



LEARNER HANDBOOK

WELCOME TO
MK SNAP

2023

WWW.MKSNAP.ORG

CONTENT

| | | |
|----|------------------------|-------|
| 01 | WELCOME MESSAGE | 1 |
| 02 | OUR VALUES | 2 |
| 03 | A DAY AT SNAP | 3 |
| 04 | WORK ENVIRONMENT | 4-6 |
| 05 | MK SNAP RULES | 7-11 |
| 06 | SAFEGUARDING | 12 |
| 07 | KEYWORKERS | 13 |
| 08 | SESSIONS | 14-16 |
| 09 | WHAT ARE OPTION FORMS? | 18 |
| 10 | MAKING A COMPLAINT | 19-20 |
| 11 | FIRE SAFETY | 21-23 |
| 12 | LEARNER COUNCIL | 24 |

01

WELCOME TO THE MK SNAP



Angie

Hello and welcome to MK SNAP
My name is Angie and I am the CEO of the
charity.

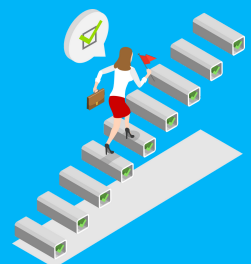
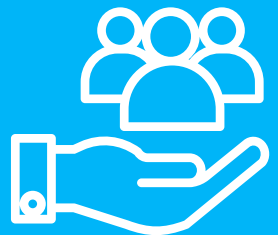
My office is just behind the reception area
if you need to find me. You will see me
walking around the building and in the
classrooms; say hello if you see me.

I hope that you enjoy your time at SNAP
and that you are able to grow your skills and
talents in a happy, safe and healthy space.

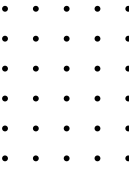
If you have any ideas or concerns then
please tell a member of the team and we will
help you.

Our values are super important! We want all our learners and staff to remember these values:

- **Respectful:** We treat everyone nicely.
- **Safe:** We make sure everyone is safe.
- **Inclusive:** Everyone is welcome.
- **Professional:** We work hard and do our best.
- **Fun:** We enjoy learning and having fun.
- **Progressive:** We always try to get better.



These values help make MK SNAP
a great place!



Arriving for SNAP

The session starts promptly at 9:15 am.

If you arrive early, please note that you will not be able to enter the building before this time.

If you're running late, don't worry. However, if possible, do inform us.

Morning Sessions

Timings: 9:15 am to 12:30 pm.

There will be a 15-minute break at 10:45 am. Please bring a snack and a drink.

Lunchtime

Duration: 12:30 pm to 1:15 pm (45 minutes).

Kindly bring a packed healthy lunch. Please note that we cannot heat or cook any food for you.

Afternoon Sessions

The session runs from 1:15 pm to 2:45 pm, lasting for an hour and a half.

Heading Home

Regardless of your mode of transport home—whether it's a bus, taxi, or someone picking you up—please wait in the café area. Our staff will let you when your ride arrives.

04

WORK ENVIRONMENT



This is what our building looks like from the outside.

When you enter SNAP, this is our reception area.



This is our café area where you can enjoy your lunch.

Additionally, our café is open to the public on Tuesday and Thursday mornings.



This corridor leads to some of our classrooms, toilets, and the hall. We also rent out some of the rooms to the local council.

This is one of our classrooms called Room 3.



This is our hall where we host sessions such as sports, yoga, and performing arts.



This is another one of our classrooms, called the Jubilee Room, which leads to the back garden where we grow a variety of fruits and vegetables.

This is the main unit. We use this space for a variety of activities, including work training.



This is our kitchen where we do a lot of baking, which is sold in our café.



F U N

RESPECT EACH OTHER

A rule to ensure a safe environment for all learners and staff.

**ONE PERSON TALKS AT A TIME**

This lets everyone have a turn to speak and makes session talks and activities fun.

**SUPPORT AND ENCOURAGE EACH OTHER**

When we help each other, SNAP is more fun.



MK SNAP RULES

PROFESSIONAL

PHONES OFF OR AWAY

Helps us pay attention and learn better.



DRESS PROPERLY

Wear appropriate clothes, no shorts and sandals, and please remove hats and sunglasses inside.



NO KISSING AND HUGGING

This is a place of work, instead, give a friendly MK SNAP high five.



