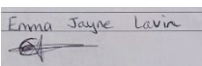
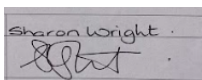




LEARNER HANDBOOK

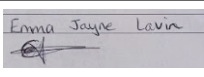
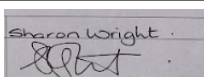
UPDATE MINUTES

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

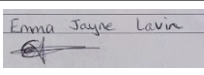
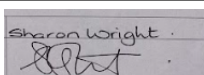
VERSION	DATE	CHANGES	UPDATED BY WHOM	CHECKED BY
VERSION 1	6 SEPT 24	CREATED	EMMA JAYNE LAVIN	SHARON WRIGHT
VERSION 2	JAN 2026	UPDATED / DEVELOPMENT CHECKS	EMMA JAYNE LAVIN	SHARON WRIGHT
VERSION 3	JULY 2026	UPDATED THE LANGUAGE TO ALIGN MORE WITH EVERYDAY LESSONS VALUES.	EMMA JAYNE LAVIN	SHARON WRIGHT

Contents

1. **Welcome to Everyday Lessons – Helping You Find Your Magic**
2. **Glossary of Terms**
3. **Information, Advice and Guidance (IAG)**
 - Before You Start
 - Recruitment & Initial Assessment
 - Your Individual Learning Plan (ILP)
 - IAG Throughout Your Course
4. **Our Commitment to You**
5. **Our Promise to Each Other**
6. **Your Everyday Lessons Journey**
 - Induction
 - Progress Reviews
 - Additional Learning Support
 - Attendance, Sickness and Absence
 - Your Voice Matters
 - Progression, Exit and Aftercare

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- 7. Contact and Support Information**
- 8. Our Learning Partnership**
 - What We Ask of You
 - What You Can Expect From Us
- 9. Policies and Procedures**
- 10. Bullying, Harassment and Cyberbullying**
- 11. Equality, Diversity, Inclusion and Belonging (EDIB)**
- 12. Fair Assessment**
- 13. Safeguarding**
- 14. Prevent Duty and British Values**
- 15. Attendance and Absence Procedure**
- 16. Feedback, Compliments and Complaints**
- 17. Privacy, Confidentiality and Online Safety**
 - GDPR
 - Responsible Use of Artificial Intelligence (AI)
- 18. Health, Safety and Wellbeing**
- 19. Appeals Procedure**
- 20. Accessibility and Reasonable Adjustments**
- 21. Examinations and External Assessments**
- 22. Learner Code of Conduct**
- 23. Supporting Positive Behaviour**
- 24. Serious Incidents and Safeguarding Responses**
- 25. Useful Contacts and Sources of Information**
 - Emergency Support
 - Local Support Services
 - National Support Agencies
- 26. Learner Induction Statement and Agreement**
- 27. What if....?**

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

1. Welcome to Everyday Lessons

Helping You Find Your Magic

We're delighted you've chosen to begin your learning journey with us.

Whether you're taking your first steps into education, returning after time away, changing careers, or developing new skills, you've become part of a learning community that believes everyone has the potential to succeed.

At Everyday Lessons, we understand that every learner arrives with their own experiences, ambitions and challenges. There is no single path to success, which is why we take the time to understand you as an individual.

Our classrooms are designed to be calm, welcoming and inclusive environments where you feel respected, supported and encouraged to grow in confidence. We believe that learning should inspire curiosity, celebrate individuality and create opportunities—not just to achieve qualifications, but to build confidence, resilience and belief in yourself.

Our commitment goes far beyond teaching.

We are passionate about supporting the whole person, helping you develop the knowledge, practical skills, confidence and life skills needed to achieve your personal and professional goals.

Whether your dream is employment, self-employment, further education or simply believing in yourself again, we are here to help you every step of the way.

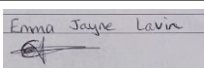
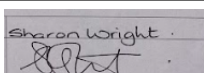
We are incredibly proud of our learners and look forward to celebrating your achievements with you.

Remember, achievements come in all shapes and sizes.

For some, success is passing an exam; for others, it's simply finding the courage to walk through our doors for the first time. Whatever your achievement looks like, we're proud of you.

Congratulations—you've already taken an important first step.

Welcome to Everyday Lessons.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Your journey starts here.



2. Glossary of Terms

ILP – Individual Learning Plan

A personalised plan that records your goals, progress and support needs.

IQA – Internal Quality Assurer

A person responsible for checking assessment quality and consistency.

EQA – External Quality Assurer

A representative from the awarding organisation who checks quality standards.

RPL – Recognition of Prior Learning

The process of recognising skills and knowledge gained from previous experiences.

SEND – Special Educational Needs and Disabilities

A term used to describe additional learning needs or disabilities.

EHCP – Education, Health and Care Plan

A plan for children and young people who require additional support with education, health or social care needs.

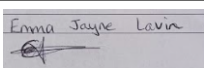
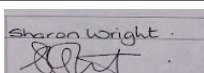
Prevent Duty

A safeguarding responsibility to protect individuals from the risk of radicalisation and extremism.

Reasonable Adjustments

Changes or support put in place to remove barriers and allow fair access to learning and assessment.

3. Information, Advice and Guidance (IAG)

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

At Everyday Lessons, we believe that making informed decisions is the first step towards achieving your goals. That's why we provide Information, Advice and Guidance (IAG) throughout your entire learner journey—not just before your course begins.

Whether you're exploring your options, returning to education, changing careers or taking your first step into a new industry, we're here to help you make the choices that are right for you.

We want you to feel confident that Everyday Lessons is the right place for you.

That's why we offer a variety of opportunities for you to get to know us before your course begins, including:

- **Open Days** – Explore our learning environment, meet the team and find out more about our courses.
- **Taster Sessions** – Experience a session before committing to a qualification.
- **One-to-One Meetings** – Available on request to discuss your goals, answer your questions and help you decide whether the course is right for you.
- **Videos** - We share a lot of content on our social media of our sessions, our learner feedback and our venue. We believe this gives you a true expectation of what a day with us may be like.

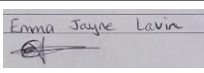
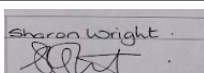
We believe that choosing the right learning provider is just as important as choosing the right qualification. We encourage you to ask as many questions as you need so that you can make an informed decision with confidence.

Before You Start

Before enrolling, we'll work with you to ensure you've chosen the most suitable programme for your interests, aspirations and individual circumstances.

We'll discuss:

- Your career goals and ambitions.
- Your previous learning and experience.
- The qualifications available.
- Progression opportunities.
- Employment or self-employment pathways.
- Further education and training options.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- Any additional learning support you may need.

Our aim is to ensure you feel confident, informed and excited before your learning journey begins.

At Everyday Lessons, we believe learning is a team effort. With your permission, we welcome parents, guardians, carers and other important people in your life to be part of your journey. Working together helps us provide the right support, celebrate your achievements and ensure everyone is working towards the same goal—helping you thrive, both personally and academically.

Recruitment & Initial Assessment

As part of the enrolment process, you'll complete an Initial Assessment.

This helps us to understand:

- Your current knowledge and skills.
- Your preferred learning style.
- Any additional learning needs.
- Any reasonable adjustments you may require.
- Any barriers that may affect your learning.

This information allows us to provide personalised support from day one.

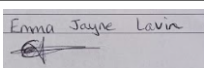
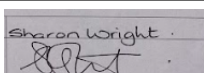
Everyone's journey to Everyday Lessons is unique. You may have been referred by a Personal Assistant (PA), school, social worker, parent, guardian or another professional, or perhaps you chose to join us yourself.

However you found us, we're very happy you're here.

Your Individual Learning Plan (ILP)

Once you've enrolled, you'll work with your tutor to develop your Individual Learning Plan (ILP). The initial meeting we had will have begun to shape this ILP and this is also developed throughout each session.

Remember, growth often means changing direction.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

You're allowed to change your mind, set new goals and dream even bigger. Every achievement opens the door to new possibilities, and as you continue to grow, your aspirations may change too. That's completely normal. Your Individual Learning Plan (ILP) isn't a fixed document—it's designed to grow with you.

We'll regularly review and update it together so it always reflects where you are now, where you'd like to go next and the support you need to get there.

Your ILP is unique to you and acts as a roadmap throughout your time with us.

It may include:

- Your personal and career aspirations.
- The qualification you're working towards.
- Individual learning goals.
- Target completion dates.
- Progress milestones.
- Any agreed additional support or reasonable adjustments.
- Personal development targets.
- Career planning and progression opportunities.
- Everything that brings you joy.

Your ILP is a working document and will be reviewed regularly to celebrate your progress and ensure you remain on track.

