

ACL service learners' Engagement in Health and Safety survey

239 learners participated in an Engagement in Health and Safety survey carried out by Camden ACL service in autumn 2020.

Learners enrolled on Family Learning, Digital skills, Health and wellbeing and ESOL and employability courses were asked a set of questions to find out how safe they felt attending ACL provision during the Covid-19 pandemic. The Service wanted to ensure the health and safety risk measures put in place were effective and reassuring for the learners.

The Service has worked closely with its partner organisations to enable the hosting of ACL provision, only going into venues that had a rigid Covid-19 building health and safety risk assessment.

47% of 237 learners surveyed for face-to-face classes

	Yes	No
Do you feel safe coming to this centre?	100%	
Do our COVID19 requirements make you feel safe in the classroom?	99%	1%
Other learners are keeping the Covid safety rules, which helps me feel safe	100%	
Everyone is wearing a face cover and using the hand sanitisers	99%	1%
Learners who are unwell will not be allowed to attend the class	99%	1%
The classroom is set up so we can do social distancing	100%	
The tutor reminds us to stick to the guidance	87%	13%

53% of 237 learners surveyed for online courses

	Yes	No
Do our COVID19 requirements make you feel safe learning online?	100%	
The tutor talks about online safety at the start of each session	100%	
I know what to do if I feel unsafe	100%	
I know I can talk to the tutor if I am worried	100%	
I know that the tutor will ask my permission before recording a session.	100%	

Comments from learners and tutors from the different curriculum areas of the Service.

Health and wellbeing

The learners say they visit the Third Age Project because they feel safe enough. They would not have come otherwise. It feels safe because numbers are low. 2 learners commented that they would still feel safe with up to 6 people in a class.

X1 doesn't like travelling on the tube much. X1 is cycling now. X1 forgot her face mask last week and we provided one. The doors are locked so no-one can randomly walk in. Sanitiser and wipes in the entrance.

Tutor, Art

"We tested the thermometer on all of us, mine was a bit low! Everyone else except T, also low, was normal. T and I agreed I would do this before people come in, in future, sanitising it before and after. Wipes available on the table."

Learner, Tai Chi

One learner attending a Craft class said that "*sometimes people wear their mask under their nose*". The tutor committed to reminding learners to wear their masks correctly and checking that they do so for the whole class.

Family Learning

Learners said they feel very safe and know that they can talk to the tutor if they have a problem. When asked if they did not feel they could talk to the tutor, they all knew they could call ACL's safeguarding representative.

Tutor, ESOL with Childcare

Learners said they are enjoying the online sessions and feel safe and happy.

Tutor, FL in the Early Years

One learner taking part in a 'Parent to Parent' course was diagnosed with Covid, whilst the rest of the learners in group remained well. This gave the learners confidence that they were safe and the precautions in place in the classroom during the pandemic were effective.

Everyone said they really appreciated the visitors.

Tutor, Childcare

Learners said that they are all told to message if they feel unwell and to not attend the class.

Tutor, Family Learning EYFS

ESOL and employability

This group of learners are low E1, and prior to this course have had no experience of using IT or personal devices for learning. The tutor has taken great care to teach the learners all the necessary vocabulary in order to understand how to keep safe during an online session. They use the term 'online class rules'. Learners were able to explain that they must not share the joining link. They must turn their cameras off if they think someone is in the group who should not be. They keep their learning space private and are aware of what can be seen in the background. They must not take any pictures or record any of the session, and that if they feel unsure or unsafe in any way, they must tell their teacher. They were all very keen to express their gratitude to the tutor and to the service for enabling the class to continue like this, explaining how important it was for them to feel connected to each other and to be able to continue to learn together.

Class observer, ESOL E1

The tutor made all the safeguarding requirements clear, and learners were very well able to express their understanding of how to keep safe during the session. They explained their understanding of what to do if they thought someone was hacking into the session, they knew not to take photos or to record any of the session, to keep their learning environment private and not to allow family members or children to be visible during the session.

Class observer, ESOL E2

All learners were very clear about the safeguarding rules, and confirmed that the tutor had explained how to keep safe during the class, and what to do if they thought something was wrong. I asked two learners to expand on what might happen during an online class, and they explained that someone might try to take photos, someone might be rude, and that the teacher had to ask everyone's permission before recording anything. They could also explain what they would do if they felt unsafe, or if anyone was behaving unsafely: they would turn off their webcams; they would mute themselves and report the person or incident to their tutor. All the learners were very happy to be continuing to learn like this, and understood that 'everything is very hard for everyone now'. A very engaged group with supportive and motivated learners.

Class observer, ESOL E2 with Employability

All learners understand they do not need to have their camera switched on if they feel uncomfortable.

Tutor, English for Carers

All learners taking part in Employability courses were clear about the steps needed to protect themselves online and how to keep their learning space private.

"I talk to my family and ask them to keep quiet."

Learner, Employability E2

All learners were able to explain that they use the same secure link for every session. When asked what to do in the event of someone trying to get into the session who was not invited, they knew to leave the session immediately and report it. They know that taking photos and recording any part of the session is not allowed and is breaking the rules. They also know that the tutor must always ask permission if she wants to record any part of the class.

Tutor, Employability E2 and E3

"[Being online is sometimes like] walking down the street alone at night."

Learner, Employability E3

All learners were able to explain how the tutor sends them a link before the session. They know the names of everyone in the class, and only they are invited.

Tutor, Employability E3

Lastly, learners taking part in a Maths class with ESOL support were very happy with how the course was set up and could explain all the steps they would take if they felt unsafe.

Each learner gave clear examples of what would constitute unsafe behaviour, including people taking photos, keeping their environment and learning space private, knowing that the session is protected to stop someone trying to join the group who was not invited (hacking). They have not yet had a session recorded but could explain that the tutor would ask their permission beforehand if she did ever record anything.

Class observer, Maths E2 with ESOL support

"I feel so glad that ACL is still open. It helps us all, especially the mums. It's important and helps us to feel good and learn things and keep our brains working."

Learner, Maths E2 with ESOL support