

"Other services we offer"

BROADBAND INTERNET USE

£1-50 Per Session



"PHOTOCOPYING"

10P per black/white copy A4

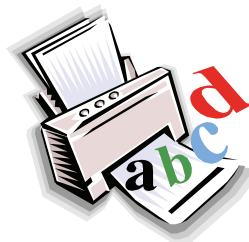
50p per colour copy A4

"USE OF PRINTER"

10P FOR BLACK/WHITE COPIES

20P FOR COLOUR COPIES

FREE FOR COURSE STUDENTS



"LAMINATING"

£1 PER COPY OF A4

Reg. Charity No: 1120955



Supported by

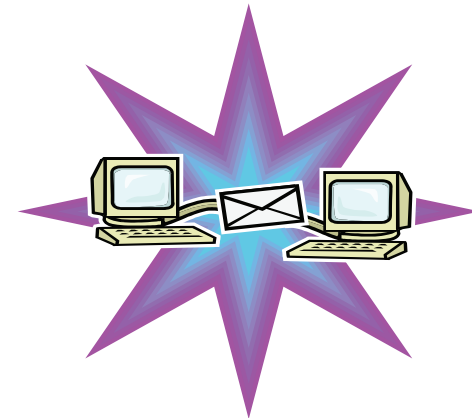
The National Lottery[®]
through Awards for All



The Hadfield Trust

PATTERDALE COMMUNITY DEVELOPMENT CENTRE

"MEMBERS INFORMATION BOOKLET"



Opening times:

Tuesday Afternoons

1 pm to 4 pm

Tel/Fax: 017684 82684

Email: lynn@patterdale.org

Website: www.patterdale.org

Reg. Charity No:1120955

"Mission Statement"

Patterdale Community Development Centre aims to provide and promote self-confidence, knowledge, skills and community spirit through the provision of advice and training. We are in partnership with Cumbria Credits and Cumbria County Council.

"Third party Involvement"

Patterdale CDC is aided in its funding by a number of external bodies who may wish to access client records. This information is only released with the agreement of the client. A copy will be given to the client.

"Who do we offer it to?"

- Anyone over the age of 18.

"What do we offer?"

- Information and Advice concerning possible future employment
- To realise and maximise your full potential
- Referrals to other agencies if necessary
- Advice about possible sources of funding
- A variety of courses covering many aspects of training, from computer skills to food hygiene
- A limited amount of information available in large print
- We will act on your behalf in assisting and achieving your end goals. When we are unable to help we will refer you to other agencies.
- Information can be made available in other languages and formats on request.

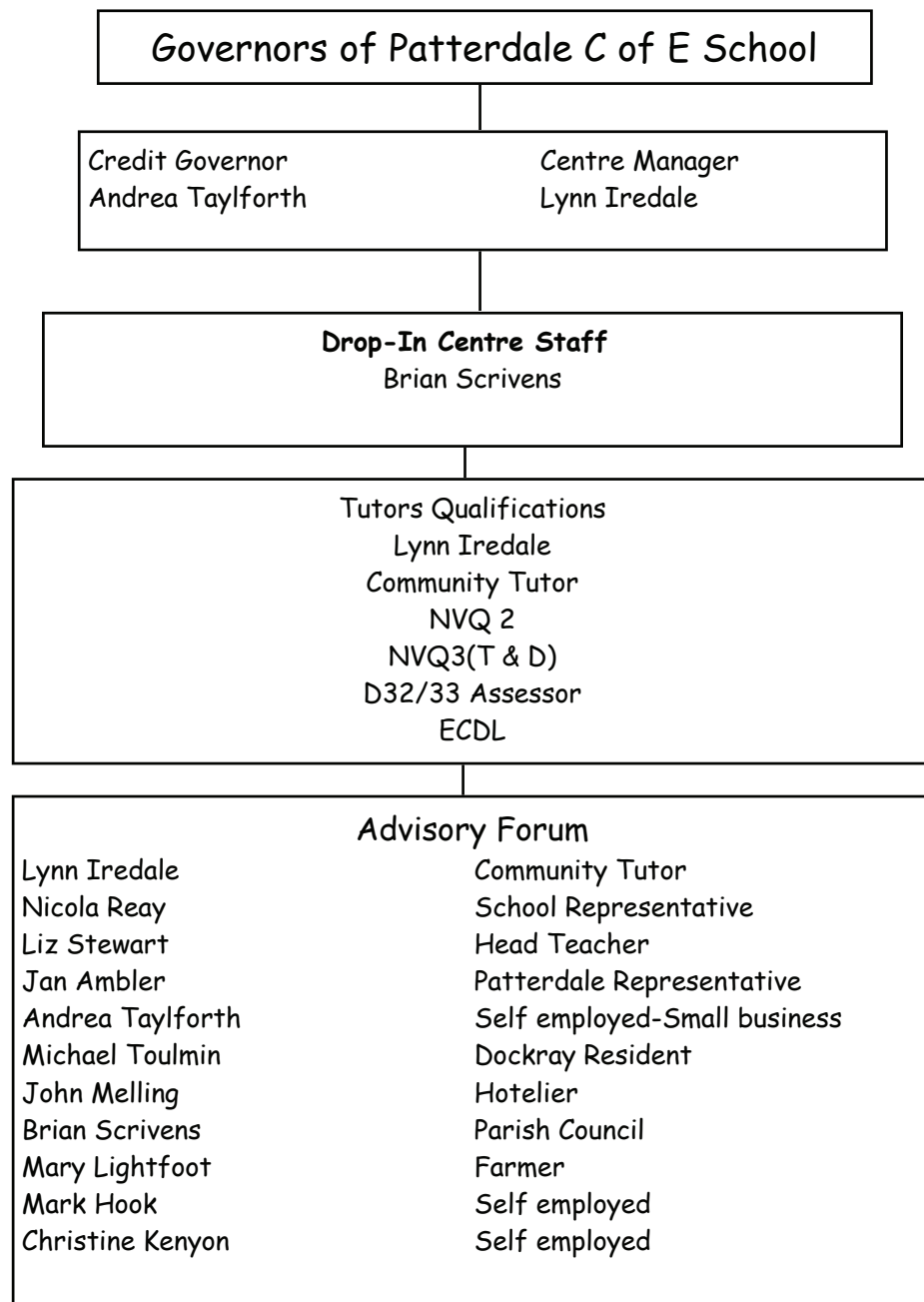
" Emergency Procedure"

