



Hello

Welcome

We're here to help you when you need us.

We're so pleased to have you with us. We can't wait to get to know you and learn about what you want to achieve. There are loads of great opportunities waiting for you, and we're looking forward to helping you take your next steps.

Thanks for choosing us – let's get started!

Positive

We are positive in our thinking and the choices we make

Honest

We work on a basis of trust. We are honest and behave responsibly with a shared purpose.

Ambitious

We are ambitious, take pride in our achievements and are constantly innovating and improving

Your checklist

Before the day

- Send in or bring in evidence for eligibility
- Arrange a date for any assessments or appointments if you need them ahead of the course
- Pay any course fees
- Read through all information sent ahead of the day to prepare
- Ask us any questions!

On the day

- Bring any equipment with you that you need
- Bring water or other refreshments – you could even pop into our cafes before the class starts!
- Arrive in plenty of time – at least ten minutes before the class starts
- Sign in at reception
- Grab your student visitor ID badge
- Get familiar with your surroundings – ask us for a tour if its your first time
- Ensure you share what you want to get out of your course with your tutor – they are there to help!

After your course

- Tell us how we did!
- Spend time reflecting on what you've learnt and what you'd like to do next
- Fill in your feedback form
- Arrange your follow up session with our coaches to look at what's next



The important stuff...

To help you achieve your goals while you're with us, we'll need to ask you for some pieces of evidence during your journey.

What that looks like will be different depending on what you're working towards with us, and we'll let you know when we need things from you. It's all automated, so you'll get reminders from us in good time.

Please make sure you respond with your evidence before any deadlines though, as it could affect your benefits or your qualification.

And remember - if you're not sure about anything, you can always ask someone in our team.

Your learning experience

We want you to feel safe and included during your time with us, and aim to offer an environment you can thrive in. But it needs all of us to make that work.

When it comes to what you can expect from us, we'll promise to:

- treat everyone as individuals and with respect
- always help to find a solution
- put you first, and
- do what's right, even if it's not easy.

And if you need any extra support, we'll work with you to find what you need if we can't help directly.

We just ask that you sign up to our behaviour policy and agree to:

- treat everyone you come into contact with, and the wider community, with respect
- take responsibility for your own learning while you're with us in centre, and at home to help you reach your potential
- always be considerate and thoughtful in lessons, around our spaces and in the wider community
- take care in your appearance and personal hygiene, and
- attend classes regularly and be on time.



Who we are

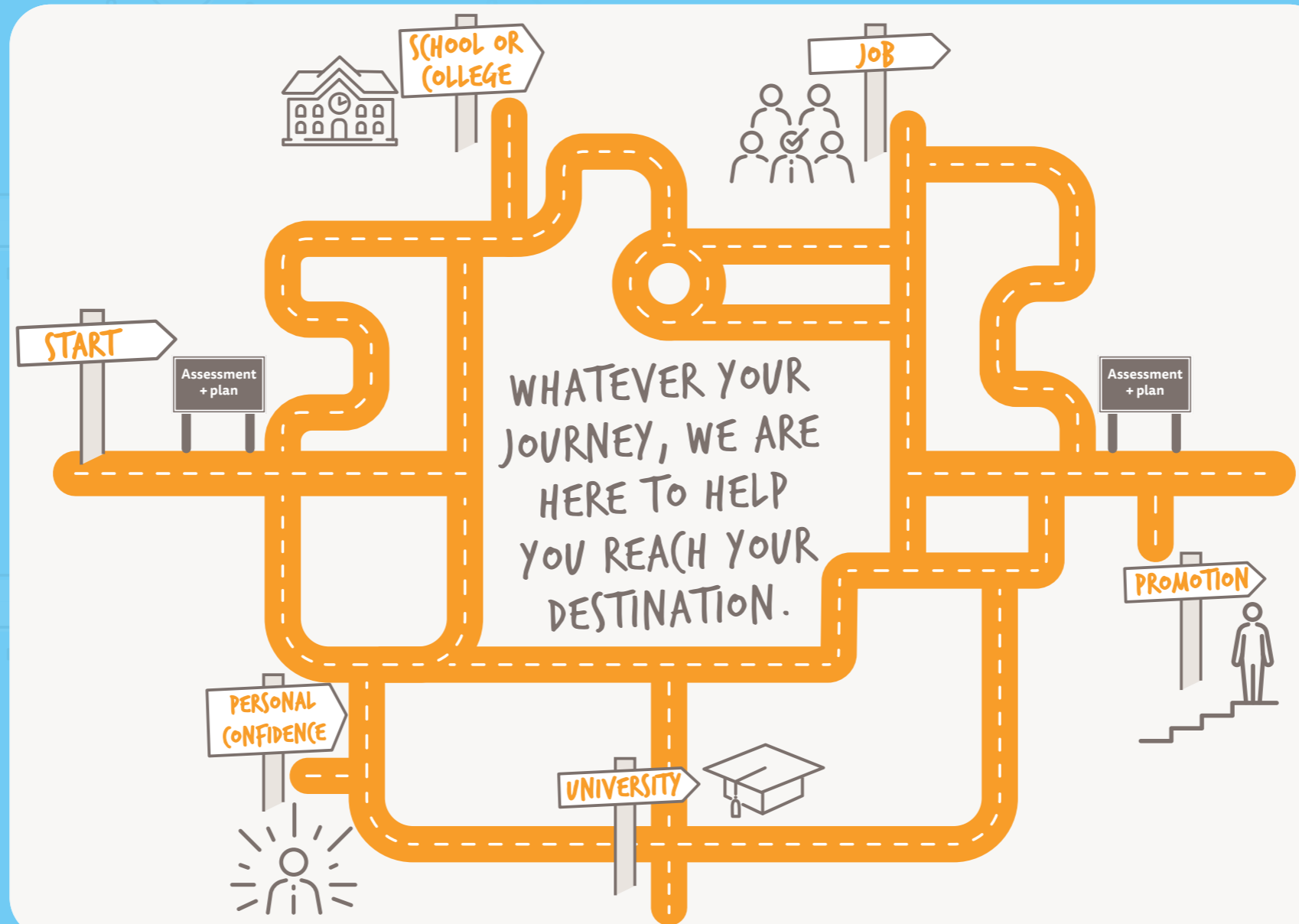
We support people to find work, break down barriers to employment and achieve qualifications that help them to achieve their goals.

