebratory events and have been commended by Ofsted in previous inspections for their rigorous scrutiny and support.

The Advisory Board Link Members' areas of special interest are vital in supporting, advising, and scrutinising those particular areas in Work and Skills.

The Student Governors

Puja and Farhana provide a crucial link to the student body as learner voices in the running of the College and offer forums to discuss issues and gather feedback from the learning body.

Staff Governors

Your Staff Governors are **Pam Cheema**; there is one Staff Governor vacancy. Pam holds regular surgeries on site and on Teams to chat with staff and take feedback, which is then cascaded anonymously to SLT and the Advisory Board.

Advisory Board Contact Name	Role	Area of special interest	Email address
Evelyn Carpenter	Chair of Advisory Board	Finance / Funding	e.carpenter2022@outlook.com
Councillor Syed Ghani	Advisory Board Member	Quality / Customer Journey	syed.ghani@lbbd.gov.uk
Councillor Dorothy Akwaboah	Advisory Board Member	Grow Our Talent / Safeguarding / Finance / Funding	dorothy.akwaboah@lbbd.gov.uk
Mr Richard Sanders	Advisory Board Member	Progression / Destinations / Employability	rj.sanders@btinternet.com
Ms Pam Cheema	Staff Advisory Board Member	Staff engagement	paramjit.cheema@lbbd.gov.uk
Susanna Bruce	Student Advisory Board Member		zzannab@yahoo.co.uk
Puja Vaghela	Student Advisory Board Member	Quality/Customer Journey	pvaghela@adult-college.bardaglea.org.uk
Elizabeth Kangethe	Advisory Board Member		Elizabeth.Kangethe@lbbd.gov.uk

Staff Governor Feedback surgeries for 2022-23

Run on Thursdays between 4 and 5pm on Teams on the following dates. If you would like to meet with the Staff Governors, please email them on the contact emails above and request to be added to the Teams meeting.



Pam Cheema
Staff Governor
Tutor and Course Leader for the
Vocational & Employability Dept,
The Adult College

Term 1	Term 2	Term 3
29/09/22	26/01/23	27/04/23
20/10/22	23/02/23	25/05/23
24/11/22	30/03/23	29/06/23
15/12/22		

Staff Governor
Vacant position



Covid-19 Update

Your safety, and the safety of our learners and clients, is paramount.

As we learn to live safely with COVID-19, there are actions we can all take to help reduce the risk of catching COVID-19 and passing it on to others. These actions will also help to reduce the spread of other respiratory infections. COVID-19 and other respiratory infections such as flu can spread easily and cause serious illness in some people.

Vaccinations are very effective at preventing serious illness from COVID-19, however even if you are vaccinated there is a chance you might catch COVID-19 or another respiratory infection and pass it on to other people.



Respiratory infections can spread easily between people. It is important to be aware of symptoms so you can take action to reduce the risk of spreading your infection to other people.

The symptoms of COVID-19 and other respiratory infections are very similar. It is not possible to tell if you have COVID-19, flu or another respiratory infection based on symptoms alone. Most people with COVID-19 and other respiratory infections will have a relatively mild illness, especially if they have been vaccinated.

If you have symptoms of a respiratory infection, such as COVID-19, and you have a high temperature or you do not feel well enough to go to work or carry out normal activities, you are advised to try to stay at home and avoid contact with other people.

Symptoms of COVID-19, flu and common respiratory infections include:

- continuous cough
- high temperature, fever or chills
- loss of, or change in, your normal sense of taste or smell
- shortness of breath
- unexplained tiredness, lack of energy
- muscle aches or pains that are not due to exercise
- not wanting to eat or not feeling hungry
- headache that is unusual or longer lasting than usual
- sore throat, stuffy or runny nose
- diarrhoea, feeling sick or being sick

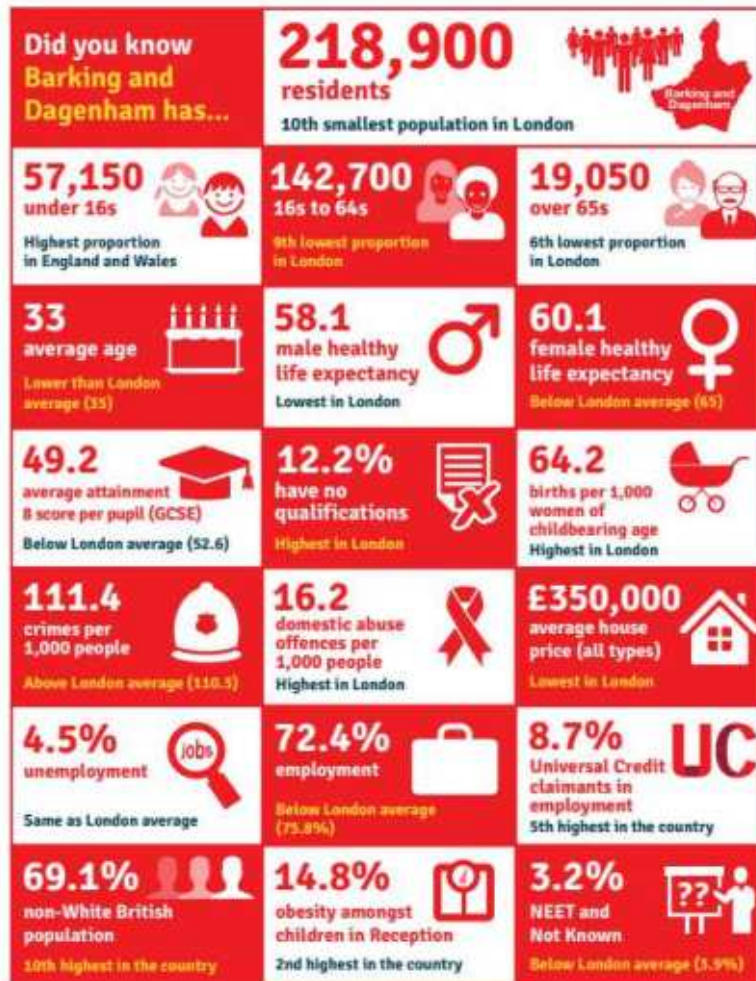
If you are feeling unwell with these symptoms, you should get plenty of rest and drink water to keep hydrated. You can use medications such as paracetamol to help with your symptoms. Antibiotics are not recommended for viral respiratory infections because they will not relieve your symptoms or speed up your recovery.

In some cases, you might continue to have a cough or feel tired after your other symptoms have improved, but this does not mean that you are still infectious.

You can find information about these symptoms on the [NHS website](#).

If you are concerned about your symptoms, or they are worsening, seek medical advice by contacting NHS 111. In an emergency dial 999.

January 2023



Barking and Dagenham has the seventh smallest population of London's 32 boroughs, with almost 219,000 residents. B&D has a very mobile population with less than 9% of residents in the borough in 2001 still living here in 2018. The vision for Barking and Dagenham is **One Borough, One Community – No-one left behind**. Work and Skills sits within the Inclusive Growth lifecycle of the Council.

Barking and Dagenham has a proud working-class history, a heritage like no other London borough, and strong community bonds built over generations. It is the youngest borough in London and the population is growing rapidly. As the community changes the common ties that bind the Borough together must strengthen and evolve.

Barking and Dagenham has a lot to be proud of already; the Borough boasts a history of enterprise, industry, and adventure. And now, it is the fastest growing borough in London – not just in terms of population but also in terms of the amount of positive change taking place. With 50,000 new homes, 20,000 jobs and large-scale regeneration coming to the borough, it is truly London's Growth Opportunity. We want our residents to have aspirations, to flourish as individuals and as families, to choose to stay in the borough and to be able to afford to do so.

Barking and Dagenham then and now

The Opening of Becontree Housing Estate, 1921



Becontree Estate today



Barking Town Centre Today



And yesterday



Barking station in 1878...



And in 2022! Now a Grade II listed building.



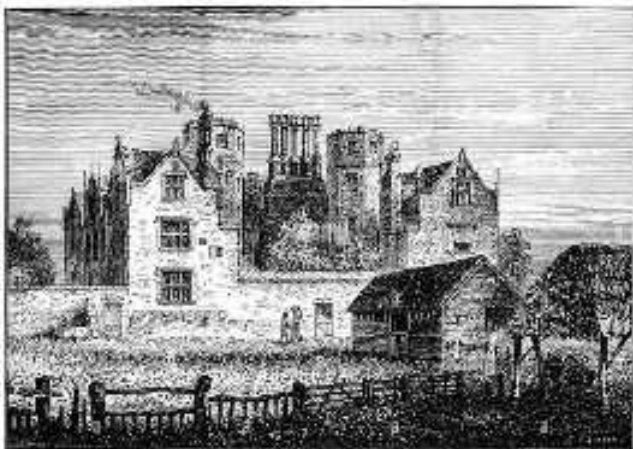
The Broadway Theatre, Barking c.1914



Dagenham Film Studios to open 2023



Eastbury Manor House in 1880...



and newly restored in 2022



Barking Riverside before...



and after regeneration!



The Adult College Barking campus



The Adult College of Barking and Dagenham
127 Ripple Road
Barking IG11 7PB
Telephone 020 8270 4722

Buses: 62, 287, 368, EL1, EL2, EL3 stop outside the College

Nearest Tube/Overground station: Barking Station (district line)

Parking: not available on site. Nearest car park: London Road

The Adult College Dagenham campus



The Dagenham Campus was designed to be a tranquil space with facilities specifically tailored to Health Hub and Wellbeing and SEND programmes

The Adult College of Barking and Dagenham
241-247 Parsloes Avenue
Dagenham
RM9 5DF
Telephone 0208 270 4722

Buses: 364 runs along Parsloes Avenue
5, 62, EL2 stop at Martin's Corner (distance 5 minutes' walk)

Nearest Tube Station: Dagenham Heathway (15 mins walk)

Parking is very limited for staff onsite.
Parking available in surrounding roads but please be mindful of restrictions.

Riverside Centre (The BRIC)



Riverside Centre

Infrastructure Way
Barking IG11 0YN

Telephone 0333 033 3700

Buses: EL2 stops nearby

Nearest Station: Barking Station

Parking not available for visitors on site

Open: Mon-Fri 0900-1700

Dagenham Job Shop & Vocational Support Services



Dagenham Job Shop & Vocational Support Services

Dagenham Library
1 Church Elm Lane
Dagenham RM10 9QS
Telephone 020 8724 8877

Buses 173, 174, 175 stop nearby

Nearest Tube: Dagenham Heathway (2 mins walk)

Parking not available on site
Heathway Multi-storey car park is behind the library in Church Elm Lane

Open: Mon-Fri 0900-1700

The Construction Job Shop Staff are based within the Barking and Dagenham Job Shops.

Barking Job Shop (Barking Learning Centre)



Barking Job Shop

Ground Floor, Barking Learning Centre

2 Town Square
Barking IG11 7NB
Telephone 0208 724 8870

Buses: 62, 287, 368, EL1, EL2, EL3 stop nearby

Nearest station: Barking Underground (District Line) and Overground Station (5 mins walk)

Parking is not available on site
Nearest Car Park London Road



The Adult College of Barking and Dagenham is part of the Work and Skills Lifecycle and sits within the directorate of Inclusive Growth in the Council. The College is led by two interim Co-Principals, Yvonne Bennett, and Nicola Sanderson. It is funded by the devolved Greater London Authority (GLA) for Adult Education Budget (AEB) programmes, and the Education and Skills Funding Agency (ESFA) for some out-of-borough AEB programmes and level 3 loans, the Adult College aims to provide learning and skills development opportunities for local people. Collectively, these newly merged Borough departments provide an extensive programme, delivered in partnership with specialist providers and employers, as well as direct delivery by the Adult College and Job Shops. Approximately 6000 residents are supported through these programmes on an annual basis. The employment and skills programmes are delivered in three areas:

- Adult Employment and Skills
- Adult Education
- Community and Family Learning

Yvonne Bennett



Nicola Sanderson

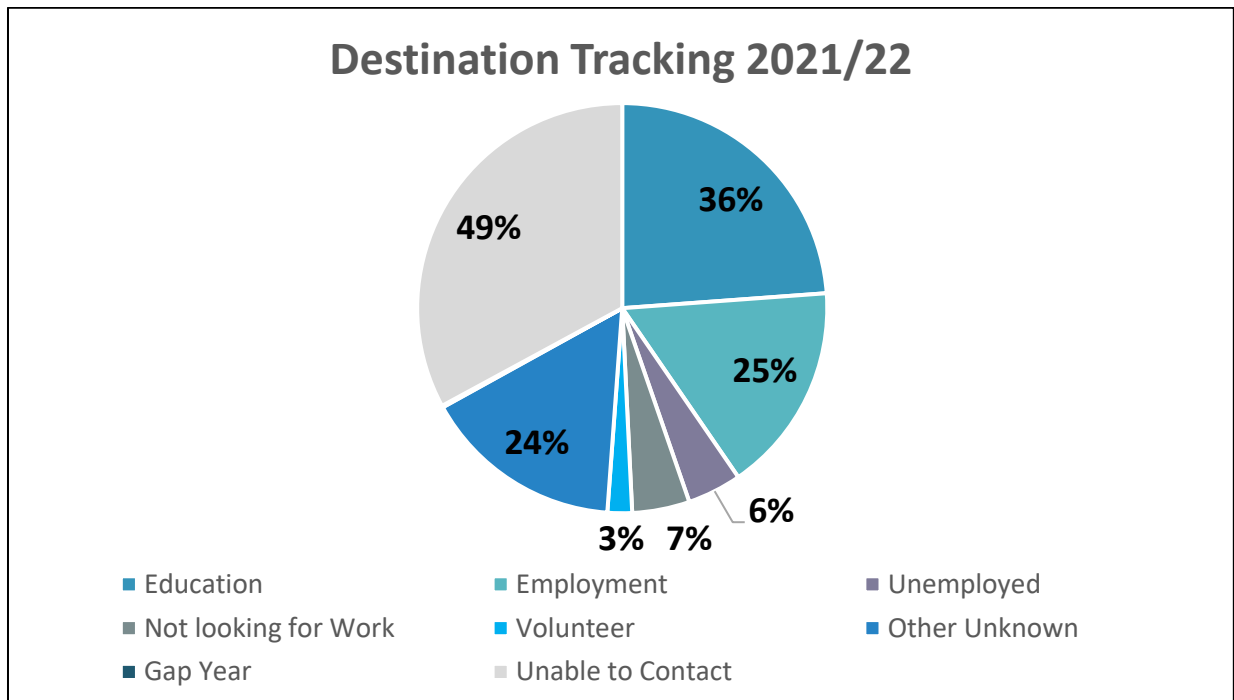
The Council's ambitious modernisation and efficiency programme (Project 2020) continues to take shape with the ongoing development of the Community Services 'offer'. In June 2022, Work and Skills was moved from the Community Solutions Directorate into the Inclusive Growth Directorate. This move is instrumental to the Council's objective of helping residents to improve their life circumstances and fulfil their potential. This is closely aligned to the manifesto objectives of the Council, and Work and Skills is instrumental in supporting the development of education and skills aligned to Borough skills needs, and pathways into employment.