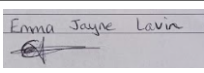
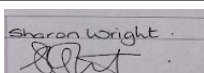
Information, Advice and Guidance Throughout Your Course

Learning doesn't stop once your course begins—and neither does our support.

Throughout your qualification, your tutor will continue to provide advice and guidance to help you achieve your goals.

This may include:

- Academic support.
- Study skills.
- Portfolio guidance.
- Assessment preparation.
- Careers advice.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

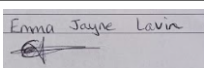
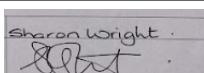
- CV and interview support.
- Progression into employment.
- Self-employment guidance.
- Progression onto higher-level qualifications.

We're here to support you every step of the way... and beyond! Lots of our students return to us even if its just for a chat, we are always here to offer support, guidance and just listen.

4. Our Commitment to You

When you join Everyday Lessons, you can expect our team to:

- ✓ Treat you with kindness, dignity and respect.
- ✓ Create a safe, welcoming and inclusive learning environment.
- ✓ Be qualified, experienced and passionate professionals.
- ✓ Complete regular Continuing Professional Development (CPD) to keep our knowledge and skills up to date.
- ✓ Take part in regular quality assurance and standardisation activities to ensure a consistent, high-quality learning experience.
- ✓ Provide accurate, up-to-date Information, Advice and Guidance.
- ✓ Support your wellbeing alongside your learning.
- ✓ Encourage you to achieve your personal and professional goals.
- ✓ Recommend your next book to read!
- ✓ Get you dancing in class (Sometimes on tables ...shhh!)
- ✓ To bring you joy and laughter.
- ✓ Bring the positive vibes.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

5. Our Promise to Each Other

At Everyday Lessons, we believe learning works best when we work together.

We'll always do our best to support, encourage and believe in you. In return, here's all we ask...

Just Give It a Go

We don't expect perfection.

We don't expect you to know everything.

We simply ask that you **try**.

Some days, trying might mean completing an assignment.

Other days, trying might simply mean getting out of bed and walking through our doors.

Both matter.

Both are achievements.

Be Present

Attend your sessions whenever you can and let us know if you're unable to make it.

We know that life happens, and sometimes things feel difficult. If you're struggling, please talk to us—we'll always do our best to help. Just pick up the phone or drop us a message, we understand ... We are human too.

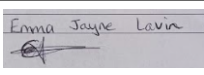
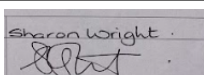
Show Up in Your Own Way

Everyone's learning journey looks different.

For some people, engaging means asking lots of questions.

For others, it might simply mean sitting in the room, listening and taking it all in.

Wherever you're starting from, that's okay.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

We'll meet you there.

Keep Moving Forward

Complete your work and assessments as best you can, and if you fall behind, don't panic.

Talk to us.

We'll make a plan together.

Let Us Know When Things Feel Hard

You never have to struggle in silence.

If something is affecting your learning, wellbeing or attendance, please tell us.

The more we know, the better we can support you.

Be Kind

Kindness costs nothing, but it changes everything.

Treat everyone with respect, celebrate each other's successes and help us create a place where everyone feels safe, welcomed and valued.

Believe in Yourself

We believe you can achieve amazing things—even if you don't believe it yet.

Take opportunities.

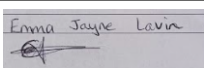
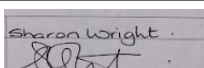
Ask questions.

Challenge yourself.

Celebrate every win, no matter how small.

Remember...

This is **your** journey.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

There will be good days and challenging days.

There will be moments when everything clicks and moments when it doesn't.

That's completely normal.

We're not expecting perfection.

We're simply asking you to keep taking the next step.

Because learning is a partnership, and no matter where your journey begins, we'll be right beside you, cheering you on every step of the way.

6. Induction

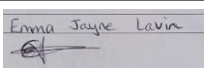
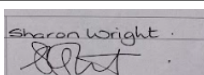
Your induction is the beginning of your Everyday Lessons journey. It's an opportunity for us to get to know one another, help you settle in and make sure you have everything you need to feel confident as you start your course.

We want you to leave your induction feeling informed, reassured and excited about the journey ahead. The induction tends to be 121 in most cases.

During your induction, we'll explore:

Your induction will include:

- Welcome to Everyday Lessons
- Your course and qualification
- What you'll learn and how you'll be assessed
- Attendance and engagement expectations
- Health & Safety
- Safeguarding
- Prevent Duty and British Values
- Equality, Diversity, Inclusion and Belonging
- Learner wellbeing and the support available to you
- Additional Learning Support and reasonable adjustments

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- Digital learning, artificial intelligence (AI) and online safety
- Professional behaviours and expectations
- Key policies and procedures
- Emergency procedures
- Meeting your tutor and fellow learners

Your induction is an important part of your course and is designed to give you the best possible start. We ask all learners to attend so that everyone begins their journey with the knowledge, confidence and support they need to succeed.

If you're unable to attend due to exceptional circumstances, please let us know as soon as possible so we can discuss the next steps with you.

All of our learner policies, procedures and supporting documents are available on our website at www.everydaylessons.co.uk, so you can access them whenever you need them.

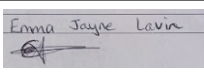
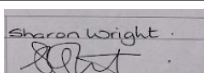
Progress Reviews

Throughout your programme, you will have regular progress reviews with your tutor to reflect on your learning journey, celebrate your achievements, and ensure you are receiving the support needed to succeed.

Progress happens every day and in every session just by showing up.

Progress reviews provide an opportunity to:

- Recognise and celebrate your achievements, skills development, and personal growth.
- Review your progress against your Individual Learning Plan (ILP) and agreed targets.
- Discuss any barriers, challenges, or concerns that may impact your learning.
- Set new goals and identify clear next steps to support your progression.
- Identify any additional support, adjustments, or guidance you may need.
- Review your attendance, engagement, participation, and commitment to your programme.
- Explore progression opportunities, including further education, employment, training, or personal development pathways.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Progress reviews are a key part of your learner journey and are designed to ensure you feel supported, motivated, and confident in achieving your qualification. They provide a safe space for open conversations, reflection, and planning for your future success.

Additional Learning Support

At Everyday Lessons, we believe that every learner is unique, and that everyone has their own strengths, experiences, and individual way of learning.

We are committed to creating an inclusive, supportive, and understanding environment where every learner feels valued, respected, and empowered to achieve their goals.

If you need additional support, reasonable adjustments, or guidance during your programme, we will work with you to understand your needs and put the right support in place wherever possible.

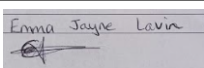
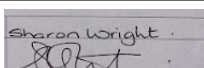
Support may include:

- Additional guidance and one-to-one tutor support.
- Adapted learning resources and personalised learning approaches.
- Reasonable adjustments during learning activities and assessments.
- Support with confidence, motivation, and overcoming barriers to learning.
- Wellbeing support and opportunities to discuss any challenges affecting your progress.
- Study skills, organisation, and independent learning support.
- Signposting or referrals to specialist services where appropriate.

We encourage you to share any support needs, concerns, or barriers as early as possible so we can work together to create the right plan for you.

At Everyday Lessons, asking for support is not a weakness — it is a positive step towards understanding yourself, building confidence, and achieving your potential.

Everyone's journey is different, and we are here to support you every step of the way.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Attendance, Sickness and Absence

Regular attendance is one of the biggest contributors to success.

If you're unable to attend a planned session due to illness or exceptional circumstances, please let us know as soon as possible by contacting:

✉ info@everydaylessons.co.uk

Your tutor will discuss any missed learning and help you get back on track where possible.

For full details, please refer to our Attendance and Absence Policy.

Your Voice Matters

At Everyday Lessons, we are always learning too.

Your feedback helps us continue to improve the quality of our courses, support and learner experience.

At Everyday Lessons, your voice matters. We genuinely want to hear your thoughts, ideas, and experiences because your feedback helps us grow, improve, and create a better learning environment for everyone.

Please use your voice , it is powerful, and your opinions can help create positive change.

If something has made you feel proud, supported, or valued, we want to hear about it.

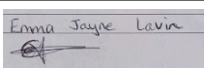
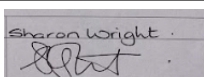
If something could be improved or you feel something needs to change, please speak up.

Your feedback will always be listened to, respected, and valued.

Together, we can continue to make Everyday Lessons a place where everyone feels heard, supported, and empowered.

Throughout your programme, you'll have opportunities to:

- Complete learner surveys.
- Take part in progress reviews.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- Share informal feedback with your tutor.
- Suggest ideas for improvement.
- Celebrate what's working well.
- Raise concerns through our complaints procedure if needed.

You may also choose to provide anonymous feedback if you prefer.

Every comment helps us grow and continue providing the best possible experience for all learners.

