



**STEP INTO
LEARNING**

Step Into Skills Learner Handbook 2026-2027

Contents

	Page(s)
How to Contact Step Into Learning	3
Welcome to Step Into Learning	4
Step Into Learning - Our Mission, Vision & Values	5
Term Dates 2026-2027	6-7
Work Experience	8-9
Required Items for the Course	10
Launceston Training Venues	11-12
Your Course	13-15
Who's Who	16-17
Learner Code of Conduct	18
Safeguarding & Prevent	19-20
Learner Support	21
Special Educational Needs and Disabilities	22
Totum Card	23
Feedback Policy	24
16-19 Bursary	25
Sustainability	26
Complaints & Appeals	27
Appendix	28
Learner Declaration	29

How to Contact Step Into Learning

Main switchboard: 01566 770729

Website: www.stepintolearning.org.uk

Email: info@stepintolearning.org.uk

Your tutors are:

- LJ Volz - PSHE & Lead Tutor
- Lorna Gerry -Step Into Skills Tutor
- Charlie Thacker - Sustainability Tutor
- Natasha Glasgow - Childcare & Bespoke Provision Tutor
- Jenny German - Employability & Functional Skills Tutor

Please let our Business Support Team know in advance of your session if you can't attend for any reason. The team are available Monday to Friday, 9am-4pm:

Telephone: 01566 770729

Email: info@stepintolearning.org.uk



Welcome to Step Into Learning



Learning is a new beginning and we very much hope that you enjoy your experience with us. Our goal is to help you to enjoy your studies and progress successfully to further learning, training or employment.

You will have the opportunity to have your say and help us to build an even better learning experience for the future. We believe in developing learners who can achieve more than just qualifications, to enable them to succeed in their future lives both in work and beyond.

Our staff are dedicated to helping you achieve your learning and wider goals.

In return we ask you to work in partnership with us, demonstrating positive learning behaviours to make the most of the opportunities available to you.

We expect that you will be an active participant in your learning, that you will attend sessions, hand in work according to set deadlines, provide feedback so we can constantly improve our learning and teaching, and behave in a way that improves the learning environment and respects others.

We hope you have a great time learning with us and really benefit from your learning experience.

The Step Into Learning Team

Step Into Learning - Our Mission, Vision & Values

Our Mission:

- To advance education by providing inclusive, accessible and personalised learning opportunities while supporting charities and organisations established for charitable purposes through education, advice, partnership working and the sharing of knowledge and resources

Our Vision:

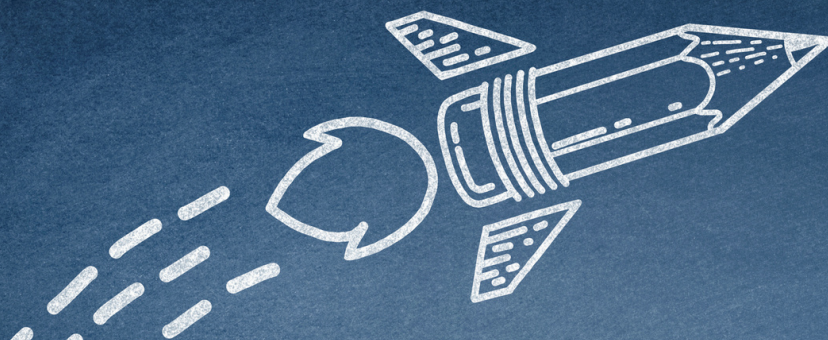
- To be recognised as a trusted educational charity that strengthens individuals, charities and communities across Devon and Cornwall through high-quality education, collaboration and shared expertise

Our Charitable Purpose:

- V Learning Network (trading as Step into Learning) is a registered charity committed to advancing education and supporting charities and organisations established for charitable purposes. We do this through education, training, advice, partnership working and sharing expertise to strengthen individuals, organisations and communities

Our Values:

- Be Inclusive
- Be Committed
- Be Inspiring
- Be Kind
- Be Connected to the Community



