Inspiring
Sustainable
Futures

Learner Handbook

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COURSE INFORMATION AND CONTACTS

COURSE DETAILS

Course title	
Start date	TBC
End date	TBC

TUTOR

Name	
Telephone	
Email address	

INTERNAL QUALITY ASSURER

Name	
Telephone	
Email address	

WORKPLACE MENTOR

Name	
Telephone	
Email address	

DESIGNATED SAFEGUARDING OFFICER

Name	Paul Conroy
Telephone	07855 868 353
Email address	confidential@impactgroup.info

STAGE 1: ONBOARDING

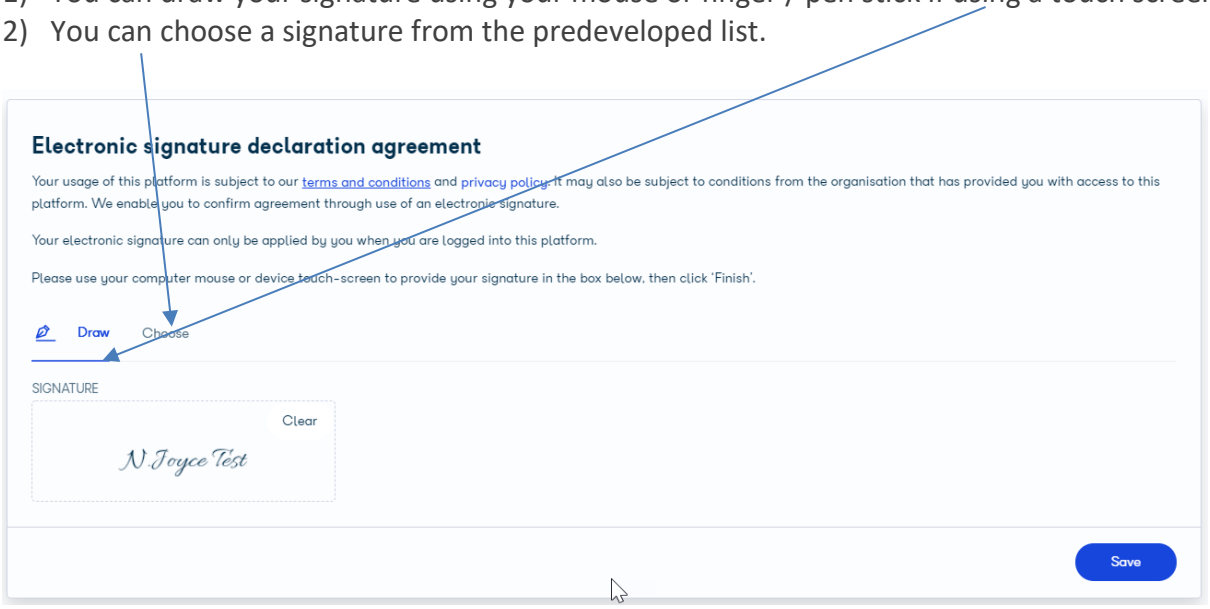
You will be sent an email from Aptem.co.uk to ask you to create your account. This account will enable you to carry out the initial assessment process to determine you are eligible for the chosen Apprenticeship Programme.

You will be directed through a series of screens; these will give instruction on what to do and then pose the relevant questions that we need you to answer in full.