Adult College Summary Three Year Data Table 2018-2022

	Whole College			AEB			Community Learning		
	Retention	Pass Rate	Achievement	AEB Retention	AEB Pass Rate	AEB Achievement	CL Retention	CL Pass Rate	CL Achievement
21/22	96.68	95.75	92.47	93.24	93.74	87.14	99.48	98.87	98.35
20/21	97.18	94.05	88.36	94.7	86.82	81.98	99.95	99.69	99.39
19/20 Covid TAGS	94.5	96.2	90.5	89.5	93	83.2	98.7	98.7	97.4
18/19 - Pre Covid	94.95	95.17	90.36	91.05	91.23	83.06	98.82	98.76	97.59

Attendance Data 2018-2022

Year	Whole College Attendance %
2021/22	85.92
2020/21	87.40
2019/20	84.07
2018/19	82.52



*Don't forget to take time out **just for you** –
look after your health and wellbeing every day*



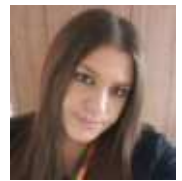
See pages 41 and 65 of this handbook and
<https://lbbd.sharepoint.com/sites/Intranet/SitePages/Wellbeing.aspx>



Work and Employability



Based in Barking and Dagenham, the Job Shop service provides employment & skills IAG support to residents of the Borough within key locations such as Dagenham Library, BLC, and Riverside. The Team is led by the Head of Employment, Emma-Jane Bradley. The Team is comprised of Dagenham Job Shop, Barking Job Shop, the Construction Job Shop, the Employer Engagement Team, CITB, and Quality. In



Emma-Jane Bradley

Barking 2021-2022, the Job Shops received 2500 referrals for clients looking for work. Collaborative project between major stakeholders including L&Q, the Mayor of London, Homes England, Barking and Dagenham Council, Transport for London, and local resident committees. L&Q and Bellway Homes are involved in the construction of residential and commercial builds on site.

The 440 acre brownfield site next to the river Thames has planning permission for 10,800 homes, a new Overground line station to Gospel Oak, Riverboat service, 7 schools, sports, leisure and health and social care facilities plus a vibrant hospitality district along the river walkway. The development is due to complete in 2034 offering a modern community focused location to live, work, learn and play.



The New Barking Riverside Innovation in Construction (BRIC) training centre in partnership with the Adult College of Barking & Dagenham and LBBB Job shops opened in June 2021 and offers a range of construction, employability, and entry level programmes to support the community to develop skills, and access employment and career progression opportunities.

An application to CITB for accreditation for CSCS testing centre set up has been submitted and we await the board approval. Remediation of the room layout will cost around £9k and is to be covered by the CRF fund along with the computers/hardware and additional equipment needed. Interest received from 3rd parties to hire classroom space which is being managed by Work and Skills Coordinator. The centre continues to be used by the Barking Riverside Employment and Skills Coordinator to deliver school engagement activities for Barking Riverside alongside delivery of the CRF Green Skills courses. Signage is now installed and marketing following the launch on 25th March. MCA Tri Borough Co-Ordinator is coordinating further accreditation for course delivery. Tutors are now needed to facilitate the training delivery.

Overall outcomes comparison across 3 years April-Mar 2019-22

	2019/20	2020/21	2021/22
Registrations	1635	802	844
Job Starts	1251	765	856
Sustained	483	282	332
Apprenticeships	39	24	27
Volunteering	38	16	32
Traineeships	N.A (target not in place)	N.A (target not in place)	20

Covid has changed the type of sectors our clients are being recruited into, with Health and Social Care and Transport jobs decreasing compared to this time last year. This could be due to organisations being closed during the 3rd lockdown and having recruited less staff as they can only work at half capacity, or opening times have decreased.

Also, many employers have found new ways of working, for example using self-service check outs which means they are hiring less new staff members. Also with new Brexit rules, this has seen an impact on qualified drivers. 21/22 figures show that there is now a more diverse range of sectors such as manufacturing, marketing, production and public health. Our Employer Engagement team are currently sourcing more opportunities by getting in contact with multiple employers now that restrictions have gone. They are looking into different roles outside of the 'normal' sectors to give our clients different options and consider different career paths.

Sector of Employment Outcome	Apr 20 – Mar 21	% of total jobs starts	Apr 21 – Mar 22	% of total jobs starts
Construction	55	14%	102	17%
Health & Social Care	83	21%	72	12%
Catering	14	4%	20	3%
Office Work	38	10%	117	20%
Other	6	1%	22	4%
Professional	5	1%	16	3%
Retail	23	6%	32	5%
Security	15	4%	10	2%
Services	8	2%	15	3%
Transport & Logistics / Warehouse	61	15%	39	7%
Childcare	19	5%	10	2%
Hospitality	16	4%	21	3%
Cleaning	20	5%	24	4%
Maintenance / Horticulture	4	1%	8	1%
Marketing / IT	4	1%	13	2%
Manufacturing /Engineer	3	1%	15	3%
Customer Service	8	2%	20	3%
Education	10	2%	24	4%
Public Health	4	1%	9	2%

The Mental Health Vocational Support Service (MHVSS) was the latest service to join Work & Skills (October 2019). When Work and Skills was lifted and transferred into the Inclusive Growth Directorate in July 2022, the MHVSS was moved to Triage in Comsol as a better fit for their service and is no longer part of Work and Skills. Good luck VSS Team, we miss you!



Please note that in the following staff galleries, some staff have requested the right not to share their photographs in this handbook, and we respect their wishes. They are represented by this symbol:



Meet The Work and Employability Teams



Emma-Jane Bradley

Head of Employment, and Work and Employability Service Lead
Work and Skills | Inclusive Growth

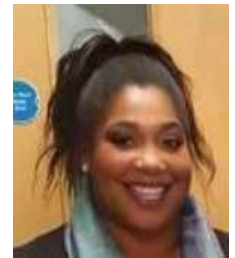
Emma-Jane manages the

- The Employer Engagement Team,
- Dagenham and Barking Job Shop Teams,
- The Riverside Team,
- The E&S Quality Team,
- The Apprenticeship and Traineeship Team.

Employer Engagement Team



Gemma Connelly
Workforce Development Manager



Shantice Blaize
Employer Engagement Officer



Sima Tasnim
Employability Trainer/Outreach Broker



Claire Martin
Support Co-Ordinator
(Learning Disabilities)

The Employer Engagement team offer a free recruitment service for employers and comprehensive support for residents to match their skills and experience to the right roles. We work with a large variety of employers in various sectors to secure vacancies for local residents and have placed hundreds of local people into work. We support employers to identify and eliminate any training and skills gaps by creating tailored training / qualification packages that are delivered by the Adult College. We also run a programme of events throughout the year including Jobs Fairs covering all sectors and sector specific events based on demand and that contribute to national events such as National Apprentice week and Enterprise week.

BRIC Training Centre



Yeva Dobrovolska
BRIC Training Centre Co-Ordinator

The Construction Team



Georgie Loveday
Relationship Manager



Frank Notaro
Construction Job Broker

The Construction team operates alongside the main Job Shops in the Borough and offers specialised brokerage in the construction sector. From registration through to employment, the team will assist with anything along the way – CV writing, CSCS mock testing and booking, referring to specialist funded training such as IPAF, CCDO, ECS plus much more. We can offer in depth advice and guidance on all construction related card schemes and career options. We welcome referrals from partner organisations and are happy to support those who are unsure about what the sector has to offer and require further info.

Barking Job Shop



Nick Heath
Relationship Manager Barking Job Shop

Barking & Dagenham Job Shops are both employment support services for the local residents of Barking and Dagenham. Working with people from all backgrounds and situations the Job Shops have a team of

experienced and skilled Job Brokers on hand to support with whatever needs the individual may have. Offering personalised 121 information, advice and guidance sessions which include support with CV writing, job applications, personal statement writing, mock interview practice and many more. Wherever people are unemployed and looking for work or employed and looking for a new challenge then we are there to help. Other services within the Job Shop includes job search support, back to work calculations, confidence building and skilled workshops.

The Barking Job Shop Brokers

The Barking team is based at: Ground Floor, Barking Learning Centre, 2 Town Square, Barking, IG11 7NB

Charlotte Mills



Mariam Ahmed



Mary Lee



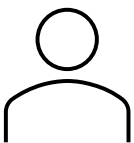
Steve Forsyth



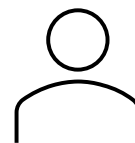
Susan Turner



Samson Amusa
Project Support Officer



Foruk Bokth
Business Admin Assistant



Dagenham Job Shop



Hayley Morgan
Relationship Manager, Dagenham Job Shop

The Dagenham Job Shop Brokers

The Dagenham Team is based at: 1st Floor, Dagenham Library, 1 Church Elm Lane, Dagenham. RM10 9QS

Alison Sargeant



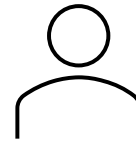
Mark Luxford



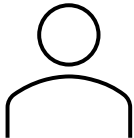
Sarah Sanford



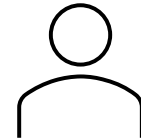
Julie Clare



Noma Begum
Project Support Apprentice



Sumayah Khatun
Project Support Officer



Riverside Team



Clare Coombe
Barking Riverside Employment & Skills Co-ordinator
and Apprenticeship Tutor

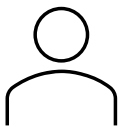
The Riverside team are responsible for tracking the Section 106 obligations for the sites within the borough. Barking Riverside is the largest housing regeneration project in Europe comprising of 10800 homes, 7 schools, The Gospel Oak Overground extension from Barking station, Modern Recycling plant and ENVAC system and infrastructure associated with a building a small town. The team is responsible for

delivering the Employment & Skills Strategy targets to contractors recruiting and training locally as part of their S106 obligations, enhancing construction skills and career pathways for school children and School, College & University leavers, upskilling staff onsite and creating / coordinating Work Placements and Apprenticeships onsite.

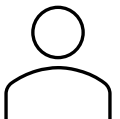
Apprenticeship, Traineeship, & Work Experience Team



Joanne Wason
Apprenticeship, Traineeship,
and Work Experience Manager



Alicia Douglas
Apprenticeship Course Leader



Amenah Rana
Senior Project Support Officer (Apprenticeships)

The Apprenticeship team works with residents of Barking and Dagenham who are aged 16 and above and who are interested in work-based training programmes. Known under the umbrella “Earn whilst you Learn”, apprenticeships combine work and studies to gain the Knowledge, Skills and Behaviours for specific jobs.

Apprenticeship Assessors & Tutors

Clare Coombe



Sharon Creary



Paul Frankham



Davinder Lally



Samina Riaz

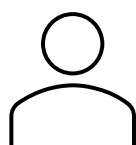


Apprenticeship IQAs

Joanne Wason



Sonji Clayton



Quality & Performance Team (Employment & Skills)



Shannen Turner

Quality and Performance Manager (Employment and Skills)

The Quality and Performance team ensures that all targets on internal and external funded projects within the Job Shops are achievable and on track to hit forecasted targets for the current financial year. The team quality assures all funded contracts, paperwork, documentation, and procedures to abide by the criteria set out in current funding and the Council's policies.

The team also oversee all paperwork, MIS systems, policies and staff performance for the service. Overall and individual performance of each staff member is monitored and observed, and measures are put in place if performance is low or decreasing. All preparation, planning and leading for inspections with accounting bodies and standards such as Ofsted, Matrix and any other contacted projects within The Job Shop are covered by the team. The team also monitor feedback, complaints, staff development and training, 121's, borough stats and service impact.



Evie Wiseman

Senior Project Support Officer

Meet the Curriculum Team at the Adult College



Nicola Sanderson
Interim Co-Principal of the Adult College –
Curriculum and Community Partnerships Lead
Work and Skills | Inclusive Growth

Niki supervises the Curriculum Management Team, the Course offer, and is the Ofsted Nominee.

The Curriculum Managers

Digital Skills Team



Donna Lomas
Curriculum Manager - Digital Skills

Digital Skills Tutors:

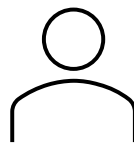
Queenie Chow



Nicola Lane



Sandra Holdorf



Ayesha Ahad



Victoria Akiode



Offering: Digital Skills qualifications at Entry 3, Level 1 and Level 2, and short Job Search and Introduction courses.