Progression, Exit and Aftercare

Completing your qualification is an incredible achievement—but it's not the end of your journey.

Before you complete your course, we'll work with you to explore your next steps, which may include:

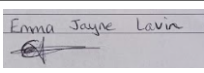
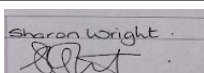
- Progressing onto another qualification.
- Employment.
- Self-employment.
- Apprenticeships.
- Volunteering.
- Higher education.
- Professional development.

We'll also ask you to complete an exit survey so we can continue improving our provision.

Even after you've completed your course, we'll always be happy to offer guidance, signposting and support wherever we can.

Once you're part of the Everyday Lessons community, you'll always be part of our story—and we'll continue cheering you on as you write your next chapter.

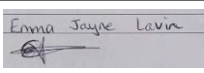
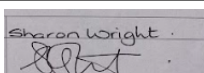
7. Contact and Support List

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

If you are not aware of who you require support from please contact the general email info@everydaylessons.co.uk and we will allocate the email to where we feel would be of most support to you.

NAME	POSITION	EMAIL	NUMBER
Emma Jayne Lavin	• Owner • Tutor • Assessor • Lead IQA • Quality and compliance • GDPR officer • Safeguarding officer	Emma@everydaylessons.co.uk	07807078976
Lee Higson	• Contracts manager	Lee@everydaylessons.co.uk	Contact via email
Sharon Wright	• Tutor • Assessor • IQA • Deputy safeguarding officer	Sharon@everydaylessons.co.uk	Contact via email
Lauren Ogrady	• Tutor • Volunteer • DSL	Lauren@everydaylessons.co.uk	Contact via email
General enquiries	• General enquiries • Course information	info@everydaylessons.co.uk	07807078976

PLEASE ALSO SEE THE SAFEGUARDING DOCUMENT AS THIS HAS A COMPREHENSIVE LIST OF CONTACTS.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

8. Our Learning Partnership

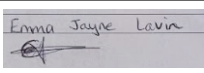
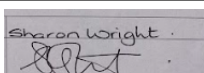
At Everyday Lessons, we believe that learning works best when we work together.

We're committed to providing a safe, supportive and inspiring environment where you can grow in confidence, develop new skills and achieve your goals. In return, we ask that you actively engage with your learning and play your part in creating a positive experience for yourself and those around you.

What We Ask of You

As a learner at Everyday Lessons, we ask that you:

- Attend your sessions punctually and engage positively with your learning.
- Be committed to achieving the goals set out in your Individual Learning Plan (ILP).
- Complete learning activities, assessments and portfolio work within agreed timescales.
- Keep your portfolio and evidence organised, accurate and up to date.
- Take responsibility for your own learning by asking questions, embracing feedback and trying your best.
- Attend progress reviews and work with your tutor to celebrate achievements, overcome barriers and set future goals.
- Let your tutor know if you are struggling, need additional support or if something is affecting your learning.
- Treat everyone with kindness, dignity and respect, helping to create a welcoming and inclusive learning environment.
- Celebrate diversity and challenge discrimination, bullying or inappropriate behaviour by reporting concerns promptly.
- Follow all Health and Safety guidance and contribute to keeping yourself and others safe.
- Respect our learning spaces, equipment and resources.
- Share your feedback honestly and constructively to help us continually improve.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

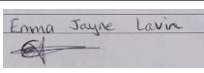
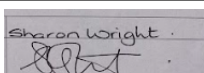
- Let us know as soon as possible if we have not met your expectations so we can put things right.

What You Can Expect From Us

When you join Everyday Lessons, you can expect us to:

- Welcome you into a safe, supportive and inclusive learning environment where you feel valued and respected.
- Help you choose the programme that is right for your goals, interests and aspirations.
- Provide a thorough induction so you understand your programme, expectations and available support.
- Deliver high-quality teaching, guidance and resources that support your success.
- Work with you to create a personalised learning journey that meets your individual needs wherever possible.
- Clearly explain how you will be assessed and provide regular feedback on your progress.
- Hold regular progress reviews to celebrate your achievements, identify next steps and support your development.
- Listen to your ideas, value your feedback and involve you in shaping your learning experience.
- Support your wellbeing and signpost you to additional services where appropriate.
- Promote equality, diversity and inclusion, ensuring everyone feels safe, welcome and able to thrive.
- Respond promptly and professionally to any concerns or issues you raise.
- Treat you with kindness, fairness, respect and professionalism at all times.
- Protect your personal information and handle it securely, confidentially and in line with UK Data Protection legislation.
- Celebrate your achievements and support you in progressing into further learning, employment or your chosen career.
- We will seek out new experiences and opportunities that align with your goals.
- Always ALWAYS bring the vibes :)

At Everyday Lessons, we believe learning is about more than gaining a qualification. It's about building confidence, discovering your strengths, overcoming barriers and creating opportunities for your future. Together, we'll work hard to help you achieve your goals and become the best version of yourself.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

9. Policies and Procedures

Everyday Lessons has a range of policies and procedures in place to ensure that learners are fully protected and supported. Should you wish to have a copy of any of our policies or require any additional information, then please contact us info@everydaylessons.co.uk

You can also access these on our website www.everydaylessons.co.uk and see them in our classroom.

10. Bullying, Harassment and Cyberbullying

At Everyday Lessons, everyone has the right to feel safe, respected, valued and included.

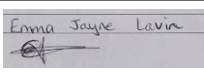
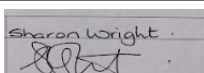
We have a **zero-tolerance approach** to bullying, harassment, discrimination and cyberbullying. This includes behaviour that takes place in person, online, through social media, messaging apps, email, or any other form of communication that may affect the wellbeing, safety or learning of another person.

Bullying can take many forms, including physical, verbal, emotional, social, discriminatory or online abuse. Whatever the form, it is never acceptable.

If you experience, witness or are concerned about bullying or harassment, we encourage you to speak to a member of staff as soon as possible. Every concern will be listened to, taken seriously and managed sensitively, fairly and confidentially wherever possible.

Any incidents will be investigated in line with our **Bullying and Harassment Policy**, **Safeguarding Policy**, and **Complaints and Grievance Procedure**. Appropriate action will be taken to protect those affected and address any unacceptable behaviour.

Together, we all have a responsibility to create a learning environment where kindness, respect, inclusion and empathy are at the heart of everything we do.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

11. Equality, Diversity, Inclusion and belonging (EDIB)

At Everyday Lessons, we believe that everyone deserves the opportunity to learn, grow and succeed in an environment where they feel safe, respected and valued.

We celebrate the uniqueness of every individual and are committed to creating a culture where everyone feels they belong. Our community is built on kindness, respect, fairness and inclusion, and we do not tolerate discrimination, harassment or victimisation in any form.

We are committed to meeting our responsibilities under the Equality Act 2010 and ensuring that all learners have fair access to learning, support and opportunities, regardless of their background or personal circumstances.

What Equality Means

Equality means ensuring everyone has fair access to opportunities. It is not about treating everyone exactly the same—it is about recognising that people have different needs and providing the right support so everyone has an equal opportunity to succeed.

What Diversity Means

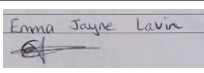
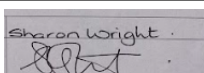
Diversity is about recognising, respecting and celebrating the differences that make each of us unique. These differences may include age, disability, race, ethnicity, religion or belief, sex, sexual orientation, gender reassignment, pregnancy and maternity, marriage or civil partnership, as well as different experiences, cultures, perspectives and ways of learning.

We believe that diverse experiences and perspectives make our learning community stronger, richer and more inspiring.

Our Commitment

Everyday Lessons will:

- Treat every learner fairly, with dignity, kindness and respect.
- Create an inclusive learning environment where everyone feels welcome and able to be themselves.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- Remove barriers to learning wherever possible by providing reasonable adjustments and personalised support.
- Challenge discrimination, bullying, harassment and victimisation whenever it occurs.
- Ensure teaching, learning and assessment are fair, accessible and inclusive.
- Use learning resources that reflect and celebrate diversity.
- Promote positive relationships built on respect, understanding and empathy.
- Review our policies and practices regularly to ensure they remain inclusive and reflect current legislation.
- Work with learners, employers, parents, carers and partner organisations to promote equality, diversity and inclusion across everything we do.

Your Role

As a learner, you also play an important part in creating an inclusive community. We ask that you:

- Treat everyone with kindness, dignity and respect.
- Value and celebrate people's differences, experiences and opinions.
- Challenge stereotypes and avoid discriminatory language or behaviour.
- Report any concerns about bullying, harassment or discrimination to a member of the Everyday Lessons team.
- Help us create a learning environment where everyone feels safe, included and able to achieve their potential.