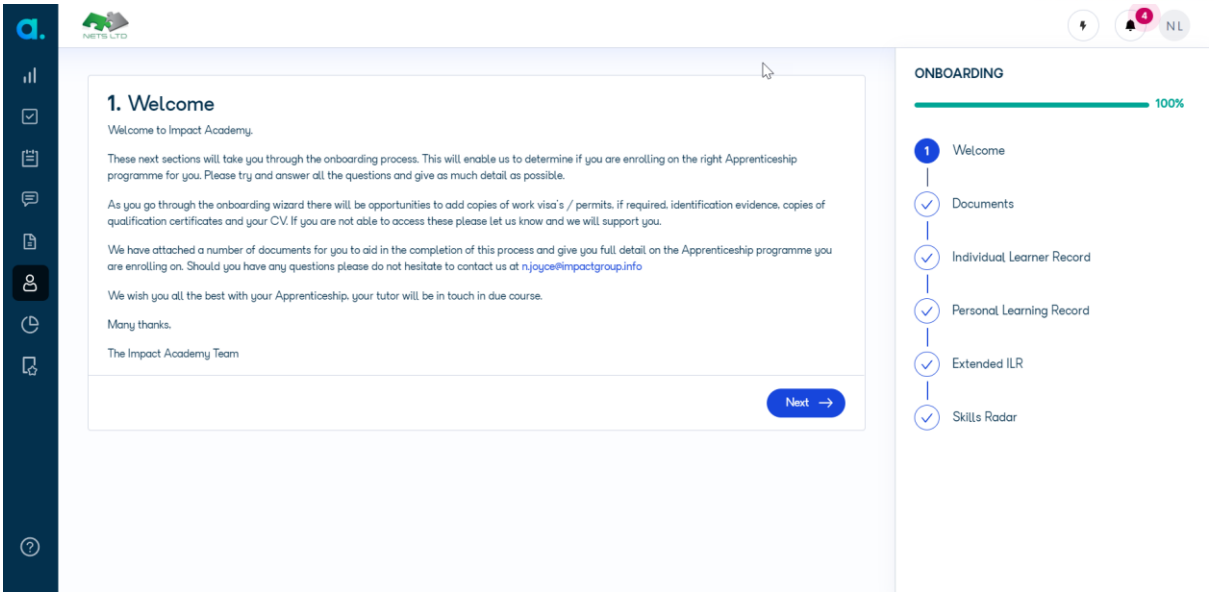
We have also included some downloadable documents where we feel these will support you more.

To start the process, you will need to activate you account from the link and create your password. You will be asked to input this again and then you will be able to log in. Once in the Aptem system you will be asked to check your details and complete any missing personal details, such as your full address, your title etc. Then you will be directed to create a signature. You will have two options here:

1) You can draw your signature using your mouse or finger / pen stick if using a touch screen.
2) You can choose a signature from the predeveloped list.



Once you click save, you will be taken to the onboarding welcome screen. It will look like similar to this.



Please follow the screen, they will provide you with all the information and support to complete the onboarding assessments.

These assessments allow us to identify your existing knowledge and ensure you will be able to complete your qualification. Your tutor can arrange further support for you if necessary.

Once completed, please notify us and your tutor will check the information provided. Should they have additional questions for you they will be in contact via phone.

STAGE 2: LEARNING

Once everything is agreed an Induction and initial teaching session will be booked with you and your tutor. This may be as part of a group or individually done. This will be the date your Apprenticeship starts and the end date of your Apprenticeship, both the practical period and end point assessment will be calculated based on this.

Your tutor will develop an Individual Learning Plan (ILP) which will be agreed with you and your employer via the compliance paperwork (if appropriate) to address any identified learning needs.

Once the date is agreed you will be directed to log in to Aptem once more to revisit the onboarding system and answer two more questions and then proceed to read, confirm and sign your Apprenticeship enrolment compliance paperwork.

This paperwork must be signed by both you and your employer prior to your induction date. Should you have questions, please do not hesitate to contact your tutor or any of the team for support.

You now have an e-portfolio and learning plan to work through your apprenticeship. To support your continuous development the knowledge-based element of your apprenticeship will include interactive

activities, workshops and independent learning.