Our team offers the digital skills needed for life and work - allowing residents to participate fully in a society where phones, tablets and laptops are a part of everyday life and where resources, including borough information, require an understanding of working online. We also offer the qualifications needed to develop practical work skills for greater employability.

ESOL Team



Saeda Almalkawi

Curriculum Manager - ESOL (English for Speakers of Other Languages)



Veronika Stedronska

Course Leader for Functional Skills and ESOL tutor

ESOL Tutors:

Mariana Gabor



Sultana Majid



Paola Libanori-Phillips



Veronika Stedronska

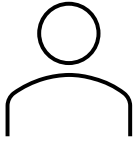


Wajiha Khan



Offering: ESOL mainstream; ESOL additional courses; ESOL courses which embed citizenship; Life in the UK test preparation courses; ESOL for Construction; Community Interpreting.

Skills for Life Team



Janet Okebu-Stewart
Curriculum Manager - English and Maths

The English and maths department deliver courses at all levels at both the Ripple Road and Parsloes sites. Through the programme we support learners to improve their skills in English and maths and achieve qualifications that prepare them for the workplace. Our aim is to develop skills that improve learners' prospects of employment and enable them to participate fully in their local community.

English Tutors:

Donna Lomas



Gill Haskey



Ayesha Ahad



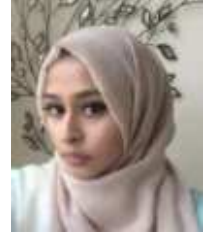
Queenie Chow



Toni Williams



Hasna Begum



Offering in English: SEND Conversation Skills, SEND Reading and Writing, Pre-entry English, Entry 1-Level 2 Functional Skills English, GCSE English Language

Maths Tutors:

Sharon Collier



Rejaul Islam



Srilatha Kuchipudi



Hana Alathamneh

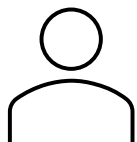
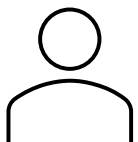


Barbara Solomons



Karen Ogunye

Kulwinder Gill



Offering in Maths: SEND Number Skills, SEND Measure, Shape & Space, SEND Handling Data, Maths for ESOL Learners, Entry 1-Level 2 Functional Skills Maths, GCSE Maths

Curriculum Support

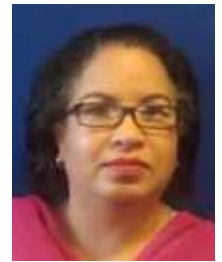


Emily Whittaker
Business Admin Apprentice

Wellbeing and Community Partnerships Team



Bahia Khalef



Karen Yarnell

Curriculum Managers
Wellbeing & Community Partnerships Team

Wellbeing Tutors:

Martin Muriuki



Karen Yarnell



Bahia Khalef



Offering: Personal and professional development (Enrichment), Wellbeing, SEND health, SEND Life skills, Wellbeing for Staff; community programmes.

Family Learning Tutors:

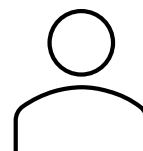
Gill Haskey



Gurjeet Sura



Kulwinder Gill



Hana Alathamneh



Offering: ESOL for Parents, Maths for Families, Read Write Together, Keeping up with the children – Maths, Keeping up with the children – literacy, Online Safety, Wellbeing for Families

English for Everyday (EFE) Team:

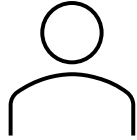
Offering: Beginners' conversation classes for those with few English skills to build confidence and a foundation for progression into mainstream ESOL courses

EFE Tutors:

Rachel White



Giovanna Pala



Toni Williams



Gurjeet Sura



Hana Alathamneh



Hasna Begum



The Vocation and Employability Team



Carole Young

Curriculum Manager – Vocation and Employability



Pam Cheema

Course Leader Vocational & Employability Team

Offering: Supporting Teaching & Learning, Child Care, Health & Social Care, Employability courses, Coaching and Mentoring, and Grow Our Talent professional qualifications.

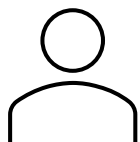
Tutor/Assessors/IQAs and area(s) of delivery:



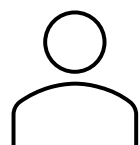
Victoria Akiode
Supporting Teaching and Learning



Pam Cheema
Supporting Teaching and Learning



Janet Okebu Stewart – Grow Our Talent



Tina Manuel – Health & Social Care / Supporting Teaching and Learning / Grow Our Talent



Shomi Begum
Health & Social Care / Childcare/Early years practitioner



Asvina Gokhool –
Health & Social Care / Childcare/Early years practitioner

Meet the Business Support Team



Yvonne Bennett
Interim Co-Principal of the Adult College –
Business Support and Safeguarding Lead
Work and Skills | Inclusive Growth

Yvonne manages the MIS, Exams and Finance Team, The Admin and Facilities Team, The Network Services Team, The Student Services Team and The Education Quality Team.

Meet the MIS, Exams and Finance Team



Michelle Bayer
MIS, Exams and Finance Manager

Michelle manages the MIS, Exam and Finance Teams, who are all based at in reception at both sites and in room 22 on the third floor at Ripple Road.

MIS Team



Daniel Manning
MIS & Exams
Assistant



Alison Slater
MIS & Exams
Assistant



Brenda Tame
MIS & Exams
Assistant



Rani Mandla
Project Support
Officer



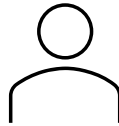
Natasha Chew
Welfare Officer

MIS – Are responsible for enrolling learners, managing registers, producing data, reports and uploading data to the funding agencies.

Exams Team



Denise Nunn
Exams Officer



Marie-Claire Dean
Invigilator



Daniela Kalaveri
Invigilator

Exams - We cover examinations from the point of registration through to the facilitating exams and finally the distribution of certificates.

Finance Team



Jake Lowe
Finance Officer



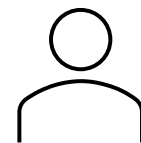
Muhammad Khalid
Finance Apprentice

Our Finance Team is responsible for maintaining Work & Skills accounting systems, reconciling, and banking monies, refunds, administrating tutor salaries and producing high level financial reports.

Meet the Network Services Team



Jagdeep Aujla
Network Services Manager



Vacant Position
Digital Skills Apprentice

Jag manages all things IT for the Curriculum Network of the Adult College, offering specialised advice, guidance and training on packages and applications for delivery and on site and online, information on IT systems for curriculum and packages used. Over the last two years, Network Services has been pivotal in ensuring staff and learner success with new programmes and software, including launching online delivery and supporting both tutors and learners throughout the Covid 19 lockdown.

I-pads and laptops are also available for staff and learners – please email or ask at Reception if you require ipads for your class or a laptop for a learner who attends an online class.

Online safety for learners and staff is constantly monitored with appropriate Firewalls and anti-scams software in place. The Network Services department produces updates on how to stay safe online, including pop-ups on Learners' screens and information in classrooms. Training for staff on the use of Teams and classroom equipment is also available. Please email Jag on the helpdesk email: Helpdesk@Adult-College.Bardaglea.org.uk

Helpdesk information:

- Email: Helpdesk@Adult-College.Bardaglea.org.uk this will generate a helpdesk call, the Network Services Manager will be notified instantly, updates will be sent out via emails.
- Mobile: 07772-221412
- Out of hours support available on Tuesday and Wednesday after 5pm.

Jag and his daughter, Japleen, undertook a sponsored climb of Mount Kilimanjaro in October 2022. This amazing trek, totally funded by Jag himself, is in aid of Parkinson's UK. If you would like to contribute to this worthy cause, please scan the QR code below to go to the Just Giving page. Thank you for your support.



The Administration and Facilities Team



Colette Skelton
Admin and Facilities Manager

The Administration and Facilities Team deal with all aspects of recruitment, HR issues, site management and health and safety. We ensure all employees are kept up to date on any additions or changes to GDPR, health and safety issues (including Covid 19 related information), newsletters, all staff emails, as well as providing business support on projects such as the All Staff Development Days, Celebration Events and CPD administration.

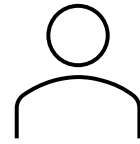
Colette supervises the Business Support Officers and Business Admin Apprentice:



Martinice Osbourne
Business Support Officer (BSO)

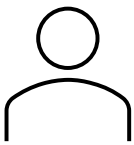


Farhana Rahman
Business Support Officer (BSO)



Vacancy
Marketing & Communications
Apprentice

The Student Services Team



Abby Jokomba
Student Services Manager

Abby will be joining the Adult College on 11th April 2023 and will manage Safeguarding Officers, the Access Facilitator, Learning Assistants, and volunteers.

The post is currently being covered by Yvonne Bennett and Kate Taylor in the interim.

Student Services provides a range of services:

- Initial advice and guidance to learners at the front line
- Assistance with enrolment
- Learning Support in the classroom, and out of the classroom
- Adult Learning Support Fund
- SEND assistance
- Welfare Support
- Destination Tracking of Learners
- Staff Governors
- The Safeguarding Team
- The Adult College annual brochure
- Marketing

We provide specialist equipment such as hearing loops, overlays, magnifiers, laptops, i-pads and other course resources to make sure every learner succeeds, and no-one is left behind.

Financial support (subject to eligibility) is available for:

- Travel
- Course Fees
- Childcare
- Other essential course resources

Welfare Support - we provide confidential and impartial advice and support to all our learners no matter what the issue such as:

- Childcare
- Money Worries

- Housing Stress
- Personal issues

For more information please speak to a member of the Student Services Team on 0208 270 4722 or Adult College Enquiries AdultCollegeEnquiries@lbbd.gov.uk

Supporting Learners and Clients with Particular Needs



Carol Chaplin
Access Facilitator

Carol provides highly experienced advice and guidance for SEND learners and liaises between the Adult College and Carers/Care Homes and Student Services to ensure learners are provided with the best possible learning experience, support and job opportunities. During the pandemic, Carole has provided telephone support to vulnerable learners who have often struggled with the restrictions of Covid and lockdowns, who have required telephone companionship and support if they have become ill, and enabled them to receive shopping and medication without leaving their homes.

The Adult College runs a dedicated curriculum programme for learners with learning difficulties and disabilities. The SEND programme is specifically designed to support, develop, and enrich the lives of learners, and enable and empower those who wish to progress into work. SEND courses are offered in several areas of the curriculum and learners benefit from the support of the Adult College's Access Facilitator, Carol Chaplin, who ensures learners are fully integrated and cared for while they are learners at the College.

SEND learners are offered an interview with Carol in the Summer term; carers, parents and support staff are welcome to accompany learners to the interview. At the interview, learners will be offered courses from which to choose, enrolled and given course information to take away; often a short survey is carried out at the same time to ensure that learners feel safe at the College and are enjoying their learning experience with us. Tutors write specific end of course reports for each learner recommending next steps and sticking points to inform future tutors.

SEND learners who have completed the SEND programme are encouraged to progress into mainstream. Tutors who are inexperienced in teaching SEND learners should seek advice and guidance from the Access Facilitator and Student Services as to the support available for SEND learners in a mainstream classroom. Advice and guidance from other SEND tutors is invaluable as it is likely your learner attends other classes at the College and is known to other, more experienced tutors.

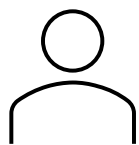
The College offers a range of resources to support learners and staff and you can access these through the Student Services team. If you have any doubts or queries, please contact the Student Services Manager, Harjit.mirgind@lbbd.gov.uk

Learning Support - Meet the Learning Assistants

Queenie Chow



Marie-Claire Dean



Gill Haskey



Daniela Kalaveri



Sue Ryder



Nasrin Shaikh



Zeenat Sultana



Rachel White



Volunteers:

Volunteers are recruited annually and fulfil a variety of roles in and out of the classroom. If you are interested in becoming a volunteer, please contact the Student Services Manager or Queenie Chow on gchow@adult-college.bardaglea.org.uk

Meet The Education Quality & Performance Team



Kate Taylor
Quality and Performance Manager (Education)

Kate manages the Adult College Quality Assurance processes, including the Self-Assessment Report; Quality Improvement Plan; Performance Review; the Observation of Teaching and Learning; Continuous Professional Development; the Staff Coaching & Mentoring Programme; Customer Feedback; and Ofsted preparation and inspections.

If you are a new member of staff at the Adult College, you will be offered a Quality Induction with Kate; this will give you useful information about the residents of Barking and Dagenham, the Borough and community information, as well as how you contribute towards the quality initiatives of the College. If you haven't received an invitation to a Quality Induction, please contact Kate directly on kate.taylor@lbbd.gov.uk

Kate works remotely but liaises closely with **Shannen Turner**, the Quality and Performance Manager for Employment, and the Curriculum and Business Support Teams, striving to provide a seamless holistic Work and Skills Quality service, ONE FRONT DOOR, continually driving up standards so that excellence is a norm.

Matrix

Work and Skills proudly passed assessment and achieved the Matrix accreditation for quality Advice and Guidance to customers in October 2021. We are able to display the Matrix logo on our documents and publicity – a symbol of excellence to our customers and partners. The Matrix Assessor praised staff for their passion and commitment to the support of residents.



INITIAL ADVICE AND GUIDANCE

The Front of House staff offer learners and clients an exceptional level of customer service and comprehensive advice and guidance for the start of their learner/client journey.



Health, Safety & Wellbeing



All staff are expected to promote good health, safety and well-being of learners to meet the Educational Inspection Framework guidelines. Personal Development, Behaviour, Attitudes and Welfare also incorporate information on healthy eating, smoking, drug awareness, internet safety, positive relationships and British values and should all be embedded in your teaching course materials.

Risk Assessments

All courses, classrooms, sites, and procedures are thoroughly risk assessed. Please ask your manager for a copy of your risk assessment if you have not been given one.