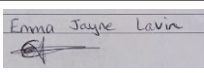
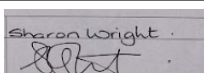
We celebrate different learning styles, personalities, life experiences, cultures, backgrounds and ambitions because these differences make our community stronger.

Everyday Lessons is for everyone.

12. Fair Assessment

At Everyday Lessons, we are committed to ensuring that every learner has a fair, inclusive and positive assessment experience.

Assessment decisions are based solely on the requirements of your qualification and the knowledge, skills and competence you demonstrate. We are committed to ensuring that everyone has equal access to learning and assessment opportunities, with reasonable

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

adjustments provided where appropriate to remove barriers and enable you to achieve your potential.

You will receive clear guidance on what is expected, regular feedback to support your progress, and opportunities to ask questions throughout your learning journey. Our aim is to help you feel confident, supported and fully prepared for assessment.

If you have any concerns about an assessment decision or feel you have not been treated fairly, we encourage you to speak to your tutor or a member of the Everyday Lessons team. If needed, you also have the right to follow our Appeals Procedure, which ensures all concerns are considered fairly, consistently and without prejudice.

At Everyday Lessons, fairness is about more than meeting regulations—it is about creating a culture where every learner feels respected, supported and empowered to succeed. We are committed to recognising individual strengths, removing unnecessary barriers and helping every learner achieve the very best of their ability.

Please also see our **quality assurance policy** which aligns with assessments.

13. Safeguarding

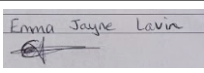
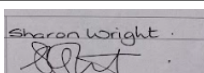
At Everyday Lessons, safeguarding is everyone's responsibility.

Your safety, wellbeing and happiness are at the heart of everything we do. We are committed to creating a safe, supportive and inclusive environment where every learner feels respected, listened to and protected from harm.

Every learner, regardless of their age, background, disability, race, religion or belief, sex, gender identity or sexual orientation, has the right to feel safe and to be treated with dignity and respect.

Our Designated Safeguarding Lead (DSL) is **Emma Jayne Lavin**, who has overall responsibility for safeguarding and promoting the welfare of all learners. If you have any concerns about your own safety or the safety of someone else, please speak to Emma or another trusted member of the Everyday Lessons team.

What is Safeguarding?

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Safeguarding is about preventing harm, protecting people from abuse or neglect, promoting wellbeing and taking action when someone may be at risk.

This includes:

- Keeping you safe while you are learning with us.
- Supporting your physical, emotional and mental wellbeing.
- Responding to concerns about abuse, neglect, exploitation or harm.
- Helping you access the right support when you need it.
- Working with other agencies where necessary to protect you or others.

Safeguarding applies wherever you are—at home, in the community, at work, in our learning environment or online.

If You Have a Concern

If you are worried about yourself or someone else, please tell a member of the Everyday Lessons team as soon as possible.

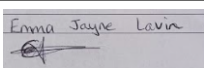
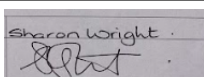
This may include concerns about:

- Bullying, harassment or cyberbullying.
- Physical, emotional or sexual abuse.
- Neglect.
- Domestic abuse.
- Criminal or sexual exploitation.
- Online safety or inappropriate online behaviour.
- Mental health or wellbeing concerns.
- Radicalisation or extremism.
- Any situation where you or someone else feels unsafe or is being harmed.

We will always listen carefully, take concerns seriously and respond appropriately. While we will respect your privacy wherever possible, we cannot promise to keep information confidential if we believe that you or someone else is at risk of harm. In these situations, we have a legal duty to share information with the appropriate people to help keep everyone safe.

How We Help Keep You Safe

Everyday Lessons is committed to ensuring that:

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- All staff and volunteers are safely recruited, appropriately vetted through the Disclosure and Barring Service (DBS), and receive regular safeguarding training.
- Safeguarding procedures are embedded throughout our organisation.
- Learners know who they can speak to if they need help or support.
- Concerns are managed promptly, professionally and in line with statutory guidance.
- We work in partnership with parents, carers, local authorities and other agencies where appropriate to safeguard learners.
- We promote a culture where everyone feels safe, respected, included and able to speak up.

Safeguarding is everyone's responsibility. If you see something that doesn't feel right, trust your instincts and tell someone.

For more detailed information, please refer to the Everyday Lessons Safeguarding Children and Adults Policy, which explains our safeguarding responsibilities, procedures and reporting processes in full.

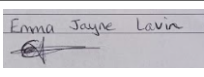
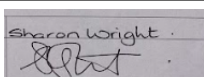
14. Prevent Duty and British Values

At Everyday Lessons, we are committed to creating a safe, inclusive and respectful learning environment where everyone feels able to express themselves, think critically and feel a sense of belonging.

As part of our safeguarding responsibilities, we have a legal duty under the **Prevent Duty** to help protect learners from radicalisation and extremism. Prevent is one part of the UK Government's wider counter-terrorism strategy (CONTEST), but its purpose within education is safeguarding. It is about recognising when someone may be vulnerable to harmful influences and ensuring they receive the right support.

Prevent is **not** about stopping people from having political opinions, religious beliefs or healthy debate. We encourage respectful discussion, curiosity and critical thinking, while promoting a culture where everyone feels safe, valued and heard.

What is Radicalisation and Extremism?

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Radicalisation is the process by which a person may be influenced to adopt extreme views that could lead them to support harmful or unlawful behaviour.

Extremism is defined by the Government as vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty, and mutual respect and tolerance of different faiths and beliefs.

British Values

At Everyday Lessons, we promote the values that help create safe, respectful and inclusive communities. These include:

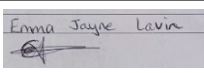
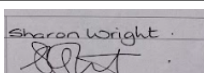
- **Democracy** – encouraging everyone to have a voice, share their views and participate respectfully.
- **The Rule of Law** – understanding the importance of rules, laws and personal responsibility.
- **Individual Liberty** – supporting learners to make informed choices, develop independence and express themselves safely.
- **Mutual Respect** – treating everyone with kindness, dignity and respect, regardless of differences.
- **Tolerance of Different Faiths, Beliefs and Cultures** – celebrating diversity and valuing different backgrounds, perspectives and experiences.

These values are woven throughout everyday life at Everyday Lessons and underpin how we learn, work and support one another.

If You Have Concerns

If you are worried that you, or someone you know, may be vulnerable to radicalisation or extremist influences, please speak to a member of the Everyday Lessons team. Any concerns will be taken seriously, handled sensitively and managed in line with our safeguarding procedures.

For more detailed information, please refer to the Everyday Lessons Safeguarding Children and Adults Policy and Prevent Policy.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

15. Attendance and Absence Procedure

At Everyday Lessons, every session has been carefully planned to help you build your knowledge, skills and confidence. Regular attendance gives you the best opportunity to achieve your qualification, develop new skills and reach your personal goals.

We understand that sometimes life happens. If you are unable to attend a scheduled session, please let your tutor or the Everyday Lessons office know as soon as possible so we can support you and discuss your next steps.

If you are aware of any planned absences, such as holidays, appointments or other commitments, please discuss these with your tutor during your Initial Advice and Guidance (IAG), Induction or as soon as they arise.

Attendance Expectations

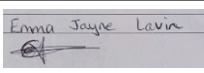
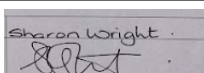
We know that attending education isn't always easy. Many of our learners have experienced barriers that have affected their confidence, wellbeing or previous educational experiences. Whatever your starting point, we'll work with you to help you make positive progress.

We ask every learner to attend as regularly as possible and to communicate with us if they are unable to attend. Consistent attendance and engagement give you the best opportunity to achieve your goals and make the most of your programme.

As a general expectation, learners should aim to maintain **at least 80% attendance** throughout their programme. However, we recognise that some learners may require a personalised approach due to individual circumstances, including Education Based School Avoidance (EBSA), health needs or other agreed support requirements.

If your attendance begins to decline or you miss two consecutive sessions without contact, we won't simply assume the worst. We'll check in with you, explore whether there are any barriers, and work together to agree the most appropriate support or next steps. This may include adjustments to your learning plan, wellbeing support, a phased return, or a Break in Learning where appropriate.

We also ask that you keep in touch with us. Letting us know if you're unable to attend helps us support you more effectively and ensures we can make informed decisions together.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

While our approach is always supportive and learner-centred, continued non-attendance, a lack of communication or ongoing disengagement may affect your ability to complete your programme. Where all reasonable support has been offered and there is no sustained engagement, Everyday Lessons may need to withdraw you from your programme in line with funding and awarding organisation requirements. Where applicable, any course fee or funding obligations outlined in your Learning Agreement will still apply.

Our goal is never simply to monitor attendance—it is to understand barriers, build confidence and support every learner to engage in a way that helps them achieve lasting success.