Term Dates 2026-27 - Monday to Wednesday Group

Autumn Term 2026

Term Starts: Monday 14th September 2026

Term Ends: Wednesday 21st October 2026

Half Term: Monday 26th October to Friday 30th October 2026

Term Starts: Monday 2nd November 2026

Term Ends: Wednesday 16th December 2026

Christmas break: Monday 21st December to Friday 1st January 2027

Spring Term 2027

Term Starts: Monday 4th January 2027

Term Ends: Wednesday 10th February 2027

Half term: Monday 15th February to Friday 19th February 2027

Term Starts: Monday 22nd February 2027

Term Ends: Wednesday 24th March 2027

Easter break: Friday 26th March 2027 to Friday 9th April 2027

Summer Term 2027

Term Starts: Monday 12th April 2027

Bank Holiday Monday 3rd May 2027

Term Ends: Wednesday 26th May 2027

Half term: Monday 31st May to Friday 4th June 2027

Term Starts: Monday 7th June 2027

Term Ends - Wednesday 30th June 2027

Awards Day Wednesday 7th July 2027

Term Dates 2026-27 - Wednesday to Friday Group

Autumn Term 2026

Term Starts: Wednesday 16th September 2026

Term Ends: Thursday 22nd October 2026

Insert Day: Friday 23rd October 2026

Half Term: Monday 26th October to Friday 30th October 2026

Term Starts: Wednesday 4th November 2026

Term Ends: 12 o'clock on Friday 18th December 2026 Christmas

Holiday: Monday 21st December to Friday 1st January 2027

Spring Term 2027

Term Starts: Wednesday 6th January 2027

Term Ends: Thursday 11th February 2027 February 2027

Inset day: Friday 12th February 2027

Half Term: Monday 15th February to Friday 19th February 2027

Term Starts: Wednesday 24th February 2027

Term Ends: Thursday 25th March 2027

Good Friday (Bank Holiday): 26th March 2027

Easter Holiday: Monday 29th March 2027 to Friday 9th April 2027

Summer Term 2027

Term Starts: Wednesday 14th April 2027

Term Ends: Thursday 27th May 2027

Inset Day: 28th May 2027

Half Term: Monday 31st May to Friday 4th June 2027

Term Starts: Wednesday 9th June 2027

Term Ends: Friday 2nd July 2027

Award Day: 7th July 2027

Work Experience

Work Experience Placement Information:

As part of your course with us, you will be required to undertake a Work Experience Placement. This involves working with a local business in an industry that aligns with your goals. This could relate to:

- Career aspirations – gaining skills and insight into the occupation you want to pursue.
- Life skills – developing valuable personal and workplace abilities that support your growth.

Whether your focus is career-driven or more personal, this placement will enhance your learning experience. It will:

- Add value to your studies by connecting theory with practice
- Provide you with practical experience in your chosen sector
- Give you a reference for your CV
- Act as a stepping stone into employment
- Develop your network and strengthen your integration within the local community



Work Experience

Work experience will typically take place one day per week during designated periods throughout the year, depending on learners' readiness and employer availability. There will also be opportunities for learners to participate in block work experience placements where appropriate, particularly for those preparing for employment, a supported internship, or an apprenticeship.

This approach allows us to tailor opportunities to individual learner needs and ensure placements are meaningful and beneficial.

We encourage you to think carefully about the type of placement that will best support your future and make the most of this valuable opportunity.

Our Work Experience Policy can be found on our Policies webpage under Learner Policies:

<https://stepintolearning.org.uk/policies/>

For more information and guidance please contact Naomi West:
Telephone: 01566 708850 or 07508 465 195

- Email: naomi.west@stepintolearning.org.uk



Required Items for the Course

- Please bring a pencil case to your first session - we will provide a pen, pencil, rubber and A4 lined pad
- Please bring any drinks you will need for the day in a closed bottle or cup
- Remember to bring snacks, a packed lunch or money to buy some lunch



Launceston Training Venues

- The Orchard Centre, Blind Hole, Market Street, Launceston PL15 8AU
- The Gateway Centre, Madford Lane, Launceston PL15 9TR
- Active Learning Centre, Coronation Park, Launceston PL15 9JR

Please be aware there is CCTV in the reception area and corridors in The Orchard Centre

FOR ALL TRAINING VENUES:

Refreshments:

- Make sure you tidy up after yourself

Smoking and Vaping:

- Please exit the main premises (and car parking area) when wishing to smoke - no smoking or vaping on site
- Please DO NOT smoke or vape in the entrance to any buildings

Fire Alarms:

- In the event of a fire please evacuate the building immediately. Do not stop to collect your belongings. You will be shown the assembly points as part of your induction



Training Venues - The Orchard Centre, Active Learning Centre & The Gateway Centre

Parking:

- Please view our parking guide which can be found on our website <https://stepintolearning.org.uk/facilities> or you can request a copy by emailing info@stepintolearning.org.uk. There is no on-site parking for learners

Amenities:

- The Orchard Centre and The Gateway Centre are in Launceston town centre where there are numerous cafes and coffee shops as well as a small supermarket. There is also a Post Office
- The Active Learning Centre is slightly out of the centre but close to larger supermarkets and coffee shops

The Active Learning Centre is an enclosed, secure site with toilets, a staff room and one classroom, along with a substantial enclosed outdoor space that we will be using for the Sustainability course.