Fire Safety



Fire procedures and assembly points are posted in every room – even at outreach sites. Please familiarise yourself with the exit procedures in the event of a fire or terrorist alert. Please remember, **your first duty is towards your learners or clients and ensuring their safety**. Fire drills and bell tests are carried out regularly; please familiarise yourselves with exits, fire alarms, and evacuation procedures. Fire Marshalls will be on hand to assist you with any learners, staff or clients who are having difficulty, e.g. wheelchair users.

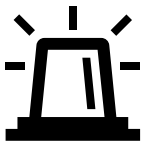
DO NOT RE-ENTER THE BUILDING UNLESS YOU ARE TOLD IT IS SAFE TO DO SO.

First Aid



A first aid kit and a list of qualified first aiders are held at Reception. If one of your learners is taken ill during the lesson, **DO NOT LEAVE THE CLASSROOM**, but send one of the other learners to Reception to get help. All accidents, incidents, dangerous occurrences or near misses **must be reported immediately** after the incident using the **Incident Report Form** available from Reception.

Personal Safety at Work



Violence and aggression against staff or between learners on the premises will not be tolerated in any form, including sexual and racial harassment. If you feel under threat at any time from either staff, clients or learners, report it to your line manager in confidence.

- Never meet aggressive behaviour with aggression, it inflames the situation.
- Try to diffuse the situation if possible, stay calm, talk quietly and firmly.
- Listen and acknowledge the feelings of the aggressor.
- Be aware of your surroundings – make mental notes of exits and obstacles.
- If you feel you have to get away, move slowly but purposefully away.
- Find assistance immediately and if in danger, ring 999.

Sickness absence



Procedures for teaching staff

Teaching staff are requested to ring the College on **0208 270 4722** as early as possible and leave a message on the **Reporting an Absence option** on the answering machine, informing the College of the nature of your absence and when you expect to return. Reception will retrieve this message and pass to the Curriculum Team who will arrange cover for your class(es).

Procedures for non-teaching staff

For all employees other than tutors, staff are expected to **telephone your line manager in person** and explain why and for how long you intend to be absent. Please do not leave messages with colleagues or send an email. If your line manager is unavailable, you should inform another member of the management team who is senior to yourself.

Members of staff can self-certificate sickness absence for the first seven days; after which time a doctor's certificate will be required to be produced for HR. Work and Skills cares about your health and wellbeing as well as the impact your absence has on the Service. Repeated absences will be a cause for concern and will be addressed through the Council Sickness Absence procedures. Further information is available from HR or your line manager. The Council offers Occupational Health support on a referral from your manager to support you in managing your sickness absence, or on return to work options after a long period of absence.

Mental Wellbeing for staff



It's fair to say life has been unpredictable lately and while we don't know how the coronavirus pandemic has affected each person, we know it has affected everyone. That's why it's even more important than ever to look after each other and do everything we can to protect our physical and mental wellbeing. While we're probably all familiar with the term physical health, we often overlook the importance of looking after our minds.

And just like there are things you can do to improve your body, you can take steps to help your mental health.

Since we never know what life will throw at us – these last couple of years being the perfect example – we offer you and your family (because we know there's more to life than work) access to a range of free, professional advice and support for when you need a helping hand.

Outside the support your line manager or occupational health team can provide, we also have (please click on links for more information):

- [Mental Health First Aiders](#)
- [An Employee Assistance Programme](#)
- [Access to Work Mental Health Support Service](#)
- [An independent counselling service](#)

Staff and learner wellbeing and good health is paramount, and Work and Skills also offers an annual programme of **free** wellbeing courses which staff are welcome to attend to help you unwind, de-stress and relax, and of course, learn something new. These programmes are offered on Adult College sites, or online, and are listed in the College prospectus; enrolment is via reception or online. Please don't forget to submit a CPD application form to your line manager. Relax and enjoy...

Attendance, and punctuality



Staff

All staff are expected to arrive punctually for work. If you are delayed due to traffic or transport problems, please telephone. If there are other reasons why you are not able to arrive for work on time, please discuss these with your line manager so that suitable alternative arrangements can be made.

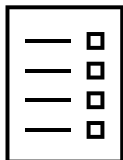
Please note:

- **Tutors** are expected to be in class **15 minutes prior to the lesson start** to prepare the classroom / resources for their lesson.
- **Learning Assistants and Volunteer staff** are expected to be in the class **10 minutes prior to the lesson start** so they can be briefed before the start of the session.

Learners

Learners are expected to be punctual to class and persistent lateness should be addressed through personal targets on their ILPs or action plan. **A learner is considered to be late if they have not arrived by the class scheduled start time.** No additional time should be allowed before the class starts to accommodate late learners. Classes should always start at the scheduled time unless there are extraordinary circumstances, e.g. fire drill. The College promotes **Zero Tolerance to lateness** and learners who arrive late are asked to wait outside the classroom until there is a suitable break in the lesson, when the tutor will admit them. This minimises disruption to other learners who arrived punctually. There are regular punctuality and attendance audits taken by Curriculum Managers; **staff and learners will be challenged on lateness.** Please make punctuality expectations clear to your learners at the beginning of the course, accurately record lateness and ensure that those learners who have an arrangement with the tutor to arrive after the start of the session, are supported fully to catch-up on missed work.

Registers for teaching staff



Registers are electronic legal documents. They must be completed on the day of the session. Please complete your register accurately as errors cause confusion up the line. Please contact your line manager or the Network Services Manager if you have not yet been shown how to use E-REG.

Induction



If you are a new staff member of Work and Skills, **welcome aboard!** We hope your time with us will be enjoyable, fulfilling, and productive.

When you join the College, you will be given several specific inductions to help get you settle in and get started. Your line manager will introduce you to the staff, show you round the building(s) where you will be working and induct you into your new role. If you are tutoring or support staff, you will be given the following inductions:

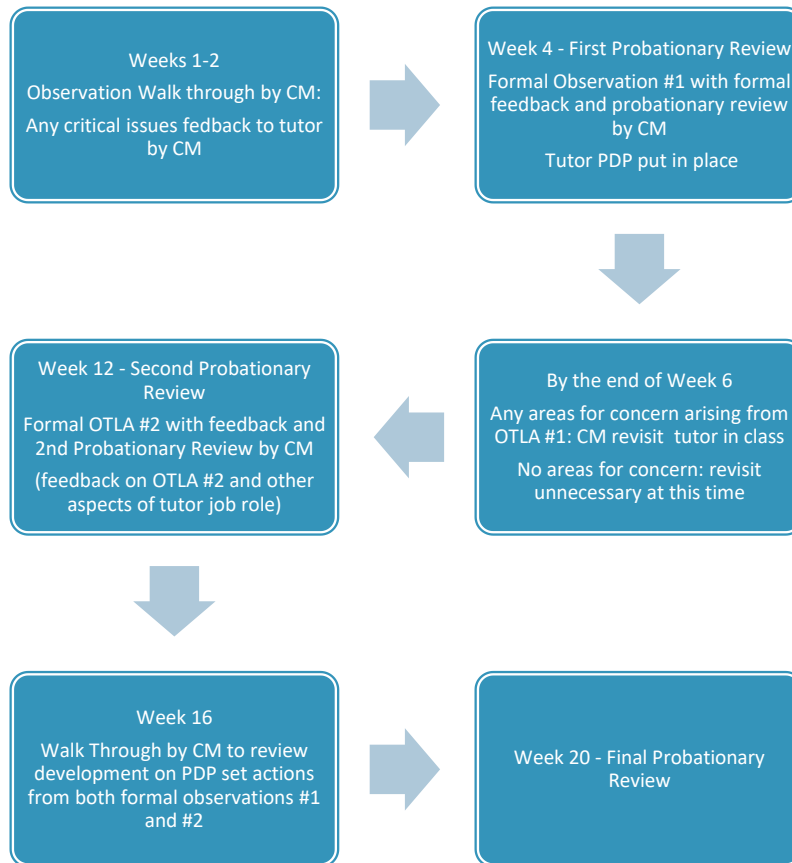
- **Induction to your curriculum department**, tutor role and teaching commitment delivered by your curriculum manager; this induction will give you all the information you need to deliver your courses, show you what paperwork you will be expected to complete, registering your learners for exams (if applicable), staff meeting dates, appraisal dates and departmental resources available to you for teaching.
- **Borough Induction** – offered to all new employees by the Borough; your line manager can arrange this for you.
- **IT induction** covering the classroom equipment, resources, log-in details to Moodle, the Curriculum network and service request portal – delivered by the IT Network Services team at Ripple Road campus.
- **Quality Induction** (runs 5 times per year on specific dates) which will introduce you to some local information and statistics, information on training, and all aspects of the College quality assurance which impact on our teaching and support staff.
- **CPD** You will also be expected to complete a number of on-line mandatory training modules prior to the start of your teaching or within 4 weeks of your start date. Your CPD will be added to your Personal Development Plan and you are encouraged to self-select CPD courses with the approval of your line manager and Quality.

Probation



When you join Work and Skills, or start a formal new role, you will enter a 6-month probationary period with us. Our aim is to support you through your probation to become a fully-fledged member of staff in your new role. You will be offered appropriate training and support to ensure you meet the demands of your role and successfully pass your probation. Your line manager will let you know what quality and performance monitoring activities will take place during your probationary period.

Probation Process



E-resources



Work and Skills uses TEAMS for business purposes, virtual meetings and online delivery. TEAMS is already installed on all W&S laptops and can be installed on mobile phones and home computers/tablets. If you require further information about TEAMS, how to gain access or you need training, please contact Jag Aujla, our Network Services Manager, on his helpdesk email: helpdesk@adult-college.bardaglea.org.uk



Work and Skills currently has **i-pads** and **laptops** available for staff and learner/client use. These can be reserved in advance through Jag Aujla or Harjit Mirgind at both Ripple Road and Parsloes sites.



Mobi View™ is a handy tool for demonstration, interactive teaching, administration and classroom management. Classrooms at Ripple Road are all equipped with Mobi View kit so if you would like to use it but need some training, please contact the Quality Manager.

Visualisers

So much more adaptable than OHPs, the visualiser is a sustainable tool for showing pages from books, pictures, drawings, written documents and intricate hand skills. All classrooms at Ripple Road and Fanshawe sites, and some outreach sites, have a visualiser attached to every teaching pc.



Get Smart!

Get your learners/clients to improve their digital skills by using mobiles and smart phones for learning, researching and storing information.



RM Unify

Our Network Services Manager will give you a full induction on RM Unify, its benefits and tools for use by you and your learners. Feel free to ask the Network Services Manager any questions about the tech equipment in classes. If you don't feel confident, further training can be arranged for you – just speak to your line manager.



SMART BOARDS have been fitted at both Ripple Road and Parsloes sites – smarter, more interactive, cleaner working for learners and tutors.



We take learner/client and staff confidentiality extremely seriously. All members of staff at Work and Skills are required to complete annual mandatory training modules on GDPR and Cyber Security every 2 years to protect the individual, colleagues, clients, learners and staff. Work and Skills safeguards staff and learner/client records by using secure databases, which are password and security protected; these databases adhere to GDPR guidelines (May 2018), which control how personal information is used and stored by organisations, businesses, or the government. Everyone is responsible for using data correctly. If you are not yet familiar with GDPR, check out the policy available from AFM or on Teams.

AT NO TIME WILL YOUR PERSONAL INFORMATION BE PASSED TO ORGANISATIONS FOR MARKETING OR SALES PURPOSES. DO NOT GIVE YOUR PERSONAL TELEPHONE OR ADDRESS DETAILS TO LEARNERS OR CLIENTS AT ANY TIME.

Guidance for e-safety including prevention against grooming, sexting, cyber bullying and keeping safe online can be found on TEAMS and on classrooms noticeboards.



Verbal confidentiality is equally important, and all members of staff are expected to be mindful of what information they pass to other colleagues or learners. Confidential meetings, such as Performance, Feedback and Development Conversations, coaching meetings, Broker meetings, disciplinary meetings and observation feedback, should be booked into appropriate rooms where privacy can be maintained, whether face to face on site or via Teams meetings. Help your learners/clients to become e-safety aware by encouraging them to read the e-safety notices around the sites and attend online safety workshops offered by the Adult College to help them and their family stay safe online. Staff are reminded that they are representatives of Work and Skills and role models for clients and learners. It is inappropriate to share personal/learner/client information in public area where you could be overheard or use offensive language. Please be mindful of the expected standards of language and behaviour.

LBBB Code of Conduct



If you are unsure of any aspect of expected behaviour from staff, please refer to the LBBB Code of Conduct. All staff are required to read the Code of Conduct and inform AFM they have done so. A copy is available on the link below:

<https://lbbd.sharepoint.com/sites/Intranet/SitePages/Code-of-Conduct.aspx>

Work and Skills up to date policies on e-safety, GDPR, acceptable use of ICT equipment, online plagiarism, cheating and maladministration are all available from your line manager.

Work and Skills' Dress Code



Whilst working for Work and Skills you represent the service to clients, learners, visitors, partners and the public. Your appearance contributes to our reputation and the development of our business. It is important that you appear clean and smart at all times when at work. Managers, Tutors and Brokers are role models and contribute positively to the social education, as well as the academic education, and employability prospects of our service users. Setting the right example in both behaviour and appearance is an important part of successfully helping our learners and clients towards the world of work.

General guidance

1. Staff should present themselves in a manner which shows respect for both service users, colleagues, and the Council
2. Employees should present a clean and smart appearance, particularly when meeting service users and the public, and they should:
3. Be appropriately dressed for the work they are doing
4. Wear their ID badge whilst at work
5. Be aware of the health and safety implications of their work and take precautions where necessary (i.e. wear protective clothing, tie their back hair)
6. In most situations business wear is most suitable, however, role-appropriate clothing will be acceptable (see below)
7. Managers will determine the appropriateness of staff dress in relation to service requirements and will have discretion to agree specific standards for dress in consultation with their staff (where appropriate)
8. Employees who attend work inappropriately dressed may be sent home to change and may be subject to disciplinary action.