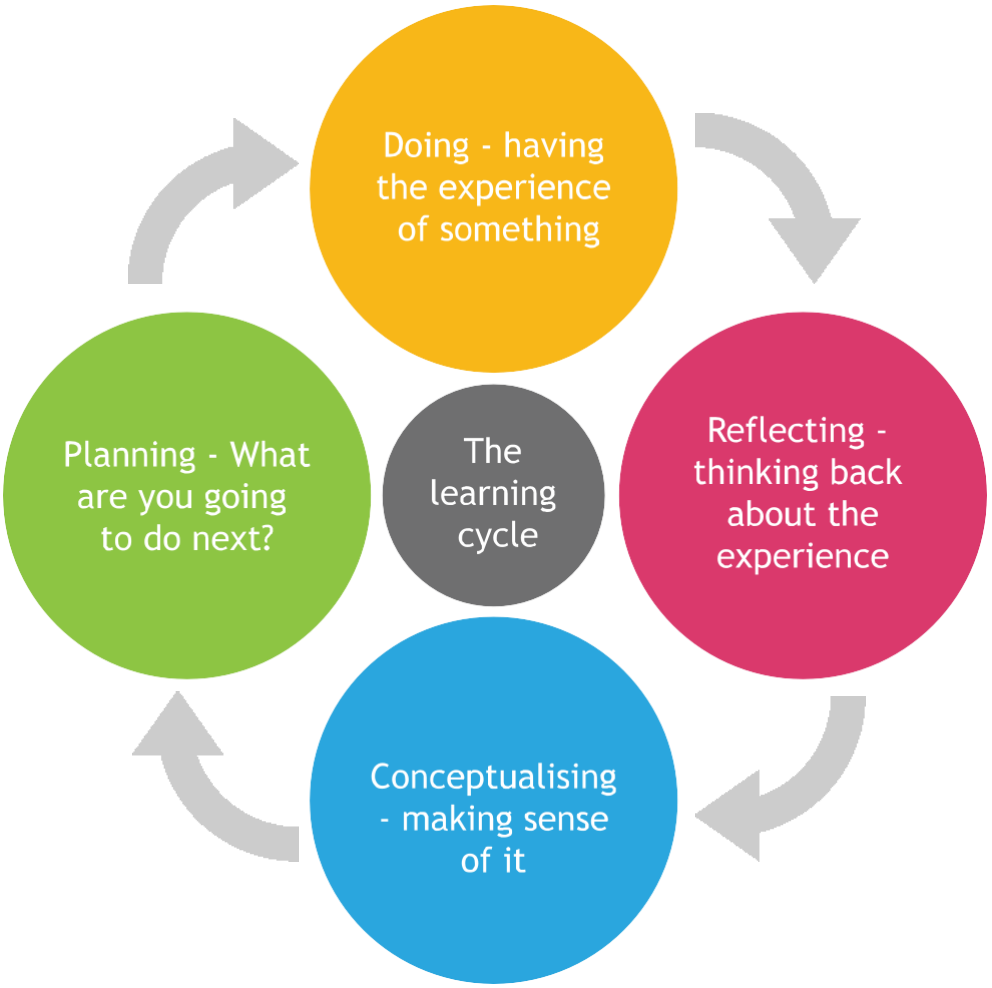
How to use this will be discussed in detail at your induction and further guidance will be available for reference.

e-PORTFOLIO

The term e-portfolio is used to describe the evidence you have collected towards your apprenticeship. This evidence is stored on APTEM; our e-portfolio and e-learning system. We'll ask you to provide an up-to-date CV which will be added to your e-portfolio at the beginning of the programme.

THE LEARNING PROCESS

Everyone learns in different ways, but the actual process of learning typically follows a set process which is outlined below.



By following this process, you'll broaden your knowledge and develop new skills. To support your journey, we'll work with you at each stage to ensure your experience is productive, positive and progressive.

STAGE 3: ASSESSMENT

Both you and your tutor will collect evidence to demonstrate your competence over the course of your apprenticeship. Your tutor will explain what evidence is required for each assessment.

Evidence will be collected from the following methods, amongst others:

- Observations
- Witness testimonies
- Guided discussions
- Work-based evidence
- Questioning
- Assignments
- e-Portfolio and workbook evidence
- Assessments

Accredited prior learner/recognition of prior learning (APL/RPL) COLLECTING EVIDENCE
If your evidence contains any confidential information, it should be removed from the document before it's submitted as evidence. If the evidence takes the form of a document with confidential details throughout, you can signpost the evidence within your portfolio, as long as it's available for the tutor, IQA and EPA to see.

Your tutor can also carry out observations of how you apply your learning during the programme and how it shows that you're competent. This observation could then form part of the evidence in your portfolio.

Evidence also refers to the material you need to provide as proof of your knowledge against the apprenticeship standard. This can take many forms, for example, paper-based or digital documents, workbooks, photographs, videos or audio recordings.

ORGANISING YOUR EVIDENCE

You'll have access to our learning platform which allows you to upload and build an e-portfolio of your evidence. You and your tutor are responsible for ensuring that the IQA and EPA will be able to find and understand everything in your portfolio.

ASSESSMENT OF EVIDENCE

Your tutor will assess the evidence that you've gathered against the assessment criteria. Should additional evidence be required, you'll receive feedback advising you of the areas that require more evidence to support them. All evidence must be authorised by both you and your tutor.