Accessibility - Orchard Centre:

- Double doors open in to centre with ramp up to front door
- Training room & kitchen on the ground floor would fit standard wheelchair
- Disabled toilet facilities and kitchen area on ground floor
- Parking – one space available closest to the building – not bookable – on a first come first serve basis

Accessibility - Gateway Centre:

- There is a ramp to the building from the car park
- There is a lift within the building covering all floors
- There are toilets on the ground floor

Your Course

Attendance:

- Absence from sessions should be reported to your tutor or a member of the office staff in advance
- If you miss a session, it is your responsibility to catch up on the work missed and you will still be required to complete your qualification on the agreed date
- We expect a minimum of 95% attendance - there are no authorised absences
- You must inform us of any absence and we will record it, but it is still absence
- Persistent non attendance will result in a meeting and a reintegration plan, our aim is to bring you back onto the course. If we fail at reintegrating you and you chose not to attend, this may result in a withdrawal from the qualification

Submitting Work:

- You may receive an assessment schedule at the beginning of the course with deadlines for handing in your work
- Under exceptional circumstances, you may apply for an extension which will need to be approved by your tutor - any such application will need to be supported by evidence, such as a doctor's note

Portfolio:

- It is your responsibility, as part of your development, to ensure you keep an organised and up to date portfolio of your work, so that it is ready to be viewed at any time

Plagiarism:

- Plagiarism will result in a fail mark, it will then be decided if you can resubmit that work. Failing work can result in failing the course
- We will use an AI Detector tool to check that AI has not been used to complete assignments (other than research purposes)
- Please see the Plagiarism policy in the appendix for further details

Your Course

AI Policy for Learners

What is AI?

Artificial Intelligence (AI) is technology that can generate text, images, or ideas. Examples include ChatGPT, Microsoft Copilot, and Google Gemini.

Why we use AI

We encourage you to learn how to use AI safely and responsibly, as it is widely used in workplaces and education.

What you CAN use AI for

- Helping you understand topics
- Generating ideas for assignments
- Checking spelling and grammar
- Planning your work

What you MUST NOT use AI for

- Writing your whole assignment for you
- Copying and pasting AI answers as your own work
- Using AI in exams or assessments unless your tutor says you can
- Creating fake evidence or coursework

Important rules

- Your work must always be your own
- You must understand anything you submit
- Your tutor may ask you to explain your work

Using AI safely

- Do not share personal information (your name, address, etc.)
- Do not upload work that includes other people's details
- Be aware AI can sometimes be wrong

Your Course

What happens if AI is misused?

If you misuse AI, it may be treated as cheating (malpractice). This could result in your work being rejected or other disciplinary action.

Need help?

If you are unsure about using AI, always ask your tutor before using it.

Reasonable Adjustments

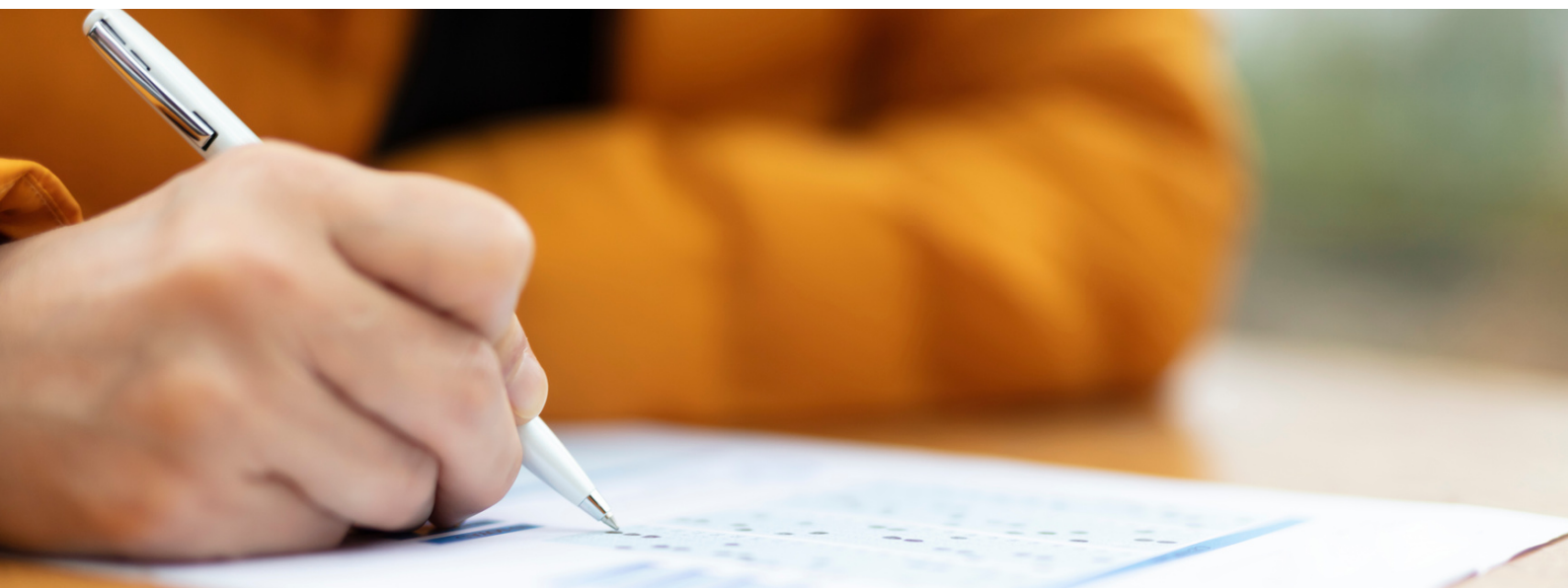
- Please let us know about any reasonable adjustments you will need for exams within the first 6 weeks of starting the course to ensure we are able to evidence and action these to the Awarding Organisation in time for your exam