In the unlikely event of there being a fire or other incident, please observe the following procedure:

1. If you discover a fire, raise the alarm and inform your Course Tutor or person responsible for the session who will then contact the Emergency services.
2. Do not take any risks.
3. Do not stop to collect any belongings.
4. Leave the building by the nearest exit, closing any doors behind you.
5. Assembly point: Playground.

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

"Management Team"



"What can you expect from us?"

- An enjoyable and friendly learning environment
- To be treated equally regardless of age, gender and race
- Total confidentiality
- Appropriately qualified and experienced staff
- Adhering to the codes of Practice & Principles set out by the Guidance Council (Available on request)

"What do we expect from you?"

- Attendance at appointed times
- To treat our facilities with care and respect
- To adhere to Health & Safety guidelines
- To help us to evaluate our services
- To respect other users of the CDC

"What do we charge?"

Cost of Courses varies from £45 to £120 depending on the length of course. However, our information and advice services are FREE.

"When can you have access to the CDC?"

Information, advice and a wide range of courses are available on request at the Drop-in Centre. Opening times are: 1PM to 3PM on Tuesday & Wednesday or ring for an appointment if these times are not suitable.

"Courses on Offer"

"Intro to It" for beginners

- Switch on the Computer
- Select appropriate program in WORD
- Create a document using Bold, Italic,
- Underline and Justify
- Save & print documents
- Use Spreadsheets in Excel

Word Processing 2

The next step after Intro to IT :15 hour Course

- Editing a Document
- Using different font styles
- Creating/Retrieving a document
- Inserting pictures
- Putting WordArt to good use
- Creating your own letterhead
-

"Silver Surfer for Beginners"

Surfing the net & Using Email. 10 hour Course

Internet: Retrieving information and copying pictures from the Web. Printing from the web pages and learn about "Search Engines".

Email: Sending and replying to an Email,
Receiving an Email, Setting up an Email Account,
Using Outlook & Yahoo.

"Grievance Policy"

If a student has a grievance over the Tutor's assessment of tasks relating to Course work, the following procedures should be followed:

1. The Student should take the matter to their tutor
2. If the matter cannot be resolved, the Tutor should discuss the matter with the CDC Manager. The Tutor should report the conclusion of the discussion to the Student.
3. If the Student is still of the opinion that the matter is not satisfactorily resolved, then they should meet with the CDC Manager or the Internal Verifier.
4. If appropriate, the Internal Verifier may take the complaint to the Course Co-ordinator for discussion.
5. The Student may ask for a meeting with the External Verifier if not satisfied with the outcome of previous discussions.

Suggestions, Compliments & Complaints

All our staff are encouraged to treat the above seriously and positively. All complaints investigated by the Management Team will be treated in the strictest confidence.

We welcome anyone who wishes to make comments on what works well within the CDC, what could be improved or to express any dissatisfaction on any aspect. A customer comment book is available.

We welcome any new suggestions and ideas.

"Procedures for Equipment Failure or Fault".

The Tutors have responsibility for all equipment during the sessions.

Students should report all faults to their Tutor who will record them in the logbook.

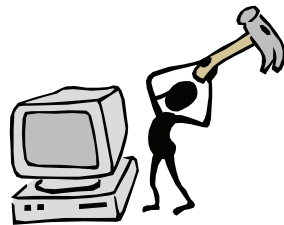
Tutors should log and report faults in the same way as students.

The Management Team have overall responsibility of maintaining the equipment. If a fault cannot be rectified then they should inform the relevant agencies who will repair the equipment.

Network backup procedures to be carried out by appointed person each morning.

The Tutors should delete unnecessary files and folders on a regular basis.

The Management Team should dispose of redundant software.