Acceptable

- Formal clothing, including suit jackets, waistcoats, smart trousers/skirts, shirts/blouses, ties
- Informal clothing, including plain chinos, chino shorts, jumpers/cardigans, polo shirts, plain t-shirts, coloured jeans (no denim jeans)
- Job role specific clothing (e.g. sportswear, overalls, designated uniform)
- Ethnic, cultural, religious and/or faith specific clothing or items are acceptable provided they are safe and appropriate to the job role, including head scarves and face veils*

Unacceptable

- Clothing and/or body modification which can be deemed as offensive
- Sportswear and Beachwear (including trainers, flip-flop sandals, vest tops, leggings, crop tops,) unless appropriate to a specific area of work e.g. activity classes
- Clothing and/or body modification which is not considered modest (e.g. fashion "ripped" items, see-through material, very short or split skirts, plunging necklines)
- Casual clothing such as denim, slogan T-shirts, cut-off shorts.

Home Working

If you are working from home, you are still expected to adhere to the dress code general guidance points 1,2,3,6 and 7, and avoid clothing listed in the Unacceptable section above.

* Tutors and support staff of language classes or those working with hearing impaired learners may be required to remove face veils for teaching purposes only.

It is important that all staff dress in a manner appropriate to their working environment and the type of work they do. We expect staff to take a common-sense approach to the dress code. Any enquiries regarding the operation of the dress code (including whether an article of clothing is suitable to wear to work), or specific items worn due to medical needs, should be made to their line manager.

Staff Meetings

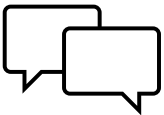


Every team has regular staff meetings. The frequency varies from team to team. If you have items which you wish to be added to the Staff Meeting agenda, please talk to your line manager. Dates and venues of staff meetings are emailed out well in advance and you are expected to attend. Teaching staff are paid additional hours to attend staff meetings.

Content of staff meetings will address priorities for that particular team relating to operational and business plans, may include training or peer sharing sessions, and your manager will brief you on the latest developments within the organisation.

In addition, Work and Skills hosts 3 Termly **All staff Development Days** (mandatory attendance) where sector topics of the moment are discussed, including workshops and break out room for discussion, and training and updating across the Service is cascaded to staff. These staff development days are usually held in September, January and July.

Performance, Feedback and Development Conversations



Every staff member has an annual Performance, Feedback and Development Conversation which has replaced the annual appraisal process. Staff are expected to attend. There are pre-meeting documents to be completed on i-Trent where you have a chance to reflect on your performance during the year, and suggest changes or CPD which you think would be beneficial. A personal development plan (PDP) will be drawn up for you by your line manager, with targets which you should discuss and agree; CPD attendance should also be added to your PDP as you complete it. The PDP is monitored throughout the year and will contribute to your PFD conversation. Staff are no longer performance graded.

For more information, see the LBBB website page:

<https://lbbd.sharepoint.com/sites/Intranet/SitePages/Performance-Feedback-and-Development-Conversations.aspx>

The Work and Skills Celebration Event 2021-22



The heart of Work and Skills are our learners, clients and residents. Their achievement is testimony to their commitment and hard work across the year and whether it is a celebration of the start of a longer journey or the end of it, we applaud all their efforts. For the last 3 years, Work and Skills has celebrated learner and client achievement at our annual Celebration Event held in the Summer Term. Due to Covid-19 in June 2020 and 2021, we celebrated achievement virtually with staff, learners, volunteers and members of the Advisory Board and Council on Teams, celebrating achievement online and in the chat. In 2022 the Celebration Event was held in person again and we will now continue, Covid permitting, to gather in person once again to celebrate the achievements of our residents, with a separate event to celebrate outstanding staff contributions.



Congratulations and well done everyone!

**The 2022-2023 Celebration of Achievement Event
will be held on Tuesday 18th July 2023**

Quality Assurance

The Quality Team monitor and carry out activities to ensure that learners and clients receive the best possible service delivery, that staff are offered every opportunity to do their jobs effectively and develop their skills, and that Work and Skills contributes positively to the needs of the residents of Barking and Dagenham.

Kate Taylor and **Shannen Turner**, supported by **Evie Wiseman**, form the Quality Team for Work and Skills

The Annual Self-Assessment Report

All department managers across Work and Skills contribute to the overall annual Work and Skills Self-Assessment Report, compiled by the Education and Employment Quality Managers during August. The completed SAR is uploaded onto the Ofsted Portal where it can be accessed by Ofsted Inspectors and the Education and Skills Funding Agency (ESFA).



The annual Self-Assessment Report is a reflective report of the previous academic year, our triumphs, contributions, and areas we identify as needing improvement. The annual SAR is compiled from individual termly departmental SARs, which also form part of the appendices of the annual SAR, along with data tables of retention, pass rates and achievement for the Adult College, Vocational Support Service and the Employment and Skills Service. We include learner and client comments, case studies, survey outcomes and photographs to present an accurate account of Work and Skills' activities throughout the previous year. Twice a year SARs are discussed at **Performance Review Board** where managers are challenged on their SAR by a panel of internal and external professionals.

Managers are required to be evaluative and offer fair and scrupulous accounts of their area's activity during the year. Data is used to support statements made in the body of the report and both learner and tutor feedback plays a major part in the SAR. Once the report has been drawn together, it is presented to the Advisory Board and ESFA for approval. Failure to show improvement on last year's targets in the SAR seriously jeopardises our funding allocation.

A copy of our most recent SAR 2020-21 is available on request from the Quality Managers or can be accessed via LBBB Teams. The SAR 2021-2022 will be available from January 2023

The Quality Improvement Plan (QIP)

At the heart of strategic management and successful continual improvement of Work and Skills is the Quality Improvement Plan (formerly known as the Business Plan) which sets out targets for each department manager to achieve within a set timescale. These actions are extracted from the Work and Skills annual Self-Assessment Report from the previous year, and the needs of the local community. It also includes the post inspection action plan targets identified by Ofsted at the last Adult College Ofsted Inspection in December 2016. The Preparation for Inspection Plan includes targets emerging for Work and Skills to ensure we are well prepared for the next Ofsted visit. Managers are expected to update the QIP and PIP monthly with progress and achievements, which is monitored monthly by the Quality Team.

Work and Skills Customer Feedback

Previously known as the CCC process or Comments, Compliments and Complaints, this process has now been relabelled as Customer Feedback. Both the Work and Skills and the Council take learner and staff complaints extremely seriously and work hard to resolve issues as quickly as possible to everyone's satisfaction. Formal written



complaints are logged, and data is used in reports to the senior management and Governors. Verbal complaints are treated with equal importance but are not logged and are not counted statistically.

All complaints and compliments are made via our website and are sent directly to the LBBB Customer Feedback team. It is very important that service users are provided with opportunities to express their views on the service they receive to help us to continually improve our service to residents. Our aim is to resolve complaints satisfactorily before they become formalised in writing. If you are a member of staff and has a complaint, the same complaints process applies to staff as to learners: please talk to your line manager in the first instance to try to reach a satisfactory resolution.

The full Customer Feedback process is available on Work and Skills Teams or on request from Quality.

Quality Across the Service

Quality and departmental managers will monitor quality of service to learners and clients through the implementation, analysis and moderation of activities such as:

- Classroom observation where visitors will speak to teaching staff and learners about their learning experiences, progress and intended destinations
- Audits of reports, action plans and tracking sheets; challenge on quality and standards
- Best practice sharing with partner providers, the Advisory Board, and local employers, sharing CPD and moderation/triangulation activities.
- Performance Review formally once a year for every department before a panel of senior leadership team members, invited guests, Head of Comsol, Advisory Board members; and informally once a year to monitor progress and outcomes.
- Tri-annual departmental Self-Assessment reports giving termly position and progress statements
- Monthly position statements for each Business Support and E&S Manager; half termly SARs for Curriculum Managers.
- A robust Quality Improvement Plan, Service Calendar, and departmental monitoring systems to track progress and improvements throughout the year
- Coaching to help staff develop their full potential and raise the standard of service
- CPD events to ensure staff are fully apprised of latest industry and professional developments
- Meet The Manager Events where learners have the opportunity to discuss issues with the Senior and Relationship Managers
- Staff meetings, annual appraisals, 1:1 meetings, All Staff Development Days, staff surveys
- Wellbeing CPD for staff, wellbeing surveys, personal CPD opportunities
- Annually updated policies and procedures to encompass latest technologies, Ofsted focus, the Education Inspection framework and service user health, safety and anti-discrimination standards.



Surveys – The Learner and Staff Voices



Work and Skills offer several surveys to staff, clients and learners to gain feedback throughout the year. Here are some of the main ones:

For service users:

- The annual Skills Funding Agency Learner Satisfaction Survey online
- Work and Skills Learner Wellbeing Survey
- Learner Safeguarding and Prevent Survey
- Client satisfaction survey (Job Shops)

We have happy, satisfied learners!

There was no Dfe FE Choices Learner Satisfaction Survey 2019-20 or 2020-2021 due to Covid-19; however, in 2020-21, the Student Services Team ran an internal satisfaction survey with the following outcomes:

End of year Satisfactory Survey 2020-2021	Percentage %	Average score
How satisfied or dissatisfied are you with the teaching on your course?	95	9.53
How satisfied or dissatisfied are you with the way staff treat you?	96	9.56
How satisfied or dissatisfied are you with the support you get on this course?	97	9.51
How likely is it that you would recommend the Adult College to friends and family?	96	9.44

Surveys for Staff

- The Ofsted Questionnaire (open during Inspection)
- The Staff Wellbeing Survey
- Staff Temperature Check
- The LBBD Staff Satisfaction Survey

All survey responses are collected, analysed and published in newsletters and the SAR, and discussed at Staff Development days. Work and Skills operates a “You Said We Did” procedure so that learners and staff are made aware of improvements and management decisions. Staff are also able to share opinions and give feedback to the Staff Governor, Pam Cheema. Paramjit.cheema@lbbd.gov.uk

Work and Skills Newsletter



Produced monthly by the Admin and Facilities Team, the Work and Skills Newsletter is packed full of information and good news stories about staff, learners, and clients. It is in electronic format (Sway) and you will find it in your inbox towards the end of every month.



Observations of Teaching, Learning and Assessment

Curriculum and Student Service Managers will observe their staff formally once a year, with informal walk-throughs at each manager's discretion. As a tutor or learning assistant, you may also find yourself being observed by visitors to the College (colleagues from other services or Advisory Board members); this helps us to ascertain a consistent and realistic picture of the quality of teaching, learning and assessment in the College. It meets Ofsted and Education Inspection Framework requirements and is a common feature of all Schools, Adult, FE and HE provision. You may also be observed by peers, and observe them, to share skills and knowledge.

- Your line manager will observe you using the Ofsted Education Inspection Framework and Inspection Handbook criteria for reference.
- The observer will remain for between 30 minutes – 1 hour for formal observations and 15-20 minutes for a more informal learning walk. Observers will expect to be able to speak to learners and the tutor. The observer will also view your documentation before, during or immediately after the observed session.
- Learning Assistants and volunteers will be subject to individual observations from the Student Services Manager but also included in the tutor observation as they are a valuable and flexible classroom resource.
- After the observation, your observer will give you feedback at a paid observation feedback meeting and add targets to your Personal Development Plan. You are expected to complete your observation self-assessment form and bring it with you to the feedback meeting. You will be able to discuss your observation, your self-assessment of the session, feedback and PDP targets with your line manager at these meetings.
- Tutors and Learning Assistants are paid at non-contact rate to attend these feedback meetings. You will be expected to achieve the action plan targets by the deadline date specified on your Personal Development Plan (PDP).

Front of House Observations



All front of house staff are observed annually by their line managers and observation reports moderated by the Quality Manager to identify any areas for staff development and improvements we can make to our customer service and advice and guidance.

Job Broker Observations



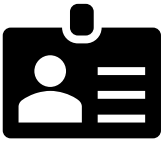
The Employment Quality Manager may carry out an annual observation of Job Brokers working with clients. Of course, the client would be asked permission and all conversation observed would comply with GDPR guidelines. An observation report will be written up and feedback given to the Broker within 14 days. Outcomes of the observation may influence CPD and PDP targets.

The Observation Appeals Procedure



If you are unhappy with the outcomes of your observation for any reason and cannot reach agreement with your observer, you may formally appeal in writing to the Quality Manager within 5 working days of receipt of your observation feedback. The Observation Appeals Procedure is available from the Quality Manager on request and can also be found in the Observation policy.

Visitors



If anyone visits your class or your client interview, please:

- Ascertain who they are by asking for their name and make sure they are wearing a visible staff or visitor identity badge.
- Introduce the visitor to the learners / client to fulfil Safeguarding requirements.
- Tutors should provide their course folder to the observer. The Job Broker should provide any relevant documentation to the observer.
- Offer the visitor a chance to speak to learners or the client without the tutor/broker being present if possible.
- Feel free to explain any anomalies to the visitor regarding the learner/client to provide context;
- Tutors - try to keep calm and don't try to cram in the whole EIF into 20 minutes – it's quality, not quantity, that counts!

Area Reviews



As part of our Quality Assurance initiative, Service teams may find they are subject to an area review similar to those performed by Ofsted inspectors during inspection.

This is a vertical slice through the selected area, or a particular aspect of the service such as Safeguarding, during which every part of the area is reviewed and quality assured. The manager will be contacted by Quality if their area is selected, and the reviewer(s) may wish to observe and speak to staff within the team, and learners if it is a curriculum review.