STAGE 4: REVIEWS

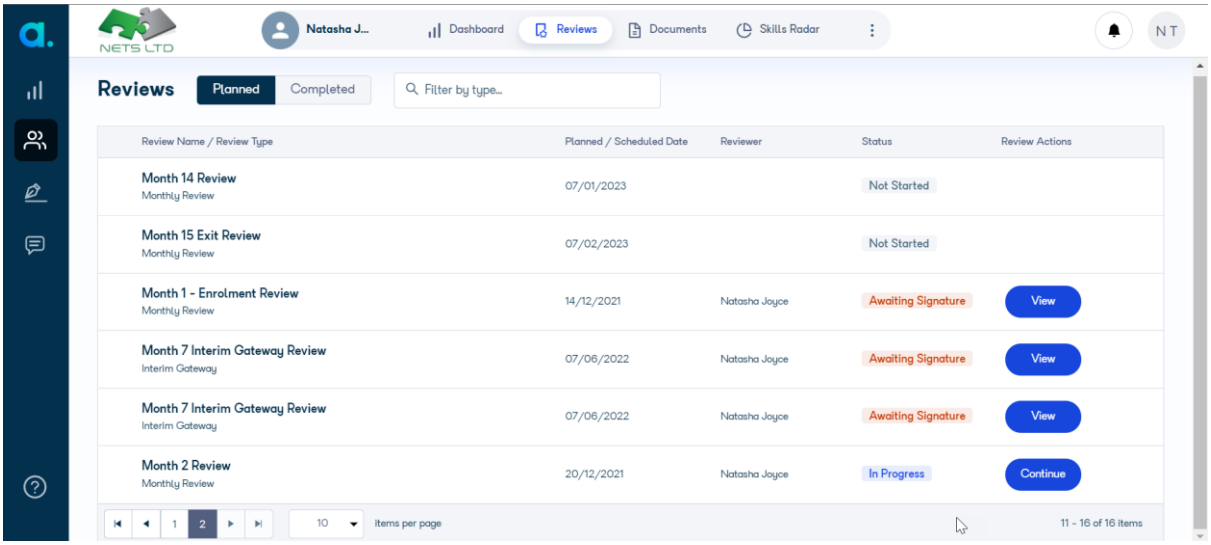
At key stages during your apprenticeship, your tutor will review your progress with you. This two-way

process is used as an opportunity to recognise achievement and discuss your ongoing development. The review process is important as it gives you the opportunity to discuss with your tutor what you have achieved and what you want to achieve. It enables you to identify your strengths and areas for further development and gives you a clear understanding of where you are in relation to the learner journey.

Reviews are an integral part of the learning cycle as they offer you the opportunity to reflect over the knowledge and skills you have learned and plan your future learning.

You will also have access to reviews to contribute in them ahead of your next session with your tutor. This has been set so you can access the review 5 days prior to the session.

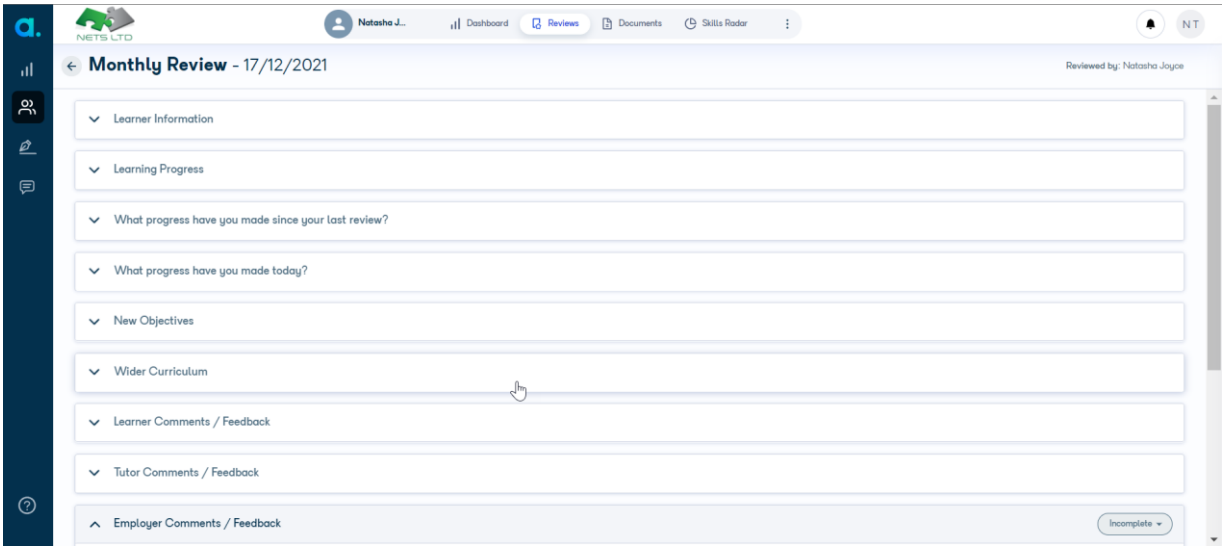
When you are in the review section, the appropriate review will be showing with either a start button or continue. You can identify the correct review by the planned date allocated.
If you click on the start or continue button, you will be taken into the review document.