"Desktop Publisher 1" for Beginners

Using Microsoft Publisher ,
Inserting text & images,
Change Font styles/size of text and appearance
manipulate images.
Produce posters, cards etc.

ECDL "European Computer Driving Licence" **12 weeks x 3 hour sessions per week** **Level 1 - 3 modules**

1. Internet & Email
2. Basic concepts of Computers
3. File Management

ECDL "European Computer Driving Licence" **14 weeks x 3 hour sessions per week** **Level 2 - 4 modules**

1. Word Processing
2. Spreadsheets
3. Databases
4. PowerPoint Presentations

For further details please check our website,
www.patterdale.org

“Equal Opportunities Policy”

Patterdale CDC operates a policy of equal opportunities regardless of race, religion, gender, marital status and disability. The CDC is fully committed to the promotion of opportunity in the provision of all its services, and expects all external organisations that provide a service on our behalf to abide by and actively support this policy.

Any progression within the organisation will be determined by personal merit. All students of the organisation whether full or part time and of whatever age will be treated equally regardless of race, religion, gender, marital status or disability. The organisation will not introduce or apply any conditions which would have a disproportionately adverse effect on persons of particular sex, marital status, race, religion or disability which cannot be shown as necessary for the satisfactory performance of the organisation's operations.

Any person having a complaint in respect of equal opportunities within the organisation should raise it under the grievance procedure. The CDC manager has the responsibility for the implementation of our equal opportunities practise and will offer help, advice on any matters relating to the above.

8. John Melling, Sandra Bailey and Judith Derbyshire are the appointed members of the Governing Body. The CDC appointed person is Nicola Reay. Their tasks are:
 - A) To advise the Head of the requirements of the Health & Safety at Work Act 1974.
 - B) To identify problems if any.
 - C) Distribute Health & Safety information within the school and CDC
 - D) Review the policy as and when required.
 - E) Ensure adequate training provision for the whole school in respect of fire practises, which are to be carried out at regular intervals.
 - F) Making all staff and students aware of the hazards that can occur when contractors are on site, and on building sites generally.
 - G) Investigate any accidents and suggest remedial action. Ensure the accident book is filled in.
 - H) Ensure adequate first aid is available.

The Governors of Patterdale School are to review the policy annually.

“Health & Safety Policy”

1. This policy statement is written to compliment the local Education Authority and is operated within the framework of the Health & Safety at Work Act 1974.
2. The aim of the policy is to achieve and maintain a safe environment for all staff and students of the school and CDC.
3. The Head teacher of Patterdale School has overall responsibility for Health & Safety matters.
4. Each member of the staff will be responsible for the Health & Safety within the teaching environment.
5. Everyone within the school and CDC should be encouraged to be “Safety Conscious”.
6. Staff are to carry out periodic inspections to check the standards of health & safety in their own area of responsibility.
7. Electrical equipment will be tested regularly according to “Electricity at Work” regulations.

“Data Protection Act”

This act of Parliament ensures that information held on a computer is available only to those who need it. It was designed to stop your personal information being accessed by those who don't need it.

It is law that if you hold personal information on a computer you must register with the Data Protection Act.

If data users fail to register they commit a criminal offence if they continue to process personal data. You can also be prosecuted for abuse of stored data.

As Patterdale CDC does store electronic information, we are registered with the Data Protection Act.

This means that no-one will have access to your personal details unless you agree.



“Internet use”

The computers in the CDC are the property of Cumbria Credits and may be used by students, CDC staff, School staff and school pupils. The Students will be supervised at all times.

The CDC staff reserve the right to examine or delete any files that may be held on the computers or may monitor any Internet site visited.

Although a filter is in operation on each computer, the CDC cannot be held responsible for information access that may be of an offensive nature.

Please adhere to the following:

1. You must enter your details in the log book each session
2. You must not access other people's files.
- 3 You must always virus check disks before using in the centre
- 4 Children should be supervised at all times when using the Internet and E-mail.
5. E-mail attachments will be restricted to text and image files.
6. No forwarding of chain letters.
- 7 Copyright of material must be respected.
8. Use of Internet to access inappropriate materials such as racist or offensive material is strictly forbidden.

“ Using E-mail”

The computers in the CDC are the property of Cumbria Credits and may be used by students, CDC staff, School staff and school pupils. The Students will be supervised at all times.

Although a filter is in operation on each computer, the CDC cannot be held responsible for information access that may be of an offensive nature.

Please adhere to the following :

1. You must enter your details in the logbook each session.
2. No E-mail should be opened unless the sender is known. (Virus protection)
3. Any persons receiving E-mails they don't like, or which they feel they should not have received, should tell the Tutor or person in charge immediately.
4. You must not access other people's files.
5. Children should be supervised at all times.
6. E-mail attachments will be restricted to text and image files.
7. Incoming E-mails will be regarded as public.
8. No forwarding of chain letters.
9. Only authorised people will delete messages from the inbox.
10. Saving of E-mails must be on floppy disks only.
11. Before using a floppy disc please ask a member of staff to help you to scan for viruses.