16. Feedback, Compliments and Complaints

At Everyday Lessons, we genuinely value your voice.

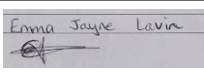
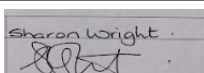
We welcome your ideas, feedback, compliments and concerns because they help us learn, grow and continually improve the experience we provide for every learner. Whether you have had a fantastic experience or feel something could have been better, we want to hear from you.

Your feedback is listened to, valued and used to shape the future of Everyday Lessons.

Throughout your programme, you will have regular opportunities to share your thoughts through learner voice activities, progress reviews and learner feedback. We review all feedback carefully and, wherever possible, use it to improve our learning environment, resources and the support we provide.

If You Have a Concern

If something doesn't feel right, we encourage you to talk to us as soon as possible.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

In many cases, concerns can be resolved quickly through an informal conversation with your tutor or another member of the Everyday Lessons team. We will always listen with empathy, take your concerns seriously and do our best to find a positive solution.

If you do not feel comfortable speaking to your tutor, or if your concern cannot be resolved informally, you have the right to make a formal complaint.

Formal complaints should be submitted in writing to the Everyday Lessons Management Team. Your complaint will be:

- Acknowledged promptly.
- Treated fairly, respectfully and without prejudice.
- Handled sensitively and, wherever possible, confidentially.
- Investigated thoroughly and objectively.
- Responded to within **10 working days**, wherever possible. If we need longer to investigate, we will keep you informed throughout the process.

Our aim is always to resolve concerns fairly, learn from feedback and improve the experience for everyone.

Confidentiality

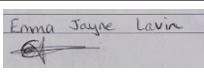
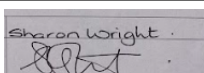
We understand that raising a concern can feel difficult. We will always treat complaints with sensitivity and respect your privacy wherever possible.

However, if your concern relates to safeguarding, criminal activity or a risk of harm to yourself or others, we may need to share information with the appropriate people or agencies to help keep everyone safe. If this is necessary, we will explain why wherever it is appropriate to do so.

If You Are Still Not Satisfied

If you feel your concern has not been resolved appropriately, you can request that your complaint is reviewed in line with the Everyday Lessons Complaints Policy.

If your complaint relates to safeguarding and you feel your concerns have not been addressed, you may also contact the **Local Authority Designated Officer (LADO)** for advice and guidance.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Local Authority Designated Officer (LADO)

Telephone: **0161 603 4350**

For full details of our complaints process, including how complaints are investigated and escalated, please refer to the **Everyday Lessons Complaints Policy**.

Remember...

Your feedback matters.

If something has made you smile, tell us.

If something could be better, tell us.

If something is worrying you, please don't keep it to yourself.

We can't promise to change everything, but we can promise to listen, treat you with respect and always strive to do better.

17. Privacy, Confidentiality and Online Safety

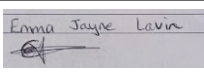
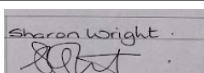
At Everyday Lessons, we believe that trust is built through honesty, respect and keeping your information safe.

When you join us, you may choose to share personal information so that we can support your learning, wellbeing and individual needs. We are committed to handling your information responsibly, treating it with confidentiality and ensuring it is only used for the right reasons.

We will always be open and transparent about how your information is collected, stored, used and shared.

How We Use Your Information

We collect information to help us provide you with the best possible learning experience. This may include:

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- Enrolling you onto your programme.
- Supporting your learning, progress and achievement.
- Planning personalised learning and reasonable adjustments where required.
- Monitoring attendance, engagement and assessment outcomes.
- Meeting our safeguarding responsibilities.
- Communicating with you throughout your learner journey.
- Meeting the requirements of awarding organisations, funding bodies and relevant legislation.
- Continually reviewing and improving the quality of our services.
- Referral where you request and agree.

The information we hold may include your personal details, contact information, attendance records, assessment results, support needs and other information relevant to your programme.

Keeping Your Information Safe

We take your privacy seriously.

Your information is stored securely and only accessed by authorised members of the Everyday Lessons team who need it to carry out their role.

We only keep your information for as long as necessary and in accordance with UK GDPR, the Data Protection Act 2018 and our legal, contractual and regulatory responsibilities.

We do not keep data that we do not require.

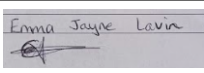
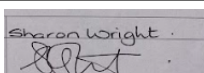
When We May Share Information

Your personal information will never be sold or shared unnecessarily.

We may share information where it is lawful and appropriate to do so, including with:

- Awarding organisations.
- Funding bodies and government departments.
- Local authorities or partner organisations delivering your programme.
- Professionals or external agencies supporting your learning or wellbeing.
- Safeguarding agencies where there is a legal duty to protect you or someone else from harm.

Where possible, we will always explain why information needs to be shared.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Confidentiality

We want you to feel comfortable talking to us.

Anything you share with the Everyday Lessons team will be treated with sensitivity, respect and, wherever possible, kept confidential.

However, there may be occasions where we have a legal or safeguarding responsibility to share information if we believe that you or someone else is at risk of harm. If this happens, we will always act in your best interests and explain our actions wherever it is appropriate to do so.

Online Safety and Artificial Intelligence (AI)

Technology plays an important role in learning, and we encourage learners to use digital tools safely, responsibly and respectfully.

When using online platforms, social media or Artificial Intelligence (AI), we ask that you:

- Protect your personal information and respect the privacy of others.
- Use digital technology safely, responsibly and respectfully.
- Follow our expectations for appropriate online behaviour.
- Use AI as a learning tool to support your understanding, not to replace your own thinking, knowledge or work.
- Always produce work that honestly reflects your own learning and abilities.

We are committed to helping learners develop the digital skills, confidence and critical thinking needed to use technology safely and responsibly both during their programme and beyond.

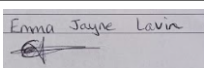
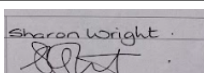
Your Rights

You have the right to understand how your information is used and to request access to the personal information we hold about you. You may also ask us to correct inaccurate information or raise any concerns about how your data has been handled.

If you have any questions about your personal information or privacy, please speak to a member of the Everyday Lessons team.

Further Information

For more detailed information, please refer to the following Everyday Lessons policies:

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- **GDPR and Privacy Policy**
- **E-Safety Policy**
- **Artificial Intelligence (AI) Policy**
- **Safeguarding Children and Adults Policy**

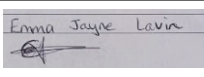
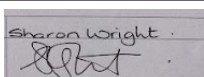
These policies explain in more detail how we protect your information, support safe online learning and use technology responsibly.

At Everyday Lessons, protecting your privacy is about more than complying with legislation. It is about creating a learning environment built on trust, respect and transparency, where you feel safe, informed and confident throughout your learner journey.

Health and Safety Policy

Everyday Lessons endeavors to maintain the highest possible standards in all we do. We are dedicated to ensuring the health and safety of all persons involved with our business by:

- Providing, managing and maintaining a safe work environment in which risks to health are controlled, so far as reasonably practicable.
- Providing adequate and appropriate welfare facilities and arrangements at work.
- Providing, managing and maintaining our workplaces so that they are, so far as reasonably practicable, safe and that risks to health are controlled.
- Ensuring that the use, handling, storage and transport of items and substances are carried out safely and that risks to health are controlled.
- Implementing systems of work that are safe and where risks to health are controlled.
- Providing the necessary organisation, expertise and resource, including communication and consultation, planning, monitoring, inspection and auditing procedures to ensure that there is effective management of health and safety.
- Providing the information, instruction, training and supervision at all levels necessary to ensure that our staff and learners are aware of the hazards at their workplace, together with the appropriate measures to be taken to protect against these hazards.
- Giving adequate information on relevant hazards to any persons whose health and safety might be affected by them.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- Keeping up to date with best practice in relation to health and safety and complying with all relevant legislation and authoritative guidance.
- Consulting with and involving our staff and learners in matters relating to their own health and safety.
- Ensuring adequate financial provision is made for foreseeable items of expenditure associated with health and safety.
- We expect staff, learners, visitors, and other employers who work with Everyday Lessons to share this commitment by complying with our policies and procedures, and to understand that they too, have legal and moral obligations to themselves and to one another.
- Where there are no existing policies or guidance, we are committed to ensuring our staff; learners and contractors meet the highest relevant standards and comply with relevant legislation.
- Where no standards exist, we will work with our staff to develop systems which comply with best practice and eliminate or minimise the risks so far as reasonably practicable.
- It is our intention to educate our learners in health and safety management by incorporating the basic principles into all appropriate courses. Wherever possible, information on the legislation and standards applicable to their course will also be

18. Health, Safety and Wellbeing

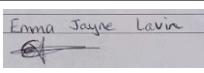
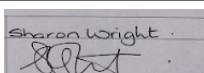
At Everyday Lessons, we believe that people learn best when they feel safe, supported and valued.

