



# Apprentice Handbook

**Apprentice Name:** \_\_\_\_\_

**Apprenticeship Course:** \_\_\_\_\_

**Components if Applicable**

**Qualification:** \_\_\_\_\_

**Functional Skills:** \_\_\_\_\_

**Start Date:** \_\_\_\_\_ **End Date:** \_\_\_\_\_

**Practical Period:** \_\_\_\_\_ **Practical End Date:** \_\_\_\_\_

**EPA Start Date:** \_\_\_\_\_ **EPA End Date:** \_\_\_\_\_

**20% Off-The-Job-Hours Durations of Apprenticeship:** \_\_\_\_\_

**20% Off-the-Job Hours Practical Period:** \_\_\_\_\_

# Important Contact Details

Learning Coach name:

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Learning Coach mobile telephone:

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Learning Coach email address:

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Functional Skills Learning Coach name:

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Functional Skills Learning Coach email address:

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Together Training address:

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## **About Us**

Together Training has been set up to directly meet the learning and development needs of Apprenticeship Levy paying employers, their Apprentices and staff. Together Training is a distinctive business resulting from a partnership between Oaklands College and West Herts College. These two high performing colleges are already leading providers of skills to employers in the thriving local economy of Hertfordshire and North London. A governing board has been established to support and challenge leaders and managers. Currently covering the areas of Hertfordshire, Bedfordshire and North London.

## **Welcome from John McMahon Managing Director**



John is the Managing Director of Together Training, appointed in July 2017. Prior to this, John was the Director of Curriculum and Apprenticeships at West Herts College. During this time John has amassed extensive knowledge of the Apprenticeship Levy and the needs of Levy paying organisations. He, together with his experienced team, are able to help businesses identify how a wide range of Apprenticeships can provide efficient, cost-effective training solutions.

“Our aim is to provide high quality education and training that allows Apprentices to reach their potential and for employers to access a high level of professional support to enable them to develop their talent pool. Our approach is flexible and agile. Our Learning Coaches have up to date industry knowledge which enables Apprentices to develop the highest level of skills needed in a changing and fast moving workplace. We work closely with employers and other partners, with a wide network of expertise to achieve the best outcomes for employers and Apprentices. We are committed to careers, advice and guidance to allow for a clear pathway for progression and higher qualifications.”

This handbook forms a vital part of your Apprenticeship and provides a record of your understanding of the programme of training undertaken under the guidance of Together Training. Whilst on the programme, you will learn skills which are essential to any organisation. The success of every business relies on the skills of its employees. The experiences you will gain from this programme will also help you to succeed in your future working career, wherever that takes you. We hope it will be useful for you to refer to as your programme progresses.

Your employer and the Together Training team will carry out your induction programme and they will explain the requirements of the programme to you. The induction is an important part of your training as it informs you about your rights and responsibilities and those of your employer and also trains you for making valuable contributions to becoming part of your organisation.

Click on the link below to meet the Team

## **Meet the Team**

# Your Support Team

Your employer and Together Training will make sure that you have the support you need to achieve your chosen qualification. Our job is to ensure that your training programme fits yours and your employer's requirements, offers the skills required for your job role and also meets national standards.

Upon successful enrolment, you will have access to a dedicated learning team which consists of a number of individuals, each bringing expertise, information and guidance to your learning.

**Apprenticeship Programme Officer:** The role of this person is support your enrolment onto the Apprenticeship Programme, help your induction, into your workplace. They will also explain to you the role of Together Training and the training process. The APO is also responsible for the compliance aspect of your Apprenticeship.

**Learning Coach:** They will guide you through your qualification and work with you to generate evidence for your qualification and provide you with information, knowledge and feedback to help you achieve. Your Learning Coach will arrange to visit you within the work place at least every eight weeks. They will provide you with teaching and learning in a one to one or a masterclass setting. They will work with you to make sure that you have all of the underpinning knowledge you need to competently carry out your duties in the work place and to pass your assessments.

**Apprenticeship Delivery Manager:** The Apprenticeship Delivery Manager is part of the Together Training management team. They are responsible for ensuring that all Learning Coaches are delivering the highest possible standards of training and development as possible. The Apprenticeship Delivery Manager is responsible for checking the quality of the work that you produce with your Learning Coach and check that your assessments are consistent and reliable.

**Teaching & Learner Leader:** The TLL is responsible for supporting the Learning Coaches in excelling in delivering a high quality provision on the Apprenticeship Programme.

**Internal Quality Assurer:** The Internal Quality Assurer will assess the quality of your and your Learning Coach's work whilst on the programme. They are employed by Together Training to ensure that all Apprentices' work meets required quality standards before your certificates are claimed.

**External Quality Assurer:** The External Quality Assurer does not work for Together Training; they work directly for the awarding organisations who issue the final certificates when you complete your programme. Their job involves monitoring Together Training on a regular basis to ensure that we are providing a quality service. They also provide us with advice and guidance on how we can continually improve our training programmes.