COME ON TIME

Being on time for sessions is good and shows we care.



WAIT FOR A STAFF TO GO IN THE CLASSROOM

This is being respectful.



WEAR YOUR LANYARD AND HAVE YOUR THINGS

Shows we are ready to learn.



MK SNAP RULES

S A F E

NO BAD LANGUAGE OR SILLY BEHAVIOUR:

Keeps
everyone
happy and
safe.



BAGS AND COATS TO BE PUT AWAY IN THE CORRIDOR

Reducing clutter
and potential
tripping hazards
makes the
environment
safer.



TELL THE STAFF IF YOU LEAVE THE SESSION

Always say where you're
going. This keeps everyone
safe and informed.



DON'T SWAP OR SHARE FOOD:

Keep your food just
for you at SNAP.



MK SNAP RULES

I N C L U S I V E

ASK IF YOU DON'T KNOW

Everyone can learn, and staff are here to help.



WAIT AND BE PATIENT

Gives everyone a chance to join in



LISTEN TO EVERYONE

All ideas and thoughts are important.



MK SNAP RULES

PROGRESSIVE

JOIN IN SESSION ACTIVITIES

Sharing new ideas
helps us learn.



LOOK AFTER SNAP THINGS

Taking care of
things now
helps for
later.



HAVE ALL YOU NEED FOR SESSION

Being ready
helps us
learn and
move
forward.



06 SAFEGUARDING

There's a person called the Designated Safeguarding Officer (DSO). This person is **Steve** and he is in charge of making sure everyone is safe.



There are also other people in the team who help the DSO, and step in when Steve is not in SNAP.



Angie



Steven



Steph



Stevie (Our Trustee)

If you have any concerns talk to a member of staff.

07 KEYWORKERS

At SNAP, our keyworker's role is different from those in other organisations.

Your keyworker assists with your paperwork and ensures that your goals and progress forms are current. They might also prepare a report about your progress for reviews.

Always remember, if you have any concerns or problems, feel free to speak with any staff member, not just your keyworker.



If you're unsure about who your keyworker is, please ask a staff member, and they'll help you find out.

08 SESSIONS

At SNAP, we have fun and helpful sessions for everyone.

We group them into three main areas:

Health & Wellbeing

Here, we do activities to keep our bodies and minds healthy. We play sports, do yoga, and learn to relax.

Enterprise

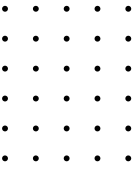
In these sessions, we make cool things and learn about work. We paint, create stuff from clay, and see how a coffee place runs.

Life Skills

These sessions help us with everyday things. We play with numbers, learn about computers, and understand the world around us.

The next couple of pages will give you some more information about these sessions.

HEALTH & WELLBEING



These sessions focus on promoting both physical and mental wellness. learners in these activities not only enhances physical health and fitness but also nourishes the soul, leading to a more holistic sense of wellbeing. We believe that by engaging in these sessions, learners can lead a more balanced and fulfilling life.



Sport:

This session encourages learners to engage in physical activities that build strength, endurance, and team spirit.

Yoga:

Through controlled postures and meditation, our yoga sessions help in improving flexibility, reducing stress, and bringing about mental clarity.

Performing Arts:

This session offers an avenue for self-expression, helping learners channel their emotions and build confidence.

Explore MK:

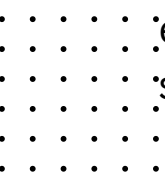
This activity encourages learners to delve into and appreciate the rich culture and environment of Milton Keynes, promoting both physical activity and cultural appreciation.

Dance:

Our dance sessions are not just about rhythm and movement; they are a celebration of life, helping learners to stay fit while expressing themselves.

Art & Craft:

A space where creativity knows no bounds, these sessions help in enhancing fine motor skills while allowing learners to create something beautiful and unique.





ENTERPRISE

At SNAP, we cultivate a hands-on work environment where we not only learn essential skills but also create wonderful products to offer.

Work Training

Get a real feel for the workplace! Understand job responsibilities, teamwork, and the dedication it takes to complete a task.

Canvas Art

Unleash your inner artist! Play with colours and designs, creating artworks that can adorn walls and be cherished for years to come.

Café

Immerse yourself in the world of hospitality! Brew delightful coffees, serve customers, and understand the workings of a bustling café.