These area reviews may also be carried out by consultant specialists or partner provider staff to give us a triangulated review of our service to residents, and how we can further improve the quality of our service.

Ofsted Inspection



As an Adult and Community Learning Provider, the Adult College is subject to regular inspection by Ofsted. Our last inspection took place in **December 2016**; we had a full 4-day, 6-person team of inspectors, and **the College was awarded an overall 'Good' ('Good' for every category)**.

Areas for improvement identified during the December 2016 inspection have been incorporated into the Work and Skills Quality Improvement Plan (QIP).

We are now in scope for our next inspection. Briefing sheets and go-to documents can be found on LBBB Teams in the General / Service Wide Quality folder. Your line manager will brief you in advance of inspection.

Quality regularly offer information and guidance sessions on how to prepare yourself and your clients/learners for Ofsted inspections. A set of 4 workshops is being delivered in September 2022 to support staff; please see dates and times of this event below. If you wish to enrol, please email the Quality Manager kate.taylor@lbbd.gov.uk

For the current copies of:

OFSTED FURTHER EDUCATION AND SKILLS INSPECTION HANDBOOK Sept 2022 ONWARDS

<https://www.gov.uk/government/publications/further-education-and-skills-inspection-handbook-eif>

OFSTED EDUCATION INSPECTION FRAMEWORK updated July 2022

<https://www.gov.uk/government/publications/education-inspection-framework/education-inspection-framework>

CPD Event for Teaching and Support Staff: Showcasing Your Best Practice for Ofsted



SHOWCASING YOUR
BEST PRACTICE FOR C

Summary of Ofsted's Key Findings: The Adult College is a GOOD provider

December 2016 Ofsted Inspection Report Summary

Overall effectiveness		Good	
Effectiveness of leadership and management	Good	Adult learning programmes	Good
Quality of teaching, learning and assessment	Good	Apprenticeships	Good
Personal development, behaviour and welfare	Good		
Outcomes for learners	Good		

Summary of key findings

This is a good provider

- A high proportion of learners achieve their qualifications and/or personal learning goals as a result of well-planned and implemented teaching, learning and assessment.
- Learners are supported well by staff at all stages of their recruitment and while they are on their courses.
- Staff motivate learners well and, as a consequence, learners have high aspirations and are ambitious for what they can achieve as a result of their learning.
- Teachers and assessors use their subject and vocational knowledge very well to motivate and enthuse learners in lessons and training sessions.
- Governors are effective in supporting senior leaders to maintain the quality and effectiveness of the provision.
- Learners feel safe at the college and in the workplace. They know how to keep themselves safe online and when at work.
- The curriculum meets local priorities well, helping learners to develop new skills, improve their health and well-being, combat social isolation and improve their prospects of sustained employment.
- Assessors involve employers well in the planning for and training of apprentices, ensuring that apprentices develop the specific skills that their employers require.
- Not enough learners on English for speakers of other languages (ESOL) courses achieve their qualifications.
- Too few learners on GCSE English, mathematics and science courses achieve grades A* to C.

Meet Our Safeguarding Team

All members of staff, included Governors, must be safeguarding trained and Prevent Strategy aware and hold a current DBS check if required. Online Safeguarding CPD is available through the Borough training portal **i-learn** which can be accessed from inside or outside the College via the internet using the following link: <http://lbbd.learningpool.com/login/> or for education staff on the Education and Training website <https://www.foundationonline.org.uk/login/index.php>

Staff should be aware that if a learner or client says to you: **I want to speak to Kathy**, they wish to speak to a safeguarding officer immediately and should be directed to a Safeguarding Officer without delay.



Yvonne Bennet, Work & Skills Safeguarding Lead

Work and Skills Safeguarding Officers

Yvonne Bennett



Saeda Almalkawi



Carol Chaplin



Natasha Chew



Queenie Chow



Nick Heath



What to do if you are concerned a learner/client or colleague is being abused or harmed

- Learner makes an allegation or disclosure to a member of staff OR a member of staff has concerns that a learner may be being abused or harmed or is at risk.
- Listen carefully
- Respond calmly and positively; assure them they have done the right thing; accept what they say without judgement, prompting or interpretations.
- Do not ask any unnecessary questions or investigate yourself.
- Assure discretion but never promise confidentiality
- Act immediately.
- Tell the learner you will write a confidential report for the Designated Safeguarding Officer.
- If the person is at immediate risk, contact the police without delay.
- Complete the Safeguarding referral form – keep it factual and accurate.
- Include all dates, times and how they looked and behaved.
- Send the completed form to the following email address:
AdultCollegeSafeguarding@lbbd.gov.uk

The Prevent Duty for staff and service users:



In 2011 the Government issued the Prevent Strategy in response to the growing risks of terrorist attacks in the UK from not only foreign nationals but also terrorists born and bred in Britain. The Prevent Strategy is aimed at preventing people from being drawn into terrorism and extreme radicalisation.

As part of the Safeguarding and Prevent Duty and the Equality Act 2010 all staff and volunteers have a duty to demonstrate and help develop values which underpin an awareness of social and moral responsibility in modern Britain. 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. This includes complying with the Equality Act 2010 by not discriminating against the following nine protected groups:

- **Age**
- **Disability**
- **gender reassignment**
- **marriage and civil partnership**
- **pregnancy and maternity**
- **race**
- **religion or belief**
- **sex**
- **sexual orientation.**

- ❖ All staff and volunteers must attend Safeguarding and Prevent duty training as identified or provided by your institution.
- ❖ All staff and volunteers are expected to uphold the values embedded within the Equality Act 2010 at all times.
- ❖ All staff and volunteers should use any relevant opportunities to promote the British Values All staff and volunteers must report any safeguarding and Prevent concerns to any of our Safeguarding and Prevent officers.
- ❖ Always refer concerns to the Safeguarding and Prevent Officer internally.

Identification of concerns might include, although this list is not exhaustive:

- Expression of views which are discriminately against protected groups or individuals

- Third party reports of concerns about behaviour e.g. plans to travel abroad or extremist activities
- Evidence of discriminate treatment of other groups or individuals
- Evidence of bullying behaviour or harassment
- Evidence of non-compliance with the provider's expectations of behaviour
- Possessing, and/or accessing extremist materials.
- Evidence of family concerns about vulnerability to extremism
- Expression of extremist views, including on social media
- Use of extremist language
- Threats of violence

- ❖ **If you have concerns about the behaviour of individuals, please discuss this with a Safeguarding Officer.**
- ❖ **For further information visit:** www.preventforfeandtraining.org.uk

Safeguarding also covers:

- ❖ **Domestic and General Abuse**
<https://safeguardingassociation.com/5-main-types-of-abuse/>
- ❖ **County Lines**
<https://www.nationalcrimeagency.gov.uk/what-we-do/crime-threats/drug-trafficking/county-lines>

County Lines CPD Information Event for Staff



County Lines.pptx

- ❖ **The 9 Protected characteristics of the Equalities Act**
<https://www.equalityhumanrights.com/en/equality-act/protected-characteristics>
- ❖ **Neglect**
<https://safeguarding.network/content/safeguarding-resources/neglect/>
- ❖ **Safer Recruitment**
[https://lbbd.sharepoint.com/:b:/r/teams/T1128-LOC-HOME/Published%20Policies%20and%20Procedures/Equalities%20and%20Diversity%20in%20Employment%20Policy%20-%20V1%20CMT%20approved%20\(002\).pdf?csf=1&web=1&e=sSRvDp](https://lbbd.sharepoint.com/:b:/r/teams/T1128-LOC-HOME/Published%20Policies%20and%20Procedures/Equalities%20and%20Diversity%20in%20Employment%20Policy%20-%20V1%20CMT%20approved%20(002).pdf?csf=1&web=1&e=sSRvDp)
- ❖ **Online Safety**
<https://nationalonlinesafety.com/>

If you need further information about any of these aspects of Safeguarding, please contact Harjit Mirgind on harjit.mirgind@lbbd.gov.uk or Yvonne.Bennett@lbbd.gov.uk



Promoting British Values:

Work and Skills recognises its responsibility to ensure that its staff, clients, and learners are well-rounded, confident adults, and responsible open-minded citizens with an appreciation of modern British life. The Government has set out its definition of British Values in the 2011 Prevent Strategy. In 2014 the Department of Education published guidance on promoting British Values to ensure learners leave college more confident and well prepared for life in modern Britain.

The 5 British Values are defined below:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect
- Tolerance of different faiths and beliefs

These new regulations sit alongside the Equalities Act, which also applies to all educational institutions. Tutors and Curriculum Staff are offered training on how to embed British Values and the Prevent Duty into course syllabi so that clients and learners benefit from this knowledge. Please visit

<https://www.foundationonline.org.uk/login/index.php>

British Values are integrally linked to the Prevent Duty, our own Equalities ethos in Work and Skills and all other aspects of Safeguarding.

Equality, Diversity and Inclusion



Barking and Dagenham is a multicultural community; Work and Skills is proud of its well-established and embedded culture of equal opportunity and celebration of diversity. We are an equal opportunity employer and have adopted a zero-tolerance approach to any forms of prejudice or discrimination. Work and Skills positively promotes diversity, has a workforce and learner body representative of the community it serves, and both staff and learners are made aware of Unconscious Bias and how it can affect their views and thinking. The

Adult College runs an Equalities Working Group to support staff with information of celebrations, cultural events, national days and other notable calendar dates.

See the LBBB Equality and Diversity information section online:

<https://lbbd.sharepoint.com/sites/Intranet/SitePages/Support-for-staff.aspx?web=1>

LBBB Employee Support Networks:

<https://lbbd.sharepoint.com/sites/Intranet/SitePages/Employee-support-networks.aspx>

LBBB Employee Assistance Programme

[https://lbbd.sharepoint.com/sites/Intranet/SitePages/Employee-Assistance-Programme-\(EAP\).aspx](https://lbbd.sharepoint.com/sites/Intranet/SitePages/Employee-Assistance-Programme-(EAP).aspx)

LBBB Wellbeing Support:

<https://lbbd.sharepoint.com/sites/Intranet/SitePages/Wellbeing.aspx>

We encourage all staff to embrace and embed equalities and diversity as part of their working day, being mindful of the protected characteristics, and to celebrate the many diverse cultures and ethnicities of our residents. SEND learners are offered the same employment opportunities as mainstream learners, appropriate to their skills and interests; and lessons, advice and guidance and job brokerage will always include the priorities of cultural diversity, British Values, Prevent, and equalities.



A monthly forum for Black Lives Matter is held on Teams where everyone can join in and share their views, seek support and advice, and work together with colleagues for a more equal, fair, and respectful future. Work and Skills celebrates Black History Month in October, and a rich variety of cultural, artistic, and informative events is held across the Borough to celebrate Black heritage past, present and future.

STARE Network



The STARE (Standing Against Racism and Exclusion) Staff Network is a staff support network for council employees from African, Asian and minority ethnic communities working for the London Borough of Barking and Dagenham. You can find more information about the STARE network including its latest news and events on [the network's own intranet page](#).

System: Plus AEC
2021 Aims: All

Printed: 24/10/22
Time: 12:28

**Self Assessment Report
For All Department/Subjects**

Sex: Both
Type: *All* *All ILR Types*

	Learners*	%	Starters**	%	Retention	Pass	Activmt
Total number of learners	1754		4607		96.68	95.75	92.47
Male	389	22.18	918	19.93	96.19	93.62	89.54
Female	1365	77.82	3689	80.07	96.80	96.28	93.20
31 White/English/Welsh/Scottish	418	23.83	1051	22.81	96.57	96.16	92.86
32 White/Irish	3	0.17	6	0.13	83.33	80.00	66.67
33 Gypsy or Irish Traveller	0	0.00	0	0.00	0.00	0.00	0.00
34 White/Other White background	209	11.92	480	10.42	97.92	95.74	93.75
35 Mixed/White & Black Caribbean	24	1.37	46	1.00	89.13	100.00	89.13
36 Mixed/White & Black African	67	3.82	170	3.69	90.59	99.35	90.00
37 Mixed/White Asian	10	0.57	24	0.52	100.00	91.67	91.67
38 Mixed/Other mixed background	21	1.20	39	0.85	89.74	94.29	84.62
39 Asian/Asian British Indian	76	4.33	155	3.36	96.13	97.32	93.55
40 Asian/Asian British Pakistani	127	7.24	395	8.57	97.97	95.61	93.67
41 Asian/Asian British Bangladesh	204	11.63	592	12.85	97.30	97.57	94.93
42 Asian/Asian British Chinese	12	0.68	50	1.09	100.00	96.00	96.00
43 Asian/Asian Brit other Asian	40	2.28	119	2.58	99.16	91.15	86.55
44 Black/Black British African	273	15.56	838	18.19	96.90	93.84	90.93
45 Black/Black British Caribbean	52	2.96	151	3.28	98.01	95.95	94.04
46 Black/Any other Black	24	1.37	54	1.17	100.00	92.59	92.59
47 Arab	40	2.28	114	2.47	96.49	98.18	94.74
98 Any other ethnic group	123	7.01	271	5.88	95.57	97.30	92.99
99 Not known/not provided	31	1.77	52	1.13	90.38	82.98	75.00
Disabled	159	9.06	789	17.13	97.72	96.11	93.92
No DOB	0	0.00	0	0.00	0.00	0.00	0.00
Aged under 19	4	0.23	5	0.11	60.00	100.00	60.00
Aged 19-24	102	5.82	199	4.32	84.92	96.45	81.91
Aged 25-34	480	27.37	1342	29.13	96.87	96.37	93.00
Aged 35-44	649	37.00	1727	37.49	97.05	96.24	93.40
Aged 45-54	332	18.93	901	19.56	97.78	93.42	91.34
Aged 55-64	146	8.32	340	7.38	98.53	97.01	95.59
Aged 65+	41	2.34	93	2.02	96.77	94.44	91.40
Claiming fee remission	1686	96.12	4205	91.27	96.53	95.58	92.15
Full fee payers	68	3.88	402	8.73	98.26	97.47	95.77
New learners (not in previous 3 years)	1083	61.74	2201	47.78	96.73	97.65	94.23
Learners without Qualifications	1322	75.37					

FTE's 350.26 (GLH/450)

DOB comparison as of 01/08/2021

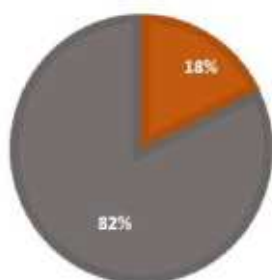
* Learners: Unique number of Learners within Starters (nb independent of Type FE Census Date applied).