Examinations

- External Examinations are booked in advance and depending on the qualification you are studying, may be essential for you to achieve a pass overall
- Re-sits can be arranged in conjunction with your tutor

Individual Support Plan (ISP)

- All information on your ISP is accessible and usable by Step Into Learning internally, and you agree to the sharing of all information on this document, as per GDPR requirements



Who's Who



Kelly Channon
Executive Director
kelly.channon@
stepintolearning.org.uk



Malcolm Wake
SEND Inclusion & Education
Delivery Manager
malcolm.wake@
stepintolearning.org.uk



LJ Volz
PSHE & Lead Tutor
lesley.volz@
stepintolearning.org.uk



Lorna Gerry
Step Into Skills Tutor
lorna.gerry@
stepintolearning.org.uk



Charlie Thacker
Sustainability Tutor
charlie.thacker@
stepintolearning.org.uk



Natasha Glasgow
Childcare & Bespoke
Provision Tutor
natasha.glasgow@
stepintolearning.org.uk



Jenny German
Employability & Functional
Skills Tutor
jenny.german@
stepintolearning.org.uk



Naomi West
Employability & Next
Steps Lead
naomi.west@
stepintolearning.org.uk



Kat Turnock
Lead Learning Support
Assistant
kathryn.turnock@
stepintolearning.org.uk

Who's Who



Shelley Duncan-Adams
Learning Support Assistant
shelley.duncan-adams@
stepintolearning.org.uk



Esther Eriksson
Learning Support Assistant
esther.eriksson@
stepintolearning.org.uk



Ben Dayman
Learning Support
Assistant
ben.dayman@
stepintolearning.org.uk

Learner Code of Conduct

Our Promise To You:

- We respect and value all people equally, in accordance with our 'Equality, Diversity & Inclusivity' policy
- We put your personal safety first and provide you with a safe environment in which to learn - responding efficiently and effectively to any safeguarding concerns
- We have a zero-tolerance approach to any form of bullying, abuse, harassment or violence
- We provide you with personal development opportunities to improve your health, safety and wellbeing
- We provide opportunities for feedback through the Learner Feedback Survey
- We provide information, advice and guidance on progression, employability, and career opportunities
- We support you in your learning and wherever possible, provide resources which meet your needs
- We set targets with you that are challenging but achievable
- We ensure assessment of your learning is clear, regular and constructive
- We give you regular feedback on your progress
- We provide information to your parent/guardian (if 18 or under) on your attendance and achievement
- We deal promptly and effectively with any complaints

Your Promise To Us:

- Be mindful of your personal safety, and the safety of others by proactively raising concerns should they arise
- Have full attendance at timetabled activities - talk to us if you're struggling
- Be punctual for all timetabled activities
- Complete work in accordance with the requirements of your course, and meet deadlines set by your tutor
- Take responsibility for your learning by participating in all learning activities and working collaboratively with your peers
- Set yourself targets to support your learning and review them regularly
- Make learning successful for everyone by behaving in a way that promotes a co-operative and productive learning environment
- Play an active part in equality and diversity by respecting others and by reporting inappropriate and unsafe behaviours
- Understand that if you are eligible for Financial Support then payments are reliant on good attendance, behaviour and commitment
- Value the Step Into Learning environment, respect our neighbours and dispose of litter responsibly
- Act safely and responsibly at all times when using the internet and/or mobile technologies

Non Negotiables:

- Any form of discrimination
- Any form of bullying, harassment or threat to any other learner, member of staff or visitor
- Inappropriate language, disrespectful behaviour, violence or abuse towards any learner, member of staff, or visitor
- Unsafe actions that put others at risk or which break SIL's Health & Safety regulations
- Behaviour or actions which promote or instigate violent extremist views or ideas, including online activity
- Coming to any SIL site or online class under the influence of illegal drugs, alcohol, solvents, or any other harmful substances
- Use, possession, or sale of alcohol, illegal drugs, solvents, or other harmful substances
- Carrying of any weapon, or use of any item as a weapon
- Behaviour which causes disruption to the learning of others (online or face to face)
- Copying the work of others (plagiarism), the use of AI to complete assignments (other than research purposes), any academic or exam misconduct
- Use of mobile phones/smart watches or other electronic devices in any learning session, unless agreed by the tutor
- Smoking on any SIL site, including e-cigarettes or vapes
- Damage to any SIL property or possessions, or to that of our neighbours

Safeguarding & Prevent

Step Into Learning holds the protection, safety, health, well-being and welfare of all its learners as paramount. We believe that all learners have a right to protection from abuse and to the support they need to reach their full potential.

We will take all safeguarding concerns seriously and will respond to them promptly, keeping the individual at the centre of what we do.

We will make information on Safeguarding available to learners and will make sure we keep up to date with changes in legislation.

Please see our website for more information on Safeguarding and Prevent including our Safeguarding & Welfare Policy, Online and Digital Safety Policy, Anti-Bullying Policy and Procedures for Responding to Safeguarding Concerns and a list of links to external support agencies: <https://stepintolearning.org.uk/safeguarding/>

If you are worried about yourself or another learner, you can talk to your tutor, who may inform the Safeguarding team. Alternatively, you can contact the Safeguarding team directly:

Designated Safeguarding Lead (DSL):

Lucy Muldowney: 01566 701829 or 07498 540 465

Deputy Designated Safeguarding Leads (DDSL):

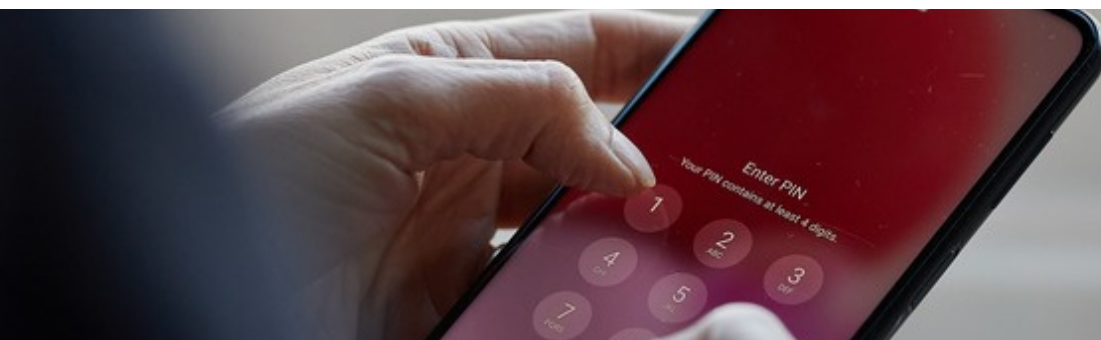
Malcolm Wake: 07947 657 861

Siobhan Robbins: 07508 465 177

Katie Williams-Connell: 07960 573 301

Lesley Volz: lesley.volz@stepintolearning.org.uk

Or you can email: safeguarding@stepintolearning.org.uk



Safeguarding & Prevent

If you'd like to make an anonymous safeguarding report, you can use the anonymous reporting form on our website:

<https://stepintolearning.org.uk/anonymous-reporting/>

Our Prevent Statement:

Step Into Learning aims to safeguard all its learners from the threat of extremism. We have a zero tolerance of extremist ideologies and behaviour. The organisation ensures that our care, guidance and curriculum empower learners to reject violent or extremist behaviour and to be safeguarded through education. We will therefore:

- Provide a safe and supportive environment for all our learners and have due regard to the need to prevent people from being drawn into terrorism
- Ensure that there is a clear reporting and escalation route should staff or learners become aware of a concern
- Ensure that staff and learners receive relevant training in respect of radicalisation and extremism and understand their role and responsibilities in regard to the Prevent Duty and safeguarding individuals This statement applies to all learners, staff, trustees, volunteers and contractors