The sections may be empty if you have accessed this prior to your Tutor or Employer, this is okay as you will still receive the completed review at the end.
However, if you want to go an add your responses in the relevant sections prior to your session you can.

You will be entering comments in the sections labelled:

- What progress have you made since your last review?
- Wider Curriculum, if you have undertaken any learning or activities towards any of the wider curriculum subjects since your last session.
- Learner Comments / Feedback



Once you have added what you want in each section, click save and this will hold all comments in place for the tutor and your employer to complete the rest of the review with you.

At the bottom of the screen is a save and close button which will then close this screen down for you and save the review overall.

These reviews are planned into your learning plan for each month.

STAGE 5: OFF THE JOB LOGS

Off the job logs are one of the most important records that must be kept up to date during your Apprenticeship.

You will receive a separate guide on the completion of these and the types of activities to be classed as off the job learning.

Off the job learning sounds like you would be doing this outside of normal working time, but actually it is a requirement that a minimum of 20% of your working time each week is spent doing some form of off the job learning and development. This has been explained in detail to your employer as well.

Our sessions with you help form a part of this time as well as activities your tutor will direct you to complete.

It seems confusing and a little scary when you are faced with a number of hours you need to produce a log for over the duration of your Apprenticeship, but if you get in the habit of completing your logs either daily or weekly, you will find it quite straight forward.

STAGE 6: INTERNAL QUALITY ASSURANCE

Once your tutor has determined that your evidence is sufficient, an IQA will complete quality checks to ensure that your evidence and assessment has met the apprenticeship requirements. At this point, you'll sign a gateway submission form so that you can proceed to the End-Point Assessment through the assigned End Point Assessment Organisation (EPAO)

STAGE 7: END POINT ASSESSMENT

The EPA will visit an agreed site to conduct the End Point Assessment. This may be conducted over a number of days but will be discussed and agreed with you in advance. Your tutor will discuss the requirements of the End Point Assessment process with you as set out in your Apprenticeship standard assessment plan.

STAGE 8: ACHIEVEMENT & CERTIFICATION

Once your work has been assessed, any examinations that have been completed and passed will be quality assured and you'll be awarded with your certificate of achievement! After you receive your certificate, your online portfolio will be stored electronically and securely.

WHAT YOU CAN EXPECT FROM US

- To treat you with respect and have your opinions valued.
- That any training you receive meets your needs.
- That you receive regular and appropriate feedback.
- That any specific learning needs you have are supported.
- That you understand the assessment methods and any specific arrangements that may be required for the assessment.
- That you're informed of any changes relating to the delivery timetable.

WHAT YOU CAN EXPECT FROM YOUR EMPLOYER

- To provide you with adequate time to meet your off the job requirements.
- To provide coaching and mentoring to support your apprenticeship.
- To ensure you are given adequate time to attend all your 1-2-1 meetings.
- To ensure you are fully supported during your apprenticeship.
- Works with the Training Provider to carry out a continuous review of your evidence.
- Supports on the job training and offers relevant guidance and support.

WHAT WE EXPECT FROM YOU

- To act appropriately at all times.
- That you follow health and safety procedures and report any concerns.
- That any work you've been given is organised, done on time and to the required standard.
- That you're available for all planned visits (face-to-face or remote) with your tutor.
- That you inform the appropriate person if you're going to be late, absent or need to cancel a workplace visit.
- That you foster a positive approach toward equality and diversity and work in an inclusive and supportive manner.

WHO'S WHO?

TUTORS

Tutors deliver the workshops you will attend during your apprenticeship. The workshops will include various methods of teaching and learning that will help to embed and assess your knowledge and skills against the apprenticeship standards. They are responsible for assessing your work and determining if you have achieved the required standards.

INTERNAL QUALITY ASSURERS(IQA)

IQAs ensure that the assessment decisions made by your tutor are accurate and fair and can also offer support and advice to both you and your tutor.

OFQUAL (OFFICEOFQUALIFICATIONSANDEXAMINATIONSREGULATION)

Ofqual regulates qualifications, examinations and assessments in England.

END POINT ASSESSORS (EPA)

EPAs are independent. They are required to ensure you meet the required standard set out in the Assessment Plan for your Apprenticeship. Your tutor will discuss these requirements with you.