** Starters: Enrolment with a Learner Aim record (includes Withdrawn but excludes Transferred, Deleted & Closed Courses unless required).

Work and Employability Client data

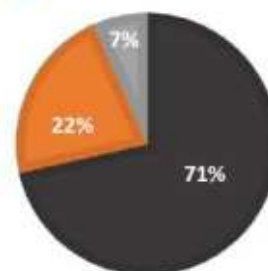
JOB START HEALTH CONDITION BREAKDOWN - 21/22

Health Conditions No Health Condition



JOB START ETHNICITY BREAKDOWN 21/22

BAME White British/Irish Prefer not to say



Outturn data for Employment and Skills April 2021- March 2022

	2019/20	2020/21	2021/22
Registrations	1635	802	844
Job Starts	1251	765	856
Sustained	483	282	332
Apprenticeships	39	24	27
Volunteering	38	16	32
Traineeships	N.A (target not in place)	N.A (target not in place)	20

Location of Employment	20/21	21/22
LBBB	38%	41%

As shown in the table above the percentage of clients who found work within Barking and Dagenham has increased by 3% as our Employer Engagement Team have been working with local employers. Also, 43% of the Job Starts that are based with Barking and Dagenham are clients placed through our Kickstart Project – which is for local employers, this project has allowed the service to have more local opportunities for residents.

Sector of Employment Outcome	Apr 20 – Mar 21	% of total jobs starts	Apr 21 – Mar 22	% of total jobs starts
Construction	55	14%	102	17%
Health & Social Care	83	21%	72	12%
Catering	14	4%	20	3%
Office Work	38	10%	117	20%
Other	6	1%	22	4%
Professional	5	1%	16	3%
Retail	23	6%	32	5%
Security	15	4%	10	2%
Services	8	2%	15	3%
Transport & Logistics / Warehouse	61	15%	39	7%
Childcare	19	5%	10	2%
Hospitality	16	4%	21	3%
Cleaning	20	5%	24	4%
Maintenance / Horticulture	4	1%	8	1%
Marketing / IT	4	1%	13	2%
Manufacturing /Engineer	3	1%	15	3%
Customer Service	8	2%	20	3%
Education	10	2%	24	4%
Public Health	4	1%	9	2%

Continuous Professional Development and Wellbeing



Work and Skills is committed to the encouragement of all staff to participate in training which is seen to be of mutual benefit to employer and the staff's individual and collective professional development.

Teaching staff are required to complete the Education and Training Foundation Self-Assessment of Professional Standards **annually** online (your line manager will email you the link and deadline for completion) . This is mandatory and paid CPD; outcomes will contribute to identifying training needs which will be incorporated into each staff members' Personal Development Plan and addressed throughout the year. Short-term targets are identified at classroom observation; medium-term targets are identified through Tutor Self-Assessment; and long-term targets are developed at 1:1 meetings held termly with line managers.



Tutors are expected to continually improve their practice and develop their professional skills to positively impact on learners. The ETF offers a range of professional CPD options, from leadership courses to volunteering and subject specialist CPD. Keep a look out on their website for these courses which change regularly.

<https://www.et-foundation.co.uk/>

Non-teaching staff complete a Borough PDP which is discussed and reviewed/updated at 1:1s and appraisals at regular points throughout the year; and self-select CPD appropriate to their roles in conversation with their line managers.

As demand for staff development will always outstrip any resources available for training activities, the Quality team tries to allocate funds evenly across departments towards training. Applicants are encouraged to apply promptly for courses/webinars/conferences as places cannot be guaranteed.

In-house and external paid CPD opportunities will be emailed to identified staff groups and attendance is encouraged. Peer CPD such as peer observing, and peer shadowing is also strongly recommended as it has been found to be one of the most impactful and meaningful methods of training.

Work and Skills Coaching and Mentoring Programme

A well-established coaching and mentoring programme for staff support and development has been established since 2005. The programme is open to all staff from Work and Skills and run by the Quality Manager for Education. Qualified Coaches and Mentors from amongst the staff are available to support colleagues with their professional development. Managers put forward staff for support to this programme to help develop skills and confidence for their role. Individual bespoke coaching and mentoring plans are developed in collaboration with the line manager, Quality Manager, and staff member, and targets are added to the staff member's PDP. Staff are paid to attend coaching and/or mentoring sessions outside of their working hours and it is expected that staff will commit to attend sessions.

Mandatory Training Courses

Work and Skills has a list of LBBD mandatory training courses which staff are asked to complete/attend. You will be notified of these by email from the LBBD Learning and Development Team, and you may receive internal reminders from the Quality Manager. You may have mandatory training set by your line manager or Coach/Mentor as part of your personal development plan. All mandatory training must be completed by the deadline date specified – any problems in doing this should be notified immediately to your line manager.



The Council CPD portal, **i-learn**, hosts a number of interactive courses for all staff, including Safeguarding, Managing Information, GDPR, Cyber Security, Equalities, Managing Your Workload and lots, lots more. This portal is available to all Council staff and can be accessed from any computer with internet using the following link:
<http://lbbd.learningpool.com/login/>

To begin using i-learn, your manager will initiate your i-learn account online around your start date and you will be issued with a username and password. The Borough will automatically record your completion of courses; **if you do not complete mandatory i-learn courses by the deadline dates specified by your manager, you may be penalised by a lower grading at appraisal or disciplinary action.**

The Council also offers a number of shadowing and “walk in my shoes for a day”, mentoring and job information sharing opportunities. If you would like to participate in these, please speak to your line manager.

Part-time staff, Tutors and Learning Assistants will be paid for the **full time it takes to complete mandatory i-learn training** outside of their normal working hours on production of their certificate.

Pay claims for CPD should be loaded directly onto i-Trent for the Quality Manager to authorise.

Applications for courses which have a cost attached

You may wish to apply to attend an external CPD course, conference or webinar which has course fees attached, and may involve travel and sometimes overnight accommodation. There is a specific CPD application form to apply for these courses – the instructions are on the form. This template will have been emailed to you, please save it in a memorable place for future use. **Please do not use this form for courses which do not have course fees, transport or hospitality costs attached to them.**

PLEASE DO NOT ATTEND, PAY FOR IN ADVANCE AND THEN TRY TO CLAIM BACK ANY CPD COSTS OR YOU WILL BE LIABLE FOR THE FULL COST. THE ADULT COLLEGE CAN ONLY PAY PROVIDERS DIRECTLY AS WE ARE PUBLICLY FUNDED.

General CPD Applications with no costs attached.

❖ **Mandatory training**

No CPD form required

Certificate sent to AdultCollegeCPD@lbbd.gov.uk

Add course to your PDP when completed.

❖ **Self-Selected CPD with no costs attached**

Please email your line manager to request permission to attend any free CPD course. If agreed by your manager, please book your place.

No CPD form required.

[Sometimes you may be asked to email the Quality Manager if you are interested in attending an internal or course on TEAMS so you can be added to the register and/or sent a Teams link.](#)

Sharing Resources



Tutors are paid preparation time which is included in their hourly rate of pay. It is therefore expected that resources which tutors prepare for teaching classes for the Adult College, remain the property of the College, and are to be shared with colleagues on request in the interests of developing and sharing best practice.



If you have heard about a recently offered training session which has been delivered at the College but which you were unable to attend, please contact Kate.Taylor@lbbd.gov.uk to enquire whether the slide deck or recording is available.

Tutor Documentation

The Essentials – Course Folder list

Tutors are required to complete the appropriate documentation to support their teaching and learning. Every course should have a paper-based course folder for those courses offered on-site, or an electronic folder for those courses delivered online, which is kept up to date by the tutor with all relevant documentation for that course. Inspectors, Curriculum Managers, visiting observers, and Quality will ask to see your course folder at any time so it is important to keep it well maintained and available at every lesson. Any confidential information (e.g. class profile) should be kept in a brown envelope within the file or a secure online folder so that only the tutor or approved visitor can access the information.



For Apprenticeship Tutors, please keep your information updated on OneFile.

What goes in the Course Folder?

Tutors:

- Please encourage learners to keep their notes, classwork, homework and resources (e.g. worksheets) in a course folder either in paper format (on site) or online, so that visitors can see examples of their work, and learners can take pride in their achievements.
- Paper or electronic copies of ILPs should be kept separately from the other course documentation listed below.

In the course folder:

#	Item
1	Current course information sheet
2	Risk Assessment – signed and up to date
3	Scheme of Work 2019-2020
4	Assessment Timetable and Details for the course
5	Class contract photograph
6	Learner Commitment Agreement
7	Class Record of Achievement (CRA)
8	Examples of learners' work showing tutor constructive feedback.
9	Cause For Concern records (CFCs)
10	Tutor CPD Record

Tutors are provided with all templates prior to the start of the academic year. Templates are also stored on LBBB Teams.

Marking and Feedback to learners



The College is committed to ensuring that each learner achieves their full potential and that no-one is left behind. The Adult College Marking and Feedback Policy seeks to protect the rights of learners to transparent, fair, honest and systematic assessment processes which ensure that standards of quality and equal opportunity are maintained and promoted.

It is important to provide constructive feedback to learners, focusing on achievement and improvement needs against learning objectives and success criteria. This enables them to become reflective learners and helps to close the gap between what they can currently do and what we would like them to be able to do. The ultimate aim is to ensure that the marking and assessment process aids learners in their quest to make progress over time, to achieve their short-term goals whilst they are with us and move closer towards their long-term goals in the future. Assessment and marking are a crucial part of the learner journey and are some of the most valuable activities a member of staff can undertake in promoting good progress for all learners.

Tutors and Assessors are expected to:

- Follow the College policy guidelines for marking
- Give learners homework each week
- Return work promptly with clear written feedback
- Provide an assessment schedule at the beginning of the course
- Correct learners' English, grammar, and spelling
- Regularly update the ILP with Learners
- Provide reflective time for Learners to complete their ILP and comment on their own learning and target setting.

Learners are expected to:

- Participate in the completion of their ILP
- Complete homework regularly
- Take every opportunity to extend their learning through self-learning and enrichment programmes
- Expect clear transparent feedback on their progress and how to improve.

Your Curriculum Manager will ensure you are briefed on the College Marking policy and that your assessments are delivered and recorded to the standard expected. Marked learners' work is subject to Quality audit on request.

Please see the link below to our Marking and Feedback Policy:

<https://lbbd.sharepoint.com/:w:/r/teams/T0759-INT-FNC-Work-and-Skills-Information/Shared%20Documents/General/Policies%20%26%20Procedures/Policies/Curriculum%20%26%20Assessment%20Policies/2021-22/38.%20Marking%20Policy%20February%202021-22.docx?d=w9cdb409fd6f945e0a30d6d239f3fdd68&csf=1&web=1&e=NFe340>

Work and Skills Website and Brochure 2022-23



Work and Skills has an interactive website where learners can enrol and comment on our services, research courses and apprenticeships, explore family learning activities and recruitment drives by local employers and pay for many courses online. There is also a secure portal to which learners can upload document copies to support their enrolment. Please visit <http://adultcollege.lbbd.gov.uk> Also keep an eye out for our advertising at bus stops and on buses, and you will soon hear us on the local radio and social media too!

And if you or your clients and learners are interested in finding work or viewing vacancies in the Borough, please visit the Job Shop page on our website <http://adultcollege.lbbd.gov.uk/home/help-finding-work/>

The Adult College Brochure for 2022-23 is available on the website or on the green link on page 63. Our new brochure for the forthcoming academic year is produce in Ma.:

Link:

[Work and Skills Brochure 2022-2023](#)

List of Work and Skills Policies & Procedures

All policies are available to view on LBBB Teams. If you have difficulty in gaining access to these files, please contact either your line manager, Kate Taylor, or Shannen Turner in Quality.