Learner Support

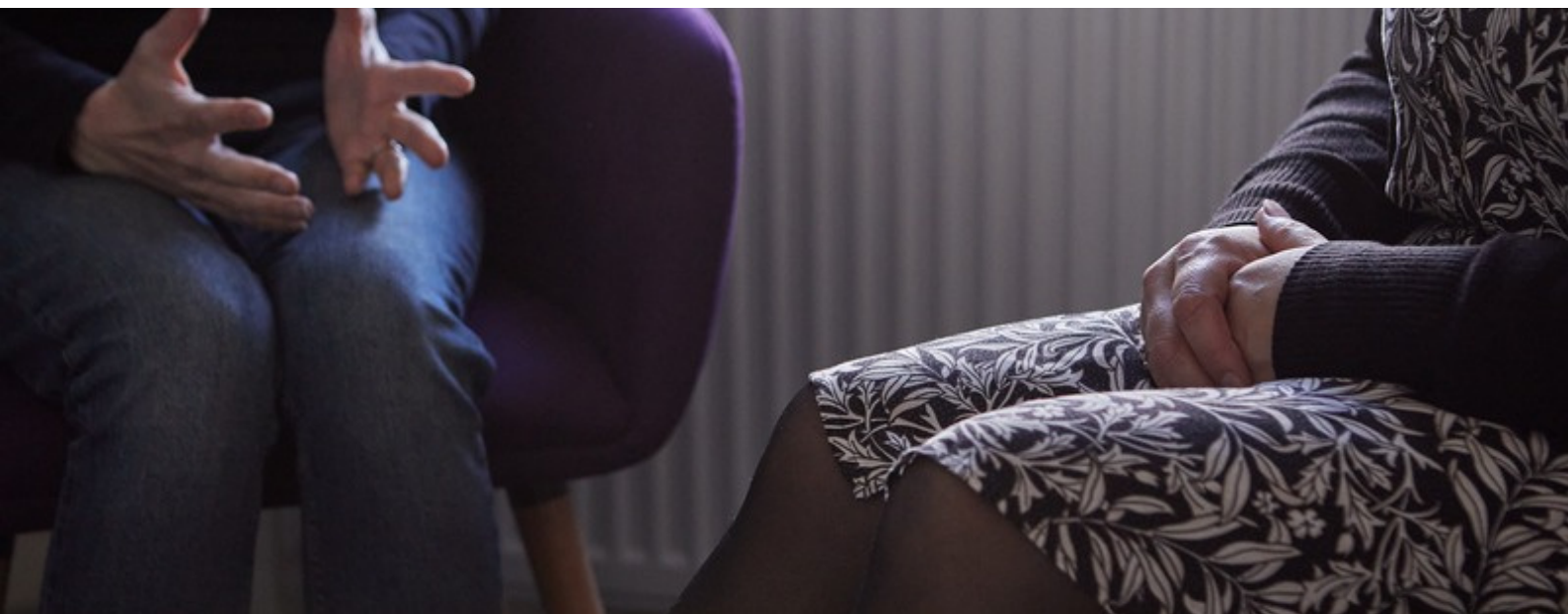
All learners will be provided with a comprehensive support structure.

Tutors:

- Your tutor is available to provide academic support for the course and deal with any difficulties, issues or complaints as they arise
- If you are struggling to complete assignments to the required standard, your tutor will work with you to create an action plan to support you
- Please disclose any criminal convictions that occur during your course to your tutor

Learner Support:

- If you have a disability or learning difficulty support need, please make sure you inform us of your requirements so we can assess whether a Learning Support Assistant would be beneficial and whether reasonable adjustments need to be applied for internal and external assessment
- We can refer you for counselling if wellbeing needs require
- For local mental health charities, search Hub of Hope run by a national charity called Chasing the Stigma: <https://hubofhope.co.uk/>



Special Educational Needs & Disabilities (SEND)

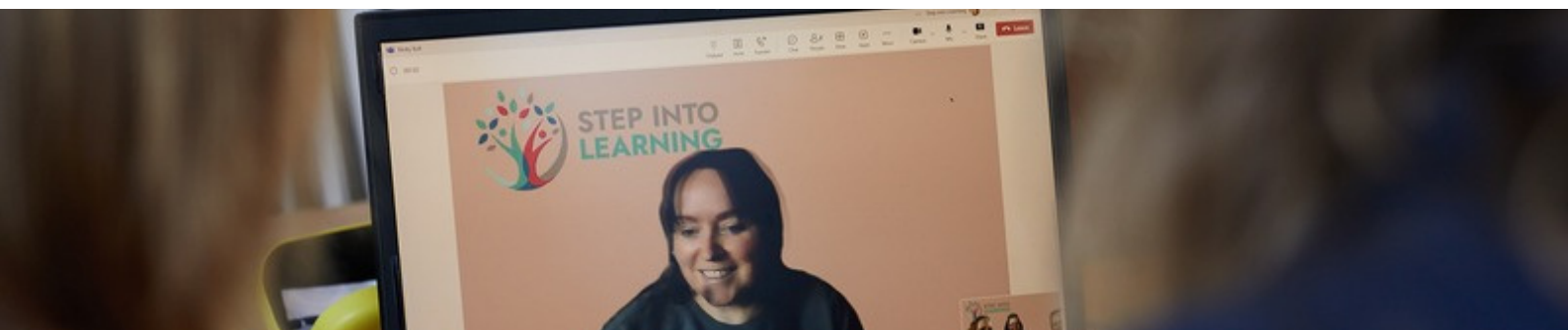
What Support Can Step Into Learning offer:

- Individual support with a Learning Support Assistant (LSA) where required
- Intervention-based support from a trained staff member to give more support with specific strategies, reading and writing, and other study-related skills
- A meeting with you and your family to discuss your support needs
- Assistive technology rather than a staff member
- Specific needs which require us to bring in one of our professional contacts on a bespoke basis e.g. Teacher of the Deaf
- Encouragement for all learners to work towards greater independence
- All learners will have an individual support plan to assist with their learning and preparation for adulthood

To discuss your support needs, please contact our administration team and they will direct you to the right team member:

- Telephone: 01566 770729
- Email: info@stepintolearning.org.uk

Your support will be reviewed regularly and we will involve you in this review at all times. We can meet with you and your family to discuss support needs if you want us to. We will write a support plan for you and share this with all relevant staff working with you. You may have an Education, Health and Care Plan (EHCP). We will use this document to ensure that we support you appropriately, and with your aspirations and outcomes in mind.



Totum Card

Step Into Learning will provide you with the opportunity to get a Totum Student Card. This card will give you access to discounts and offers at a range of retailers. The card cost varies, due to offers, but will be no more than £14.99. To apply you will have to upload documentation confirming that you are a learner with Step Into Learning.

From the Totum website:

A TOTUM Student, TOTUM Apprentice or TOTUM Professionals membership gives you access to over 400 discounts, deals and offers on big-name brands both online and in store, giving you big savings on eating out, tech, fashion, travel and more!

<https://www.totum.com/>



Feedback Policy

Our Feedback Survey provides learners with an easy way to feedback on their learning experience, informs us about things our learners would change and highlights areas for improvement.

Learners will be sent a survey link once per term via email and given a one week period for completion. Step Into Learning take learner feedback very seriously so we ask you to ensure you complete the survey each time.

There are a range of ways learners can feedback to Step Into Learning:

- 1:1 tutorial feedback
- Feedback in class
- Feedback during observation of teaching and learning
- Feedback Survey

Please let us know if you think we can improve how we capture learner feedback.

Our Feedback Policy can be found on our Policies webpage under Learner Policies: <https://stepintolearning.org.uk/policies/>



16-19 Bursary

Studying with Step Into Learning is hugely rewarding and we don't want money worries to hold you back. This page provides details of the 16-19 bursary fund which is available for the 16-18 study programmes.

16-19 Bursary Fund

All eligible learners on our study programmes are entitled to apply for the bursary fund. This fund can help with transport, books, equipment or other course related costs. Learners need to achieve a minimum of 85% attendance to receive the bursary.

Please read our policy and guidance document and complete our application returning to jo.tucker@stepintolearning.org.uk with all the relevant evidence should you wish to apply.

You can find the policy, guidance and document and application form on our website:

<https://stepintolearning.org.uk/16-19-bursary/>



Sustainability

We want to ensure we keep Cornwall beautiful and have a positive impact on the local and wider environment. Individual, small contributions at home and whilst learning with us can make a difference.

We understand that we all need to be aware of climate change and with your support want to operate in ways that are environmentally sustainable and socially responsible. We are looking into becoming a net zero company and work hard to reduce our impact on the planet.

You can help by:

- Recycling - putting items in bins where they're available or taking items home to put in your own recycling bin where no bins are available
- Reuse - use a refillable water bottle and a refillable cup for hot drinks
- Saving energy - turn off lights and computer monitors when not in use
- Travel - walk, cycle, get the bus or car-share