Creating a positive, healthy and welcoming environment is everyone's responsibility. We are committed to providing spaces where learners, staff and visitors can feel confident, respected and able to focus on achieving their goals.

Our Commitment to You

We will:

- Provide a safe, welcoming and inclusive learning environment.
- Carry out appropriate risk assessments to help keep everyone safe.
- Ensure our staff are trained and equipped to support learners effectively.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- Provide clear health and safety information during your induction and throughout your programme.
- Maintain safe learning spaces, equipment and resources.
- Promote positive physical, emotional and mental wellbeing.
- Listen to any concerns you may have and respond appropriately.
- Continually review and improve our health, safety and wellbeing practices.

Your Part

Health, safety and wellbeing are shared responsibilities.

As a learner, we ask that you:

- Take reasonable care of your own safety and the safety of those around you.
- Follow instructions and guidance provided by tutors and staff.
- Use equipment, tools and resources safely and for their intended purpose.
- Wear any required Personal Protective Equipment (PPE) during practical activities.
- Report any accidents, hazards, near misses or concerns immediately.
- Respect our learning environment, equipment and the people around you.
- Let us know if there is anything affecting your wellbeing that may impact your learning or safety so we can support you where possible.

If Something Doesn't Feel Right

Whether you've noticed a hazard, had an accident, feel unwell or have concerns about your own wellbeing or someone else's, please speak to a member of the Everyday Lessons team as soon as possible.

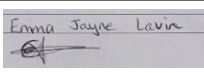
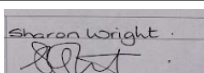
No concern is too small. We would always rather know and help than have you struggle on your own.

Learning Safely

As part of your programme, you may take part in practical activities, use specialist equipment or work within community settings. Before these activities begin, you will receive the information, guidance and support you need to work safely and confidently.

We encourage everyone to ask questions if they are unsure about any aspect of health and safety.

Further Information

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

For more detailed information about our health and safety arrangements, emergency procedures and responsibilities, please refer to the following Everyday Lessons policies and procedures:

- **Health and Safety Policy**
- **Risk Assessment Policy and Procedures**
- **Safeguarding Children and Adults Policy**
- **Fire Safety and Emergency Evacuation Procedures** (where applicable)

Together, we can create an environment where everyone feels safe, supported and able to thrive. Looking after ourselves and one another is an important part of being a member of the Everyday Lessons community.

19. Appeals Procedure

At Everyday Lessons, we are committed to ensuring that all assessment decisions are **fair, consistent, transparent and based on the requirements of your qualification**.

If you believe an assessment decision is incorrect or you do not fully understand the feedback you have received, you have the right to appeal.

Raising an appeal will never disadvantage you, and we encourage you to discuss any concerns with us so that we can resolve them fairly and professionally.

Before making a formal appeal, we encourage you to speak with your tutor or assessor. Often, a conversation can clarify feedback, explain assessment decisions or identify any misunderstandings.

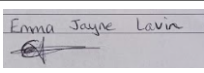
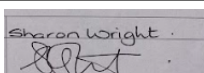
If you remain dissatisfied, you can follow the appeals process below.

Stage 1 – Appeal to Your Assessor/Tutor

If you disagree with an assessment decision, you should first submit your appeal in writing to the assessor or tutor who completed your assessment.

Please include:

- The assessment decision you are appealing.
- The reasons you believe the decision should be reviewed.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- Any evidence you feel supports your appeal.

Your assessor will review the evidence and provide a written response.

Timescale: Stage 1 appeals should normally be submitted within **5 working days** of receiving the assessment decision.

Assessor/Tutor: _____

Stage 2 – Internal Quality Assurance (IQA) Review

If you remain dissatisfied following the Stage 1 outcome, you may request a review by the **Internal Quality Assurer (IQA)**.

The IQA will independently review:

- The assessment decision.
- The assessment evidence.
- The feedback provided.
- Whether assessment procedures have been followed correctly.

A written outcome will normally be provided within **14 working days**.

Internal Quality Assurer (IQA): _____

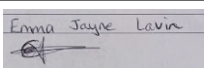
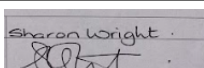
Stage 3 – Centre Appeal

If you are still dissatisfied after the IQA review, you may submit a final internal appeal to the **Director of Everyday Lessons**.

Your appeal should include copies of all previous correspondence and decisions from Stages 1 and 2, together with any additional supporting evidence.

The Director will review the appeal to ensure the process has been fair, consistent and compliant with awarding organisation requirements.

Director: Emma Jayne Lavin

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Awarding Organisation Review

If you have completed all stages of the Everyday Lessons Appeals Procedure and remain dissatisfied, your appeal may be referred to the relevant awarding organisation in accordance with their appeals process.

Where appropriate, Everyday Lessons will notify and work with the awarding organisation as required by their regulations.

External Quality Assurer (EQA): _____

Our Commitment

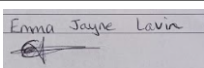
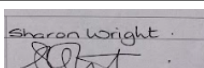
We are committed to ensuring that every appeal is:

- Listened to fairly and without prejudice.
- Considered objectively and confidentially.
- Investigated in line with awarding organisation requirements.
- Resolved as promptly as possible.
- Used as an opportunity to continually improve the quality of our provision.

Making an appeal will not affect the support you receive or your relationship with Everyday Lessons. We believe that every learner deserves to have their concerns heard, their evidence considered fairly and confidence in the assessment process.

If you would like to learn more about how we ensure the quality, fairness and consistency of our teaching, learning and assessment, please ask a member of the Everyday Lessons team for a copy of our **Quality Assurance Policy**.

20. Accessibility and Reasonable Adjustments

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

At Everyday Lessons, we are committed to ensuring that every learner has fair access to education and the opportunity to achieve their potential.

We recognise that learners may have different needs, circumstances and ways of learning.

Where appropriate, we will work with you to identify reasonable adjustments and support strategies.

This may include:

- Additional tutor support.
- Adapted resources.
- Extra time for assessments where approved.
- Alternative methods of demonstrating learning.
- Additional breaks.
- Changes to learning approaches.

If you require support, please speak to your tutor or a member of the Everyday Lessons team.

Asking for support is a positive step towards understanding what helps you succeed.

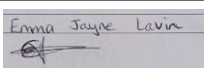
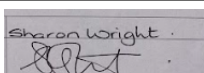
21. Examinations and External Assessments

Some qualifications include examinations, externally set assessments or externally quality-assured assessments.

If your programme includes an exam or external assessment, your tutor will provide guidance and preparation to help you feel confident and ready.

You will be informed about:

- Examination arrangements.
- Assessment dates and deadlines.
- Required preparation.
- Assessment rules and expectations.
- Any approved reasonable adjustments.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

During examinations and formal assessments, learners must follow the required regulations to ensure fairness for everyone.

This includes:

- Completing your own work.
- Following instructions provided.
- Not sharing assessment information.
- Not using unauthorised support or materials.

Everyday Lessons will support you throughout the process and ensure you understand what is expected.

22. Learner Code of Conduct

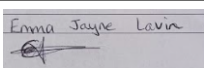
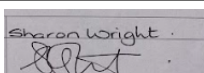
At Everyday Lessons, we believe that everyone deserves to learn in an environment where they feel safe, respected, supported and able to be themselves.

Our learning community is built on kindness, respect, responsibility and inclusion. By joining Everyday Lessons, you are agreeing to play your part in creating a positive learning environment where everyone has the opportunity to learn, grow and succeed.

We understand that everyone has different experiences and may face different challenges. Our approach is always to understand, support and educate. However, there are times when behaviour may have a negative impact on the safety, wellbeing or learning of others, and this may result in action being taken.

We Ask Every Learner To

- Treat everyone with kindness, respect and dignity.
- Help create a safe, welcoming and inclusive learning environment.
- Respect differences, celebrate diversity and challenge discrimination.
- Attend and engage with your learning as agreed within your programme.
- Communicate with us if you are experiencing barriers that affect your attendance or learning.
- Follow the guidance and instructions of tutors and staff.
- Take care of the learning environment, equipment and resources.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- Follow all Health, Safety and Wellbeing procedures.
- Use technology, social media and Artificial Intelligence (AI) safely, responsibly and respectfully.
- Respect the privacy and confidentiality of others.
- Protect Everyday Lessons learning resources and respect intellectual property by not copying or sharing materials without permission.
- Play an active role in creating a positive experience for yourself and others.