Reception

Be the face of SNAP! Welcome guests, manage enquiries, and ensure smooth operations at the forefront of our building.

Hand-Made Products:

Craft with passion! From unique trinkets to custom gifts, design and produce items that people would love to buy.

Sewing

Dive into the world of textiles! Design cushions, bags and understand the intricacies of fabric and patterns.

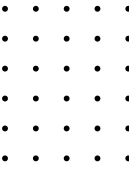
Gardening

Turn a patch of soil into a lush paradise! Learn about plants, nurture them, and understand the joy of watching something grow because of your care.

Pottery

Mold your imagination! From pots to plates, shape clay into beautiful and functional items, understanding the art and science behind it.

LIFE SKILLS



Life Skills sessions at SNAP are specially designed to empower you. They help you become more independent and equip you with practical knowledge for day-to-day life.

Numeracy:

Dive into the world of numbers! Learn to calculate, budget, and understand basic math in a fun and engaging way.

Life Skills:

From managing your time to making decisions, this session gives you the tools to handle daily tasks and challenges confidently.

History:

Travel back in time with us! Discover fascinating events, important figures, and how the past has shaped our present.

Our World:

Embark on a global journey! Understand different cultures, marvel at natural wonders, and appreciate the diversity of our planet.

Drama:

Step into the spotlight! Develop your creativity, confidence, and communication by acting in stories and as different characters.

Computer Skills:

Embrace the digital age! From basic operations to surfing the internet safely, get hands-on experience with computers.

Money Skills:

• • • • • Navigate the world of finance! Learn the importance of saving,
• • • • • budgeting, and making smart money decisions.

• • • • •




09 OPTION FORMS

This helps us see what you want to do at SNAP.

1. For what session you want to do most, put a tick in the first box.
2. For your next favourite, put a tick in the second box.

We'll try to give you the classes you like. But it depends on how many people are in each class.



MK SNAP OPTIONS FORM
September 2023

This form will help us know what you want to do over the next year. Please put a tick in the first box of your choice and a tick in the second box for your second choice.

We will do our best to put you in your preferred sessions, but this will be decided on the class sizes.

Name:

39

Enterprise Sessions

15

Health & Wellbeing Sessions

10

Life Skills Sessions

MONDAY ☐

| | | 1st | 2nd |
|--|--|-----|-----|
| Sport <small>Hall</small> | | | |
| Reception <small>Reception</small> | | | |
| Cookery <small>Kitchen</small> | | | |
| Numeracy & Computer Skills <small>Room 4</small> | | | |
| Gardening <small>Jubilee</small> | | | |
| Work Training <small>Main Unit</small> | | | |
| Street Dance <small>Hall</small> | | | |
| Life Skills <small>Room 4</small> | | | |
| Gardening <small>Jubilee</small> | | | |
| Work Training <small>Main Unit</small> | | | |
| Café Prep <small>Kitchen</small> | | | |
| Reception <small>Reception</small> | | | |
| History <small>Room 3</small> | | | |

Morning sessions 9.15-12.30

Afternoon sessions 1.15-2.45

TUESDAY ☐

| | | 1st | 2nd |
|--|--|-----|-----|
| Our World <small>Room 3</small> | | | |
| Canvas Art <small>Jubilee</small> | | | |
| Café <small>Café</small> | | | |
| Reception <small>Reception</small> | | | |
| Project Skills <small>Room 4</small> | | | |
| Explore M.K. <small>Main Unit</small> | | | |
| Work Training <small>Main Unit</small> | | | |
| Pottery <small>Main Unit</small> | | | |
| Reception <small>Reception</small> | | | |
| Drama <small>Room 4</small> | | | |
| Sport & Yoga <small>Hall</small> | | | |
| Art & Craft <small>Main Unit</small> | | | |
| Enterprise <small>Jubilee</small> | | | |

Morning sessions 9.15-12.30

Afternoon sessions 1.15-2.45

WEDNESDAY ☐

| | | 1st | 2nd |
|---|--|-----|-----|
| Computer Skills <small>Room 4</small> | | | |
| Art & Craft <small>Main Unit</small> | | | |
| Gardening & Enterprise <small>Jubilee</small> | | | |
| Work Training <small>Main Unit</small> | | | |
| Cookery <small>Kitchen</small> | | | |
| Reception <small>Reception</small> | | | |
| Sport <small>Hall</small> | | | |
| Money Skills <small>Room 4</small> | | | |
| Café Prep <small>Kitchen</small> | | | |
| Work Training <small>Main Unit</small> | | | |
| Performing Arts <small>Hall</small> | | | |
| Gardening & Enterprise <small>Jubilee</small> | | | |
| Reception <small>Reception</small> | | | |