OFSTED (OFFICE FOR STANDARDS IN EDUCATION, CHILDREN'S SERVICES AND SKILLS)

Ofsted report directly to Parliament and are independent and impartial. Using the Education Inspection Framework, they inspect and regulate services that care for children and young people and those that provide education and skills to learners of any age.

INFORMATION, ADVICE AND GUIDANCE (IAG)

As a training provider, we aim to ensure you receive comprehensive information, advice and guidance throughout your journey, including the different progression routes available to you. You'll also receive IAG at several key stages, such as during enrolment, reviews, assessment and on completion of your apprenticeship.

Information Advice and Guidance

Your tutor will help you throughout your course. These informative websites can also be of value when career or progression planning.

The National Apprenticeship Service
https://www.gov.uk/apply-apprenticeship

National Careers Service
https://nationalcareers.service.gov.uk

e-SAFETY

Approximately 60% of the UK population access social networking sites. To protect yourself online, remember the **5 T's of e-safety**:

TECHNOLOGY

Use all technology, including mobile phones, tablets and computers safely and respectfully when sharing information with others.

TIME

Take time to think before posting messages and images that could be hurtful or embarrassing to yourself or others (employers may choose to search for your online profile).

TAKE CARE

Take care on the internet. Sometimes people aren't who they say they are and sharing personal information could put you at risk.

TRICKY

If things get tricky and you become uncomfortable, leave the site, ignore comments or emails and think about reporting it.

TELL

Tell someone if you're worried about anything that's happened while you've been online. You can talk to your tutor or contact www.ceop.co.uk

EQUALITY & DIVERSITY

Equality is about ensuring that everyone has the same opportunities. It's also about respecting the diversity of cultures, beliefs and religions of different communities. Therefore, we're committed to fostering an inclusive learning and community environment.

The Equality Act 2010 brought together previous equality laws into one piece of legislation. The Act made it law that every organisation must not discriminate against employees or people using their services because of **protected characteristics**, which are outlined below.

AGE

Nobody can be discriminated against because they belong to a certain age group.

DISABILITY

A disability could be a physical or mental impairment.

GENDER REASSIGNMENT

Gender reassignment is process of transitioning from one gender to another.

MARRIAGE AND CIVIL PARTNERSHIPS

For mixed or single gender couples. Civil partners must not be treated less favourably than married couples *(except where permitted by the Equality Act 2010*).

PREGNANCY OR MATERNITY

This includes when a woman is expecting a baby and in the 26-week period after giving birth *(and also covers breastfeeding).*

RACE

Race includes nationality, colour or identified race *(including citizenship)* by individuals or groups.

RELIGION OR BELIEF

This includes traditional belief systems *(recognised religions and worship)* and philosophical viewpoints *(e.g., atheism).*

SEX

Sex is the gender that a person identifies with.

SEXUAL ORIENTATION

Sexual orientation is how a person identifies their sexual attraction towards others. Be it towards the same gender, opposite gender or neither.

For further information visit:

Protected characteristics | Equality and Human Rights Commission (equalityhumanrights.com)


disability
race
marriage and civil partnership
religion or belief
sexual orientation
maternity and pregnancy
gender reassignment
sex
age
Linking our Thinking

CITIZENSHIP AND BRITISH VALUES

The government aims to promote a society that embraces inclusivity. Citizenship and British values are a way of supporting this, by considering the following factors:

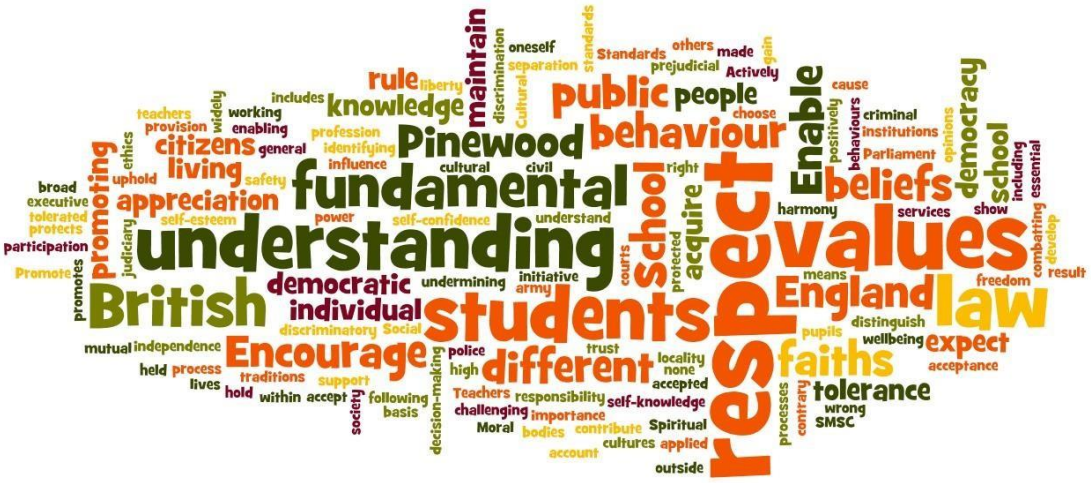
- How we make society work together
- Enabling people to make their own decisions
- Taking responsibility for our own lives and communities
- Promoting a sense of belonging.
- Showing respect and tolerance for all backgrounds and cultures
- Living in a democracy where your opinion counts
- Abiding by the rule of law - it is there to protect everyone

Your individual liberty and the right to freedom of speech

As a British citizen, you have the right to:

- Human rights
- Rights of privacy
- Right to receive equal treatment
- Rights of workers
- Leave and seek re-entry to the United Kingdom at any time

As a citizen and under the Human Rights Act 1998, you have the right to freedom of expression. This includes *'freedom to hold opinions and to receive and impart information and ideas without interference by public authority and regardless of frontiers.'*



DATA PROTECTION

We take our responsibility regarding the security of personal data very seriously and comply with our legal obligations under the Data Protection Act 1998. We assure that our learners' personal data is processed in compliance with the Act and is stored in a secure, confidential and appropriate manner.

The data will only be stored where relevant and will not be disclosed without your consent unless it's required by law. We won't convey or discuss your confidential or personal information with anyone outside of the company without your permission.

SAFEGUARDING

Safeguarding is the actions we take to promote the welfare of individuals and protect them from harm. A safeguarding concern is '*anything that may cause worry about another person or contributes to a person feeling uncomfortable or unsure about the safety or welfare of someone else or themselves (including indications of potential radicalisation and expressions of extremist views)'*

Safeguarding should be proactive - as well as reactive - to any safeguarding concerns and as party of our duty of care towards you, we commit to the following:

- If a safeguarding concern arises that's about you or someone else, your tutor must share that information with their manager. Depending on the nature ofthe concern, this information may be shared with our National Safeguarding Champion.
- It may be appropriate for your information to be shared with an external organisation to get help for you or someone else.
- Anything relating to a safeguarding concern should not be kept private.

If you have a concern about yourself or someone else, you can always talk to your tutor, someone you trust or one of the organisations on the safety and wellbeing list at the end of this handbook.

If you do tell your tutor, they may have a duty of care to pass that information on, depending on the nature of the concern.

Here are a few examples of what a safeguarding concern may involve:

- Abuse
- Bullying and cyberbullying
- Homelessness
- Mental health issues
- Physical health issues
- Substance use
- Radicalisation
- Friends
- Family
- Neighbours

If you would like more information about Safeguarding, please speak to your tutor. If you have a Safeguarding concern about yourself or someone you know please contact our Designated Safeguarding Lead – Paul Conroy on 07855 868 353 or e-mail confidential@impactgroup.info

PREVENT STRATEGY

The Prevent Strategy is part of the Government's overall counter-terrorism strategy called CONTEST. Prevent is a multi-agency approach to safeguarding people at risk of radicalisation *(being drawn into extremist groups, including terrorist groups).*

As part of this strategy, we have a duty to *'pay due regard to the need to prevent people from being drawn into terrorism'.* This means we have an aim to stop people becoming terrorists or supporting terrorist organisations. The radicalisation process is similar to a grooming process for abuse and people can be made to change their behaviours and support extremist groups when they wouldn't have chosen to do so before.

If we become concerned about you or someone else, and believe radicalisation may be happening, it may be appropriate for us to involve Channel. This is a process designed to support the individual and reverse the radicalisation process through input from different agencies.

Prevent works in the pre-criminal space *(before someone has committed a crime linked with terrorism).* Therefore, it's very much about helping the individual to change before it's too late.

If you have concerns about yourself or someone else, and think radicalisation may be occurring, you should speak with your tutor or contact our Designated Safeguarding Lead – Paul Conroy on 07855 868 353 or e-mail confidential@impactgroup.info

A lot of extremist groups post information and recruitment materials online. If you see any inappropriate web content, including speeches inciting racial or religious hatred or films glorifying terrorists who have committed atrocities, you can speak to your tutor or directly contact the National Prevent Hotline on 0207 340 7264.