Behaviour We Do Not Accept

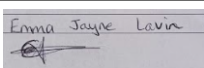
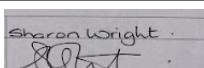
To keep everyone safe, we have a zero-tolerance approach to behaviour that places others at risk or prevents them from learning.

This includes, but is not limited to:

- Bullying, harassment or cyberbullying.
- Discrimination, hate speech or behaviour that targets another person's protected characteristics.
- Threatening, intimidating, abusive or violent behaviour.
- Deliberately disrupting learning or preventing others from participating.
- Damaging, stealing or deliberately misusing Everyday Lessons property, equipment or resources.
- Cheating, plagiarism or presenting someone else's work as your own.
- Sharing Everyday Lessons learning materials or copyrighted resources without permission.
- Misusing computers, digital platforms, email, mobile devices or internet access in a way that is unsafe, illegal or offensive.
- Accessing or sharing offensive, discriminatory, explicit or inappropriate online content whilst engaged in learning.
- Recording or photographing staff or learners without permission.
- Smoking or vaping anywhere other than designated areas.
- Any behaviour that compromises the safety, wellbeing or dignity of another person.

Drugs, Alcohol and Substance Misuse

Everyday Lessons is committed to providing a safe, supportive and positive learning environment.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Learners must not attend sessions under the influence of alcohol, illegal substances or any substance that may affect their ability to learn safely or place themselves or others at risk.

Any concerns relating to substance misuse will be approached sensitively and may involve safeguarding procedures where appropriate.

Our priority will always be to understand circumstances, provide support and ensure everyone's safety.

Mobile Phones and Digital Devices

We recognise that mobile phones and digital devices can support learning when used appropriately.

During teaching sessions, learners should only use personal devices when requested by a member of staff or where they form part of the learning activity. At other times, devices should be used respectfully and in a way that does not disrupt learning or distract others.

Social Media, Photography and Online Behaviour

Technology and social media are important parts of modern learning and communication.

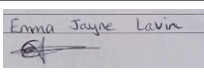
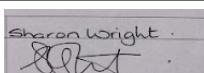
At Everyday Lessons, we encourage positive and responsible online behaviour.

Learners must:

- Respect the privacy of others.
- Ask permission before photographing or recording others.
- Avoid sharing images or information about others without consent.
- Represent themselves and Everyday Lessons respectfully online.
- Follow online safety guidance.

Where photographs or videos are taken during activities, appropriate consent will always be considered.

If Expectations Are Not Met

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Our first response will always be to understand what has happened and, where appropriate, work with you to rebuild positive behaviours and remove barriers to learning.

However, where behaviour continues to impact the safety, wellbeing or learning of others, or where there has been serious misconduct, Everyday Lessons may take formal disciplinary action in line with our Behaviour, Safeguarding and Quality Assurance procedures. In the most serious cases, this could result in suspension or withdrawal from your programme.

Working Together

Everyday Lessons is more than a place to gain a qualification. It is a community where people are encouraged to be kind, be curious, support one another and grow with confidence.

By treating others with respect and taking responsibility for your own actions, you help create a learning environment where everyone has the opportunity to thrive.

23. Supporting Positive Behaviour

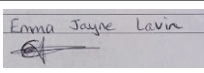
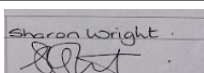
At Everyday Lessons, we believe that positive relationships, clear communication and understanding are the foundations of a successful learning experience.

Our aim is always to support learners to make positive choices, overcome challenges and remain engaged with their learning. Where behaviour falls below our expectations, we will always seek to understand what has happened and work with the learner to find a positive way forward wherever possible.

Our Approach

Most concerns can be resolved through open conversations, guidance and support. Where additional action is needed, we follow a fair and consistent process.

Stage 1 – Supportive Conversation

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

A member of the Everyday Lessons team will speak with you to discuss the behaviour or concern, explain why it is impacting yourself or others, and agree positive steps to help you move forward.

This conversation will usually be recorded as part of your learner record.

Stage 2 – Formal Behaviour Review

If concerns continue, or the behaviour is repeated, a formal meeting will take place with a member of the management team.

Together, we will:

- Review what has happened.
- Explore any barriers or underlying reasons for the behaviour.
- Agree clear expectations and supportive actions.
- Record an agreed action plan to help you succeed.

Where appropriate, parents, carers, employers or referring organisations may be involved, with your knowledge, to help provide additional support.

Stage 3 – Review of Learner Place

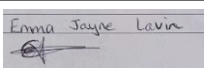
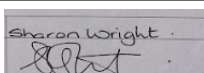
If, despite appropriate support and reasonable opportunities to improve, behaviour continues to place yourself, other learners or staff at risk, or significantly disrupts learning, Everyday Lessons may review your continued place on the programme.

This decision will always be made fairly, proportionately and in line with our Behaviour, Safeguarding and Quality Assurance procedures.

Working With Other Agencies

Where additional support is needed, or where a concern requires involvement from other professionals or organisations, Everyday Lessons may work alongside relevant agencies to ensure the right support is provided.

If a concern needs to be escalated, we will explain this to the learner wherever it is appropriate and safe to do so. The learner will be made aware of the reasons for escalation and who may need to be involved, ensuring that all relevant parties have the information needed to provide appropriate support and guidance.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Our priority will always be to work collaboratively, maintain open communication and ensure the learner feels supported throughout the process.

24. Serious Incidents

Some behaviours are so serious that immediate action may be necessary to protect the safety and wellbeing of others.

Examples include, but are not limited to:

- Physical violence or threatening behaviour.
- Serious bullying, harassment or discrimination.
- Wilful damage to property or equipment.
- Theft or deliberate misuse of Everyday Lessons resources.
- Serious breaches of Health and Safety procedures.
- Possession or use of illegal substances or prohibited items.
- Accessing, downloading or sharing illegal or highly inappropriate material.
- Any behaviour that places yourself or others at immediate risk of harm.

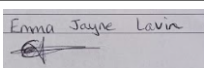
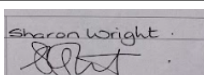
In these situations, immediate action may be taken, including asking the learner to leave the learning environment while the incident is reviewed.

Where a serious incident raises a concern about the safety, wellbeing or vulnerability of a learner or another person, Everyday Lessons may follow our **Safeguarding Children and Adults Policy** and involve appropriate safeguarding procedures.

Where required, we may work alongside relevant external agencies or professionals to ensure the right support and action is taken. The learner will be informed of any escalation wherever it is appropriate and safe to do so, and we will aim to maintain open communication throughout the process.

Any actions taken will be fair, proportionate and managed in line with the Everyday Lessons **Behaviour Policy, Safeguarding Children and Adults Policy and relevant procedures.**

Our Commitment

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

At Everyday Lessons, we recognise that behaviour can often be a way of communicating unmet needs, challenges or barriers that a learner may be experiencing.

We are committed to responding to behaviour with understanding, fairness and consistency. Wherever possible, we will work alongside learners to understand what is happening, identify any support needed and help develop positive strategies that enable them to continue their learning journey.

We believe in creating an environment where everyone feels safe, respected and able to learn. While our approach is always supportive, we also have a responsibility to protect the wellbeing, safety and learning experience of all members of the Everyday Lessons community.

Where behaviour is serious, ongoing or creates a risk to others, further action may be necessary, including reviewing a learner's continued participation on the programme.

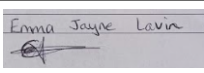
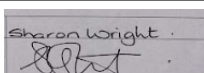
For further information about our approach to behaviour, expectations and procedures, please refer to the **Everyday Lessons Behaviour Policy**, which is available on request.

25. Useful Contact and Sources of Information/Referral Agencies

As part of our commitment to you, our learners, we have compiled a list of web sites that may be of benefit to you in your work and external referral agencies for support.

All of these contacts can be found on our website at www.everydaylessons.co.uk and in our safeguarding policy.