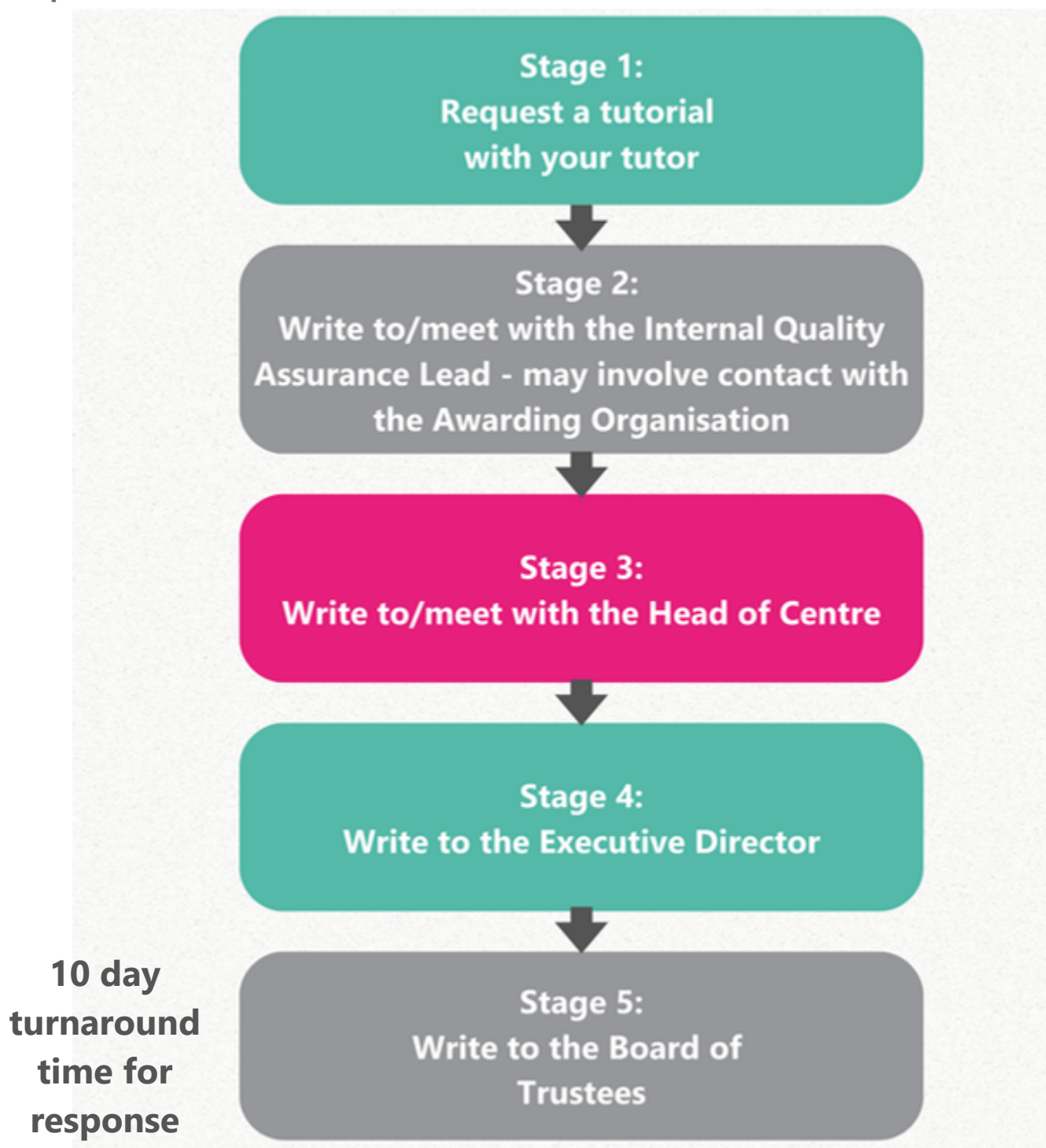
Our Sustainability & Environmental Policy can be found on our Policies webpage under General Policies:

<https://stepintolearning.org.uk/policies/>



Complaints & Appeals

If you are not happy about something while you are studying with us the following procedure should be followed. You should only progress on to the next stage if the issue wasn't resolved at the previous stage. All appeals and complaints must go through Step Into Learning first before escalating to the Awarding Organisation or Ofqual:



Appendix

Policies

The following policies can be found on our website:

<https://stepintolearning.org.uk/policies/>

- Access to Fair Assessment
- Admissions
- Appeals
- Complaints Handling
- Equality, Diversity & Inclusivity
- Learner Disciplinary (Misconduct)
- Plagiarism

Our Safeguarding & Welfare Policy can be found on our Safeguarding webpage under the 'Safeguarding is everyone's responsibility' heading: <https://stepintolearning.org.uk/safeguarding/>

Our Retention & GDPR Policy can be found at the top of our Data Protection & Privacy webpage: <https://stepintolearning.org.uk/data-protection/>





Learner Declaration

I declare that I have read and understand the contents of the learner handbook, and the additional academic policies. I understand and know that I can speak to any member of staff for clarification or explanation of the policy if I'm concerned or unsure

Name.....

Signature.....

Date.....

Field	Description
Document Title	Step Into Skills Learner Handbook 26-27
Version	2.0
Author	Quality & Marketing Business Support
Date issued	11/09/2026
Status	Approved
Approved by	SEND, Inclusion and Education Delivery Manager
Review date	30/06/2027
Document location	Document Control Sharepoint - Step Into Learning