



Welcome to Eat That Frog

Learner Induction:

We aim to provide you with the tools and skills you need to remove any barriers you have, to help you move your life forward.

Your tutor will explain how the course will be assessed and what you will need to do to successfully complete your course. During this induction you will be given key information about the centre and our policies.

Centre Contacts:

Phone: 01803-551551

Email: info@eatthatfrog.ac.uk

Torquay Centre
91 Union Street
Torquay
TQ1 3DG

The Pad
89 Torquay Road
Paignton
TQ3 2SE

Newton Abbot
17 Union Street
Newton Abbot
TQ12 2JX

**Plymouth
Swarthmore Centre**
78 Mutley Plain,
Mutley, Plymouth
PL4 6LF



Health & Safety

Your tutor should give you correct information, so by the end of the session

1. Where to go if there is a fire.
2. Where to find toilets.
3. Where the first aid box is, and how to find a first
4. Break times and where you can get drinks / lunch.
5. Where to find an outdoor smoking area.

For your health and safety:

- When using computer chairs, please make sure they are adjusted for your height.
- Please do not swing or wheel around your chair.
- Coats and bags should be placed out of the way to avoid trip hazards.
- Please ask staff to fill kettles or water containers.
- Learners are not allowed in the staff room.
- Please take care when moving laptops and cables to avoid trip hazards.
- Take care when making drinks and carrying hot liquids to avoid accidental spillage.



Attendance:

At the beginning of your course, you will be given the details of the times and days that you are expected to attend.

If for any reason you are unable to attend, please let us know as soon as possible by calling us on 01803-551551.

If you feel unwell during a session, please let your Tutor / Support Assistant know immediately.

Behaviour:

We expect all learners to act in a way that does not offend others and to respect our Staff and other learners within the group and the training centre.

This means being ready and willing to engage with learning and not under the influence

This also means respecting other people – including their sexuality, religion, race, disability, gender, age etc. If you are unsure what this means, or if you feel you are being bullied or harassed by another learner, please speak to a member of staff.

Unacceptable behaviour will lead to learners being withdrawn from their course.

Equal Opportunities:

Eat That Frog Staff and Volunteers adhere to the company's Equality & Diversity policy. We do not intend to discriminate in any way, but should you feel that you have been discriminated against, you may speak directly to your Tutor / Support Assistant or ask one of the Company Directors to investigate – Ian Powell or Sean Westlake.



Computers & Mobile Phones:

- Our computers and laptops are for work and study NOT for personal use such as browsing Facebook or YouTube.
- Please remember that you are using a public computer, so make sure that you log out of your email or any websites.
- Personal files should be removed from the laptop or computer after use.
- Eat That Frog cannot be held responsible for loss of documents, files or pictures stored on our computers or laptops.
- Computers and laptops will be monitored to check for misuse.
- Mobile phones should be left on silent except in circumstances agreed with your tutor.

Compliments & Complaints:

We always aim to improve our work and services via feedback, so your views are very important to us and help us to build on our strengths and improve on our weaknesses.

Please make use of the feedback forms provided by your tutor at the end of the course and you can also talk directly to your course tutor.

If you have any additional support needs for your course, it is essential to flag these up with your tutor at the start of your course so we can make any reasonable adjustments.

If you feel your Tutor has not resolved an issue, you can make a formal written complaint to one of our Directors (Ian Powell or Sean Westlake) by post to our Torquay Centre address.



Learning Commitment

We are expected to:

- ✓ Give you the information about the course and the qualification you will gain.
- ✓ Provide you with advice, information and guidance relating to your course.
- ✓ Give you information about our services and any changes that may affect you.
- ✓ Mark your work promptly and provide you with constructive feedback.
- ✓ Keep you up to date on your progress.
- ✓ Encourage you to achieve.
- ✓ Provide you with a safe learning environment.
- ✓ Ensure you are taught by suitable, qualified and well-prepared staff.
- ✓ Allow you to provide feedback on the course and how we can do better.
- ✓ Respect all learners.
- ✓ Keep data secure that we hold about you in connection with your course.
- ✓ Ensure that all opportunities to study are available to you irrespective of age, gender, mental or physical disability, beliefs, marital status or sexual orientation.



Learning Commitment

You will be expected

- ✓ Attend regularly and on time.
- ✓ Sign in and out of the centre (this is a Fire Safety requirement)
- ✓ Try your best to achieve
- ✓ Work with your tutors to review your progress.
- ✓ Seek help if you need it.
- ✓ Follow Health and Safety guidelines, including guidance around Covid-19.
- ✓ Respect your fellow learners/tutors and staff.
- ✓ Let us know if we can do things better.
- ✓ NOT bring alcohol or illegal drugs to centres or attend if you are under the influence.
- ✓ Take responsibility for any materials you use or borrow and follow security rules when using computer equipment



Space for your notes:





About Eat That Frog:

It's an unusual name, we know – but it's all about overcoming your barriers and getting things done:

“If your job is to eat a frog, it's best to do it first thing in the morning. And if it's your job to eat two frogs, it's best to eat the biggest one first.”

MARK TWAIN

We aim to give you the appropriate support, skills and training to ensure you are able to move forwards. We work to understand what you're looking for and what direction you want your life to take, then we try to ensure you have the skills to do so.

Eat That Frog is a Community Interest Company (CIC) which means that all surplus (profit) we make is invested back into community projects. We also look after The Learning Curve (TLC) which is a charity that offers education and training opportunities.

For more information, please visit our website:

www.eatthatfrog.ac.uk

**You can always find the latest info by following us on Social Media –
Facebook, LinkedIn, Twitter and Instagram.**

@eatthatfrogcic