Kate.taylor@lbbd.gov.uk

Shannen.Turner@lbbd.gov.uk

Policies and Procedures

APPRENTICESHIP POLICIES & PROCEDURES	SERVICE WIDE POLICIES & PROCEDURES
Apprenticeship Conduct & Performance (Service User)	Competency procedures for Teaching staff
Apprenticeship Conduct & Performance (Staff)	Conflict of interest- Chartered Management Institute
Apprenticeship Withdrawal & Interruption Processes	Plagiarism, Cheating, Malpractice, & Maladministration (paper based and online)
	Assessment Main Policy
CURRICULUM POLICIES & PROCEDURES	Coaching & Mentoring
Business & Work Related Learning	Communications
Care Work	Customer Charter
Conduct & Performance (Staff)	Customer Feedback
Customer Charter Policy	Code of Conduct for Staff
Digital Skills	DLSF
Education	Leadership Duty Policy and Procedure
English	Equalities, Diversity & Inclusion
Equalities	Examinations Policy and Procedures
ESOL	Examinations Contingency Plan
Examinations Policy and procedure	External Speaker
External Speaker Policy	Fees
Family Learning	Health & Safety
Feedback from customers	Initial Advice and Guidance
Fees Policy	IT Acceptable Use Policy
Marking & Feedback	Learner Engagement
Mathematics	Mission Statement
	Observation
	Pound Plus
	Retention
	Safeguarding (including Prevent)
	Safeguarding (including Prevent) for public use
	Service User Conduct & Performance
	Special Consideration Statement
	Staff Development

List of our Current Partners

- Ab Phab youth Club – Evolve project to develop employment skills in 19-24 yr SEND learners
- Barking and Dagenham Community Volunteering Service
- Barking & Dagenham Collective – facilitates organisations joining forces to address local challenges, develop initiatives, share good practice and showcase success. This organisation connects people to develop joint funding bids, collaborate on projects, mentor & share learning
- Barking Enterprise Centre (BEC)
- Barking and Dagenham People and Resilience Education Team
- Barking and Dagenham Sheltered Housing
- Barking Learning Centre
- Becontree Primary School, Dagenham
- BDACES partners (BDC, CU London, UEL, BDCVS, BEC, JCP, BD Collective)
- BeFirst
- Capella Associates Limited
- Community Learning Network (*comprising Redbridge Institute of Adult education, Havering Adult College, Bromley Adult Education College, Waltham Forest Adult Learning Service, and Newham Adult Learning Service*)
- Coventry University London (CU London)
- Dorothy Barley School, Dagenham
- Eastbury Primary School, Barking
- EveryOne EveryDay
- Future M.O.L.D.S Communities (FMC), Barking
- GLA Quality Group – East London
- Haringey Adult Learning Service
- Havering Adult Learning Service
- Job Centre Plus
- Leys Primary School, Dagenham
- London Peer Review Development Group of providers
- Manor Longbridge School, Barking
- Monteagle Primary School, Dagenham
- Northbury Primary School, Barking
- North East London NHS Foundation Trust (NELFT)
- North Star New School
- Peer Review & Development Group (London ACL providers).
- Redbridge Institute of Adult Education
- Rush Green Primary School, Dagenham
- Rwandese Abagimigambi – Rwandese carers into work
- Salma Siddique – WFL Community archery Project
- Shpresa Programme – Walk, Talk, Watch; adult learning history programme
- Thames View Junior School, Barking
- Thames Ward Community Project – ESOL for Parents
- The Source (part of Barking Churches Unite)
- UKON Careers
- University of East London (UEL)
- Waltham Forest Adult Learning Service

Glossary

AAT	Association of Accounting Technicians
AC / ACBD	Adult College / Adult College of Barking and Dagenham
ACL	Adult and Community Learning
AFM	Admin and Facilities Manager
AS(B)	Adult Skills (Budget)
ATS	Advanced Teacher Status
BA	Business Administration
BAME	Black and Minority Ethnic
B and A	Behaviours and Attitudes
BKSB	Basic and Key Skill Builder
BLC	Barking Learning Centre
BLM	Black Lives Matter
BRIC	Barking Riverside Innovation in Construction
BSO	Business Support Officer
BTEC	Business and Technology Education Council
CCG	Care Commission Group
CELTA	Certificate In English Language Teaching to Adults
CFC	Cause for Concern
CITB	Construction Industry Training Board
CL	Community Learning
CM	Curriculum Manager
ComSol	Community Solutions Directorate
CPD	Continuous Professional Development
CRA	Class Record of Achievement
CSCS	Construction Skills Certification Scheme
CSF	Construction Skills Fund
CV	Curriculum Vitae
DBS	Disclosure and Barring Service
DOB	Date of Birth
DSAT	Data Self-Assessment Toolkit
DVD	Digital Video Disc
DWP	Department of Work and Pensions
E&D	Equality and Diversity
E&S	Employment and Skills
EE	Employer Engagement
EFE	English for Everyday programme
EIF	Education Inspection Framework (Ofsted)
EQA	External Quality Assurer / Assurance
ESF	European Social Fund
ESFA	Education and Skills Funding Agency
ESOL	English for Speakers of Other Languages
ETF	Education and Training Foundation
BV	British Values
FE	Further Education
FEML	Family English and Maths Learning
FGM	Female Genital Mutilation
FSF	Flexible Support Fund
GCSE	General Certificate of School Education
GDPR	General Data Protection Regulation

GLA	Greater London Authority
GLH	Guided Learning Hours
GOT Programme	Grow Our Talent Programme
HCP	Healthcare Professional
HE	Higher Education
HLH	Healthy Lifestyle Hub
HR	Human Resources
HRA	Housing Revenue Account
HSC	Health and Social Care
IAG	Information, Advice and Guidance
IAP	Inter Academy Partnership
IBE	Formerly IT, Business and Education department. It now covers Business Admin, Customer Service, Teaching Assistants, Grow Our Talent, and the Volunteering programme.
ICT	Information and Communication Technology
ILM	Institute of Leadership and Management
ILP	Individual Learning Plan
ILR	Individualised Learner Record
IPAF	International Powered Access Federation
IQA	Internal Quality Assurer / Assurance
ITQ	Information Technology Qualification
IWB	Interactive White Board
JCP	Job Centre Plus
KPIs	Key Performance Indicators
L1 / L2 / L3	Learning level 1 / 2 / 3
L&M	Leadership and Management
LBBB	London Borough of Barking and Dagenham
LCD	Liquid Crystal Display
LSA	Learning Support Assistant (for Adult Education)
LTM	Leadership Team Meeting
LWS	Learner Wellbeing Survey
MIS	Management Information Systems
NARTs	National Achievement Rate Tables
NCS	National Careers Service
NEET	Not in Education, Employment or Training
NELFT	North-East London Foundation Trust (NHS)
NOCN	National Open College Network
NS	Network Services
Ofsted	The Office for Standards in Education
ONS	Office of National Statistics
OTLA	Observation of Teaching, Learning, and Assessment
PASMA	Prefabricate Access Suppliers and Manufacturers' Association
PDP	Personal Development Plan
PE / E1 / E2/ E3	Learning level Pre-Entry / Entry 1 / Entry 2 / Entry 3
PGCE	Post Graduate Certificate in Education
PIAP	Post Inspection Action Plan
PLUS Hosting	Data Management Software programme
PRB	Performance Review Board
QA	Quality Assurance
Q&A	Question and Answer

Q&P	Quality and Performance
QAR	Qualification Achievement Rates
QI	Quality Improvement
QIP	Quality Improvement Plan
QM	Quality Manager
QTLS	Qualified Teacher Learning and Skills
RA	Risk Assessment
R&I Assistant	Reception and Information Assistant
RM Unify	Intelligent identity and access management IT programme for staff and learners
RR	Ripple Road Barking campus
SAR	Self-Assessment Report
SEND	Special Educational Needs and Disability
SENDCO	Special Educational Needs and Disability Co-Ordinator (schools)
SFA	Skills Funding Agency
SfL	Skills for Life
SLA	Service Level Agreement
SLT	Senior Leadership Team
SMART	Specific, Measurable, Achievable, Realistic and Timebound
SoW	Scheme of Work
SSA	Subject Sector Area
SSO	Single Sign-on
STL	Supporting Teaching and Learning
SWAP	Civil Service Sector-Based Work Academy Programme
T1 / T2 / T3	Term 1 / Term 2 / Term 3
TA	Teaching Assistant (schools)
TE Programme	Talk English Programme
TLA	Teaching, Learning, and Assessment
UBF	User Based Filtering
VSS	Vocational Support Service
WFL	Wider Family Learning
WPL	Workplace Learning
WRT	Work Related Training

Email directory

All non-teaching staff members have a borough email address. This is generic and is formed as follows: first name.surname@lbbd.gov.uk (joe.bloggs@lbbd.gov.uk)



Teaching Staff have a separate generic Email domain; this is generic and formed as follows: first name initial (capital letter) plus Surname (initial capital letter) @ adult-college.bardaglea.org.uk (JBloggs@adult-college.bardaglea.org.uk)

In accordance with GDPR guidelines introduced in May 2018, and to maintain standards of professionalism and personal safety we specifically ask that:



- personal email addresses for staff are not to be used for work purposes.
- all tutors and support staff should use their LBBd or bardaglea email addresses.
- Tutors and Brokers are requested not to use Social Media to communicate with learners and clients including Facebook, Twitter, and Whatsapp.
- If you do have access to personal phone numbers of learners or other staff members, please respect privacy and do not give out personal telephone numbers until you have checked with the person first.



Important note for Tutors, Brokers and Learning Assistants: NEVER give your personal home or personal mobile phone numbers to learners or clients; never text, or WhatsApp learners/clients using your own mobile.

Should learners/clients need to contact you, they can email you on your work email address, via Teams, or leave a message at the College/Job Shop Reception; if you need to contact learners or clients, please use the College/Job Shop phone or ask MIS or Student Services to text message multiple learners for you.

Teams

The Microsoft Teams application works with both email domains (bardaglea and lbbd) and is used for online delivery, contacting staff members, online meetings, and sharing and storing resources.



When you join Work and Skills you will be given an IT induction by Jag Aujla who will show you how to connect to Teams using your email address.

Over the last 2 years, we have used Teams to deliver our offer to learners and clients online during the Covid 19 lockdown; tutors have collaborated and shared resources and training, and business has continued to operate successfully, with managers using Teams for meetings, observations, training and webinars, meetings with clients, support, and keeping in touch with remotely working staff.

If you are new to Teams, Jag Aujla can offer you training to familiarise yourself with this invaluable app. Teams and Outlook apps can also be used on your smart phone.

Contact Jag Aujla on: helpdesk@adult-college.bardaglea.org.uk

Staff Contact details:

First Name	Last Name	Job Title	Work Mobile	Email address
Abby	Jokomba	Student Services Manager		Abby.Jokomba@lbbd.gov.uk
Alicia	Douglas	Apprenticeship Course Leader		Alicia.Douglas@lbbd.gov.uk
Alison	Sargeant	Work & Skills Broker		Alison.Sargeant@lbbd.gov.uk
Alison	Slater	MIS/Exams Assistant		Alison.Slater@lbbd.gov.uk
Amenah	Rana	Senior Project Support Officer		Amenah.Rana@lbbd.gov.uk
Bahia	Khalef	Curriculum manager - Well Being & Community Partnerships		Bahia.Khalef@lbbd.gov.uk
Brenda	Tame	MIS/Exams Assistant	07513 470394	Brenda.Tame@lbbd.gov.uk
Carol	Chaplin	Access Facilitator Safeguarding Officer		Carol.Chaplin@lbbd.gov.uk
Carole	Young	Employability & Vocational Progs Curriculum Manager		Carole.Young@lbbd.gov.uk
Charlotte	Mills	Work & Skills Broker		Charlotte.Mills@lbbd.gov.uk
Claire	Martin	Employment Support Co-Ordinator (SEND)		Claire.Martin@lbbd.gov.uk
Clare	Coombe	Barking Riverside Employment & Skills Coordinator	07870 278468	Clare.Coombe@lbbd.gov.uk
Colette	Skelton	Admin.& Facilities Manager		Colette.Skelton@lbbd.gov.uk
Deborah	Collins	Construction Work & Skills Broker		Deborah.cCollins@lbbd.gov.uk
Daniel	Manning	MIS/Exams Assistant		Daniel.Manning@lbbd.gov.uk
Denise	Nunn	Examinations Officer		Denise.Nunn@lbbd.gov.uk
Donna	Lomas	Curriculum Manager – Digital Skills		Donna.Lomas@lbbd.gov.uk
Emma-Jane	Bradley	Head of Employment and Service Manager Work & Employability	07980 772242	Emma-Jane.Bradley@lbbd.gov.uk
Emily	Whittaker	Business Admin Apprentice		Emily.Whittaker@lbbd.gov.uk
Evie	Wiseman	Senior Project Support Officer		Evangeline.Wiseman@lbbd.gov.uk
Farhana	Rahman	Business Support Officer		Farhana.Rahman@lbbd.gov.uk AFM_requests@lbbd.gov.uk
Frank	Notaro	Work & Skills Broker		Frank.Notaro@lbbd.gov.uk
Foruk	Bokth	Business Admin Assistant		Foruk.Bokth@lbbd.gov.uk
Gemma	Connelly	Workforce Development Manager		Gemma.Connolly@lbbd.gov.uk
Georgie	Loveday	Work & Skills Broker		Georgie.Loveday@lbbd.gov.uk
Hayley	Morgan	Team Leader – Dagenham Jobshop	07929 017740	Hayley.Morgan@lbbd.gov.uk
Jagdeep	Aujla	IT Network Manager	07772 221412	Jadeep.Aujla@lbbd.gov.uk
Jake	Lowe	Finance & Payroll Officer		Jake.Lowe@lbbd.gov.uk AdultCollegeFinance@lbbd.gov.uk
Janet	Okebu-Stewart	Curriculum Manager-Skills for Life		Janet.OkebuStewart@lbbd.gov.uk
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Adult College Reception - Dagenham- Parsloes			7161	adultcollegeenquiries@lbbd.gov.uk
Barking Learning Centre			020 8724 8710	BLCCentreManagementTeam@lbbd.gov.uk
Elevate IT			2013	
Job Shop - Barking Learning Centre			020 8724 8870	BarkingJobShop@lbbd.gov.uk
Jobshop -Dagenham Library			020 8724 8877	DagenhamJobShop@lbbd.gov.uk
Sydney Russel School			020 8270 4333	office@sydneyrussellschool.com

Town Hall	2900 / 020 8592 4500	
Fire, Police or Ambulance Dial	999	
Control Centre	3672	
Control Centre (out of hours)	020 8594 2994	
Police (Local number)	020 8984 1212	
Eastern Electric	0800 783 8838	