Morning sessions 9.15-12.30

Afternoon sessions 1.15-2.45

THURSDAY ☐

| | | 1st | 2nd |
|--|--|-----|-----|
| Canvas Art <small>Jubilee Room</small> | | | |
| Café <small>Café</small> | | | |
| Enterprise <small>Main Unit</small> | | | |
| Reception <small>Reception</small> | | | |
| Computer Skills <small>Room 4</small> | | | |
| Explore M.K. <small>Main Unit</small> | | | |
| Work Training <small>Main Unit</small> | | | |
| Canvas Art <small>Jubilee</small> | | | |
| Sport & Yoga <small>Hall</small> | | | |
| Life Skills <small>Room 4</small> | | | |
| Work Training <small>Main Unit</small> | | | |
| Reception <small>Reception</small> | | | |

Morning sessions 9.15-12.30

Afternoon sessions 1.15-2.45

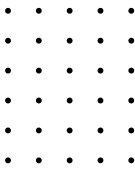
FRIDAY ☐

| | | 1st | 2nd |
|--|--|-----|-----|
| Gardening <small>Jubilee</small> | | | |
| Sewing <small>Room 3</small> | | | |
| Enterprise <small>Main Unit</small> | | | |
| Canvas Art <small>Main Unit</small> | | | |
| Reception <small>Reception</small> | | | |
| Sport <small>Hall</small> | | | |
| Work Training <small>Main Unit</small> | | | |
| Art & Craft <small>Room 3</small> | | | |
| Performing Arts <small>Main Unit</small> | | | |
| Gardening <small>Jubilee</small> | | | |
| History <small>Room 4</small> | | | |
| Street Dance <small>Hall</small> | | | |
| Reception <small>Reception</small> | | | |

Morning sessions 9.15-12.30

Afternoon sessions 1.15-2.45

18



10

MAKING A COMPLAINT

THINK:

What made you sad or upset? It could be a person's behaviour, a particular event, or maybe a service you received.



TALK:

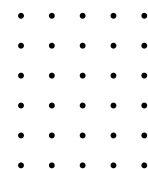
If you feel comfortable, try talking to the person who upset you. They may not realise they did anything wrong, and this could solve the problem quickly. If you don't feel comfortable doing this, go to the next step.



FIND HELP:

If that's too hard, find a staff member. This could be a teacher, manager, or anyone else you trust at MK SNAP.



**WAIT:**

They will help fix the problem. They will look into your complaint.

04

LISTEN:

They will tell you what will happen next. If you're not satisfied, you can request a review.



05

11

FIRE SAFETY

If the fire alarm sounds, learners and members of staff will exit via one of the fire exits. They can then get together at the fire 'assembly point' (as pictured).



FIRE SAFETY TIPS

Fire Drills are Important:
Learn the way out during fire drills.

Stay Calm:
If a fire alarm rings, don't get scared.
Stay cool and calm.

Get Outside:
If there's a fire, don't hide. Go
outside.

No Running:
Always walk, don't run. Running can
cause accidents.

Once Out, Stay Out:
When you get outside, don't go back
inside.

Know Your Meeting Spot:
Remember where your group has to
meet outside.

Listen to Staff:
Always do what staff and
firefighters tell you to do.



FIRE SAFETY

Every room in SNAP will have on the wall, a photo of your nearest fire exit.

Here is an example





12



LEARNER COUNCIL

EACH YEAR, WE ELECT A LEARNER COUNCIL. THIS COUNCIL MAKES DECISIONS ON HOW TO IMPROVE SNAP FOR ALL LEARNERS. A LEARNER COUNCIL ALLOWS LEARNERS TO HAVE A VOICE, BRINGS THE SNAP COMMUNITY CLOSER, AND ENHANCES OUR ENVIRONMENT.

IF YOU'RE INTERESTED IN JOINING THE LEARNER COUNCIL, PLEASE LET A STAFF MEMBER KNOW!



CONTACT INFORMATION



01908 690330



INFO@MKSNAPO.ORG



WWW.MKSNAPO.ORG