We offer all kinds of courses and education programmes, from crafts to health and wellbeing to GCSEs, training for specific job areas and other qualifications.

We have centres in Gainsborough, Market Rasen and Mablethorpe. We're rated Good by Ofsted, and we're there for our communities when they need us.

We're positive, honest and ambitious in everything we do, and will always aim to live by these values in how we work with you.

Your journey is important to us, and we know that it won't look



the same for everyone. So we'll commit to learning about you and your goals, and provide a personalised pathway to help you get where you want to be.

CLIP and Riverside are two organisations that are part of Acis Group – an organisation that aims to provide support for the people in its communities when they need it, and brings together different services to do that. Together we provide housing, education and skills and support to find employment to help people realise their potential. Depending on what you need you might be learning with our Riverside or CLIP team – but you can always be assured of receiving a great, consistent service. You can find out more at [acisgroup.co.uk](https://www.acisgroup.co.uk)

What will happen when you join us?

When you start with us, we'll have a chat to get to know you a bit better. This will help us understand what you want to achieve and what support you might need from us.

If you're starting a course or a qualification, you might need to bring some equipment with you. If you're looking for help to find work, we might need to see some documents too.

But don't worry, we'll remind you of anything you need to bring before you start. We'll also be in touch the day before your appointment or class to confirm everything, so you can plan your journey.

And don't forget, you can always drop us a line to ask any questions you have.

Safeguarding and Prevent

Your safety and wellbeing is important to us

- Do you feel unsafe?
- Are you concerned about a student, customer or member of our team?

If you have a concern about someone being harmed, at risk of being harmed, or that someone has disclosed a safeguarding concern, you must contact someone in our safeguarding team as soon as possible. We all have a duty of care to report a safeguarding concern.



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With My Concern you can tell us your concerns quickly and easily by scanning this QR code on your smart phone.





Looking after you

We believe that people should never experience abuse of any kind.

We recognise that:

- bullying causes real distress. It can affect your health and development and could cause significant harm
- all people - regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation - have the right to equal protection from all types of harm or abuse
- everyone has a role to play in preventing all forms of bullying (including online) and putting a stop to bullying.

We all have a responsibility to look after each other, respecting our differences and deal with problems in a positive way.

We will make sure our policies and procedures support these responsibilities.

Getting to us

You can find us in Gainsborough at
CLIP, The Bridge, 142 Bridge St, Gainsborough DN21 1LP
Riverside, 11-23 Market Street, Gainsborough DN21 2BL

In Market Rasen at
CLIP, 8 Queen Street, Market Rasen LN8 3EH
CLIP, 4 Mill Street, Market Rasen LN8 3BG

Or in Mablethorpe on
CLIP, Seacroft Rd, Mablethorpe LN12 2DR

In Gainsborough, we're within a 20-minute walk of the bus station, Gainsborough Central station and Gainsborough Lea Road station. There's parking nearby.

In Mablethorpe, we're right by the bus and coach station and there's parking at Seacroft Road.

In Market Rasen, we're right on the main road on Queen Street, and just around the corner on Mill Street. We're no more than 15-minutes' walk from Market Rasen station, and you can use the West Lindsey District Council car park on John Street too.

You can get to us easily by public transport, just plan your journey using [lincsbus.info](https://www.lincsbus.info)

Your Personal Learner Record

When you start with us, we'll set up a Personal Learner Record (PLR) for you. This is your document which will record:

- why you've chosen this particular course
- your knowledge at the beginning
- what you want to achieve, and
- any extra support you think you'll need if you haven't told us already.

If your course is just one day, we'll run through feedback with you at the end of the day so you know how you've done.

For longer courses, you'll get weekly feedback from your tutor to make sure you stay on track.

At the end of your course, we'll go over your PLR again. We'll look at:

- your knowledge now you've finished the course
- whether you feel you achieved what you wanted to, and
- the new things you've learned.

We'll also ask you to complete a course evaluation, which will ask you to give us feedback on the level of support you had from us, how you've been treated, how you'd rate the venue as a safe environment for studying, and whether the course has improved your confidence.



Join us at café CLIP

Grab a cuppa, some cake and the opportunity to learn something new!



From crafts and wellbeing to new languages, Maths and English, and so much more.

Pop into Mablethorpe or Market Rasen to find out more.

Need us?

Get in touch with us today:

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