HEALTH & SAFETY

We recognise our responsibilities for providing a safe and healthy working environment for everyone that uses our facilities.

WHAT WE WILL DO FOR YOU:

- Provide and maintain a safe and healthy environment.
- Comply with all relevant legislation (e.g., Health & Safety at Work Act 1974, Equality Act 2010).
- Record all accidents on an incident form along with the details of any treatment given.
- Conduct regular risk assessments on each site.
- Provide a first aid box in every office.

WHAT WE ASK OF YOU:

- To take responsibility for your own health and safety, as well as for
- any children you bring with you onto the premises.
- Be aware of the fire exits and safety procedures in the event of fire.
- To not to obstruct any fire escapes or emergency exits.
- To not attempt to move heavy items or equipment in the office.
- Report any incidents or potential hazards to a member of staff immediately

ACCIDENTS

If you have an accident whilst on our premises, you should report this to your tutor immediately who will raise the issue with the first aid representative.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

COSHH is the law that requires employers to control substances that are hazardous to health. Common substances may be harmful and take many forms, such as:

- Chemicals
- Fumes
- Dusts vapours
- Gases
- Biological agents

Whilst on our premises, you should not attempt to clean or remove any spillage or substance that may be considered hazardous to health and should inform your tutor immediately.

SAFETY AND WELLBEING CONTACT LIST

AGE UK
Support for carers | Age UK

ANXIETY UK
https://www.anxietyuk.org.uk

BEAT
Information and support for those affected by eating disorders.

The UK's Eating Disorder Charity - Beat (beateatingdisorders.org.uk)

BULLYING UK
Information and support for those affected by bullying.
www.bullying.co.uk

CARE QUALITY COMMISSION
For those with concerns about a child or adult and can't contact local social services.
03000 61616
enquiries@cqc.org.uk

CEOP
A site for reporting inappropriate online chat or behaviour.
www.ceop.police.uk

CHILDLINE
24-hour counselling service for children and young people.
0800 1111
www.childline.org.uk

CHILDREN AND YOUNG PEOPLE'S RIGHTS
Information and guidance about safeguarding and promoting the rights and best interests of children and young people.

- In England: www.crae.org.uk
- In Northern Ireland: www.niccy.org
- In Scotland: www.cypcs.org.uk/rights
- In Wales: www.childcomwales.org.uk

DOMESTIC VIOLENCE UK

Information and support for those affected by domestic abuse.

www.domesticviolenceuk.org

Advice Lines:

- Women: 0808 2000 847
- Men: 0808 8010 327
- LGBT: 0300 999 5428

DRINK AWARE

Information and advice about alcohol.

www.drinkaware.co.uk

EQUALITY AND HUMAN RIGHTS COMMISSION

Equality and rights information.

www.equalityhumanrights.com

FRANK

Advice and information about drugs.

0300 123 6600

www.talktofrank.com

GAMBLING SUPPORT

https://www.gamcare.org.uk/

GamCare is the leading provider of information, advice and support for anyone affected by gambling harms. We operate the National Gambling Helpline, provide treatment for anyone who is harmed by gambling, create awareness about safer gambling and treatment, and encourage an effective approach to safer gambling within the gambling industry.

MIND

Information and support for those affected by mental health issues.

0845 766 0163

www.mind.org.uk

NSPCC HELPLINE

For reporting concerns about the wellbeing of a child.

0808 800 5000

www.nspcc.org.uk

NATIONAL PREVENT HOTLINE

For reporting concerns about extremism.

0207 340 7264

RELATE

Relationship counselling and support.
0300 100 1234
www.relate.org.uk

STEP CHANGE

Free debt advice and support.
0800 138 1111
www.stepchange.org

STONEWALL

Information and support for lesbian, gay, bisexual and transgender individuals and communities.
www.stonewall.org.uk

THE SAMARITANS

Confidential support and advice for anyone in distress.
116 123
www.samaritans.org

THE PRINCESS ROYAL TRUST FOR CARERS

Information for carers of all ages.
www.carers.org.uk

THINK U KNOW

Guidance for all ages on internet safety.
0870 000 3344
www.thinkuknow.co.uk

YOUNG MINDS

What is Anxiety? | Symptoms of Anxiety & Getting Help | YoungMinds