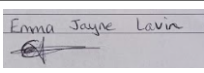
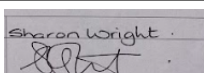
24 HOUR EMERGENCY SUPPORT		
SERVICE	NUMBER	WEBSITE

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Police	999	
Papyrus UK Suicide Prevention	0800 068 4141	https://www.papyrus-uk.org/
Wigan child protection - 24 hour line Monday - Sunday	01942 828300	https://www.wigan.gov.uk/Resident/Health-Social-Care/Children-and-young-people/Child-protection/WorriedAboutAChild.aspx
Samaritans	116 123	www.samaritans.org

WIGAN AND GREATER MANCHESTER

SERVICE	NUMBER	WEBSITE
WIGAN LADO - Local authority designated officer.	01942 828300 01942 486042	https://www.wiganlscb.com/Professionals/LADO.aspx
Safeguarding in Education Team:	01942 486025	
Wigan Adult Safeguarding Board	01942 828777	https://www.wigansafeguardingadults.org/index.aspx
Wigan Safeguarding Children Board	01942 486025	https://www.wiganlscb.com/
Emergency Duty Team – Out of Hours:	01942 8342436	
Wigan domestic violence helpline	01942 311365	https://diasdvc.org/
Children's Social Care: Child Protection Unit:	01942 481147	
Greater manchester victim support line	0300 303 0162	https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/north-west/greater-manchester
SERVICE	NUMBER	WEBSITE
Police	0161 872 5050	
Parentline Plus	0808 8002 222	
Childline	0800 1111	www.childline.org.uk
Careers advice	0800 100 900	www.nationalcareersservice.direct.gov.uk
DIAL (Disability Advice)	0800 800 3333	www.scope.org.uk
Cruse Bereavement Care	08088081677	www.cruse.org.uk
Drink Aware	02077669900	www.drinkaware.co.uk

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

The Depression Alliance	0345 634 1414	www.depressionalliance.org/
Frank	03001236600 TXT82111	www.talktofrank.com/
Gingerbread (Lone Parents)	0808 802 0925	www.gingerbread.org.uk
Gamblers Anonymous	08088020133	www.gamblersanonymous.org.uk
MIND (Mental Health)	0300 123 3393	www.mind.org.uk
National Bullying Helpline	0845 2255787	www.nationalbullyinghelpline.co.uk
National Debt Line	0800 808 4000	www.nationaldebtline.org
NHS Direct	111	www.nhsdirect.nhs.uk
NSPCC Child Protection	0808 800 500	www.nspcc.org.uk
Online safety	0870 000 3344	www.thinkuknow.co.uk
Relate (help with relationships)	0300 100 1234	www.relate.org.uk
Shelter line (Homelessness)	0808 800 4444	www.shelter.org.uk
Mankind - FOR MEN	0808 800 1170	https://mankind.org.uk
LGBT		https://galop.org.uk/get-help/support-services/ help@galop.org.uk
Women Women's Aid	01270250390	www.womensaid.org.uk/
Stand Alone		www.standalone.org.uk

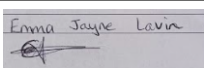
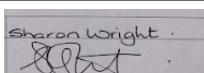
26. Learner Induction Statement

At Everyday Lessons, we want every learner to feel welcomed, informed and supported from the beginning of their learning journey.

I confirm that my induction has been completed in a way that promotes equality, diversity, inclusion and respect. Information has been explained to me in a way that I understand, and I have had the opportunity to ask questions and seek clarification where needed.

During my induction, I confirm that I have been introduced to:

- My programme aims, expectations and induction objectives.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

- Key Everyday Lessons contacts and sources of support.
- Programme information, structure and requirements.
- My role and responsibilities as a learner.
- Everyday Lessons policies and procedures, including:
 - Attendance and absence.
 - Complaints and feedback.
 - Appeals.
 - Bullying, harassment and cyberbullying.
 - Behaviour expectations and learner code of conduct.
 - Safeguarding.
 - Health, Safety and Wellbeing.
 - Equality, Diversity and Inclusion.
 - Online safety, GDPR and responsible use of technology.
- How learning, assessment and progress reviews will work.
- Available support, reasonable adjustments and additional guidance.
- External support agencies and referral pathways where appropriate.

Learner Commitment

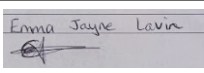
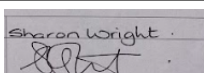
By signing this statement, I confirm that:

- I have received and understand the Everyday Lessons Learning Induction and Information Handbook.
- I understand my responsibilities as a learner and the support I can expect from Everyday Lessons.
- I agree to follow the expectations, policies and procedures outlined within the handbook and my Learning Agreement.
- I understand the importance of attendance, engagement and communication throughout my programme.
- I will work positively with my tutors and take responsibility for my learning journey.
- I am committed to working towards completing my qualification within the agreed timescale.

I understand that learning is a partnership, and I will play my part in creating a safe, respectful and positive environment where everyone has the opportunity to succeed.

Learner Name: _____

Learner Signature: _____

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Date: _____

Tutor/Staff Member: _____

Tutor/Staff Signature: _____

Date: _____

27. What if?

Starting something new can feel exciting, but it can also feel a little overwhelming. You might have lots of questions, worries or "what if..." thoughts.

The good news is—you don't have to have everything figured out before you begin.

Here are a few questions we hear all the time...

What if I'm nervous?

That's completely normal.

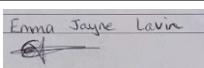
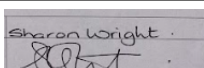
Many of our learners arrive feeling anxious, unsure or lacking confidence. You won't be the first, and you certainly won't be the last. We'll take things at your pace, help you settle in and support you every step of the way.

What if I don't know anyone?

Most people don't.

Everyone starts somewhere, and many of our learners feel exactly the same on their first day. Our classrooms are welcoming, friendly and supportive, and before long you'll begin to feel part of the Everyday Lessons community.

What if I've had a bad experience in education before?

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

We're sorry if that's been your experience.

At Everyday Lessons, we understand that everyone's journey is different. We won't judge your past—we're here to help you build your future. We'll work with you, listen to your experiences and support you to rediscover confidence in learning.

Only you can choose to take that step and we are here waiting for you when you are ready.

We pride ourselves on being different from other education providers, putting the person at the front. You lead and you support us in supporting you.

What if I struggle with my mental health?

You are not alone.

Your wellbeing matters just as much as your qualification. If you're finding things difficult, please talk to us. Together we'll explore ways to support you and help remove any barriers that may be affecting your learning.

What if I have additional learning needs?

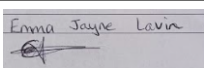
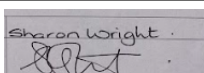
That's absolutely okay.

Everyone learns differently. If there is anything we can do to make learning more accessible or comfortable for you, please let us know. We'll work together to put the right support in place wherever possible.

What if I don't understand something?

Ask.

There is no such thing as a silly question. Learning is all about being curious, asking questions and growing your understanding. We're always happy to explain things in a different way.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

What if I make mistakes?

We hope you do.

Mistakes are one of the most valuable parts of learning. Every mistake is an opportunity to grow, develop new skills and build confidence. Progress isn't about getting everything right the first time—it's about continuing to learn.

In our classroom, we even have a "Mistakes Book." Whenever we make a mistake, we write it down alongside what we learned from it. It's one of our favourite resources because it reminds us that mistakes are proof we're trying, learning and growing.

It also shows that everyone—even tutors—makes mistakes, and every one of them teaches us something valuable.

What if I fall behind?

Please don't panic.

Life happens. If you're struggling to keep up, speak to your tutor as soon as possible. We'll work with you to create a realistic plan so you can move forward with confidence.

What if I'm late?

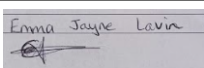
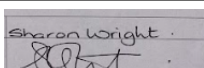
Come in.

We'd always rather see you than not see you at all. If you're running late, let us know where possible and join us when you arrive.

Not a morning person? We've got you covered. Our cosy sofas and bean bags are here to help you ease into the day. Come and wake up with us—we'll bring the positive vibes!

What if I need a break?

Just let us know.

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

Sometimes we all need a moment to reset. If you're feeling overwhelmed, anxious or need some time, speak to a member of the team. We'll support you in finding what works best for you.

Plus I can guarantee our staff are welcoming a break too!

What if I need help?

Please ask.

Asking for help is a strength, not a weakness. Whether it's about your learning, your wellbeing or something happening outside of education, we're here to listen and support you wherever we can.

Remember , we all need help at some point.

What if I want to change my goals?

That's part of growing.

As you learn more about yourself, your ambitions may change—and that's okay. We'll review your Individual Learning Plan together and help you explore new opportunities that reflect where you want to go next.

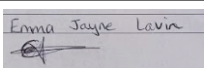
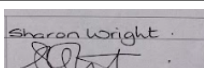
What if I don't believe in myself?

That's okay.

We'll believe in you until you're ready to believe in yourself.

Sometimes all it takes is one person to see your potential before you can see it too. We'll celebrate every step forward, encourage you when things feel difficult and remind you just how capable you are.

Remember...

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027

You don't need to have all the answers.

You don't need to be perfect.

You don't need to have everything figured out.

You just need to take the first step.

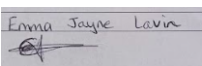
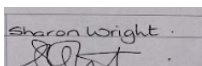
We'll walk the rest of the journey with you.

Welcome to Everyday Lessons.

Let's help you find your magic. ❤️



☎ 07807078976
✉ info@everydaylessons.co.uk
🌐 www.everydaylessons.co.uk
📍 Instagram : everydaylessons_ /

Uncontrolled when printed			
Author	Authorised by	Version Number	Issue Date
Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	3	July 2026
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			July 2027