**End Point Assessment Centre:** Instead of being assessed continually throughout their course, all Apprentices now have to complete an end-point assessment to complete their qualification. The EPA is designed to test whether each Apprentice has gained the skills, knowledge and behaviours outlined in the standard, and grade each Apprentice according to their performance.

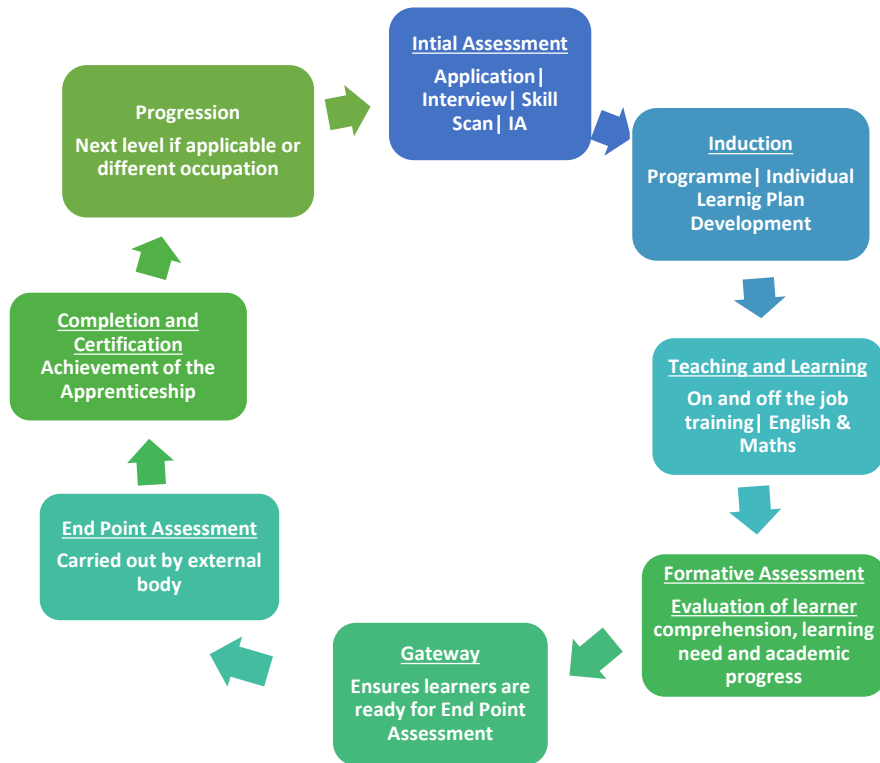
**Funding Agencies:** The scheme is run with financial support from one of four Government agencies, the Education Skills Funding Agency (ESFA) in England.

**Ofsted:** is the Office for Standards in Education, Children's Services and Skills. They inspect and regulate services that care for children and young people, and services providing education and skills for learners of all ages.

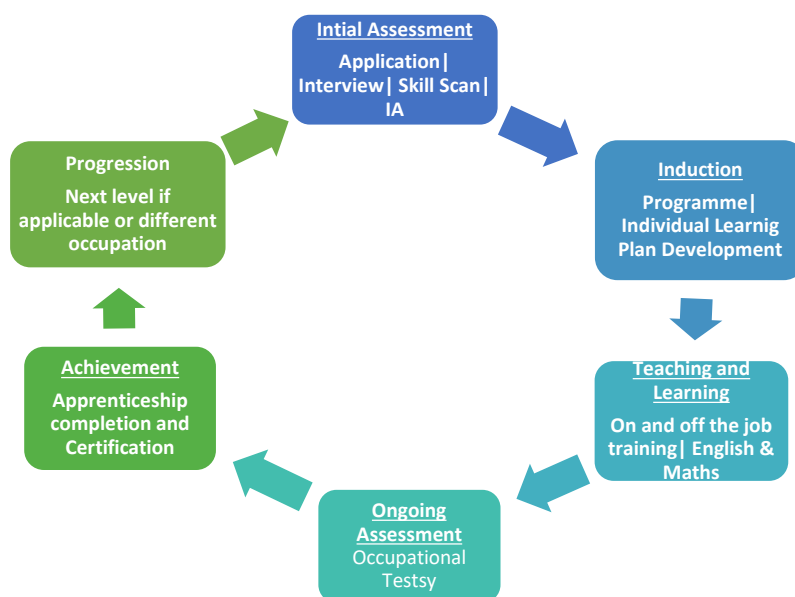
# Programme Induction

You are employed by your company. This means that you have a job, but your employer has asked Together Training to support, organise and supervise your training programme, leading to a nationally recognised apprenticeship.

## Apprentice Journey – Standards



## Apprentice Journey – Frameworks



## Campuses & Resources

All of our campuses have facilities for the Apprentice to use to support their learning. Fully registered Apprentices have full access to StudyPlus (study skills support) and an experienced Learning Coach. A range of learning resources will also be available.

**Watford  
Campus**  
Hempstead  
Road Watford  
WD17 3EZ

**St Albans  
Campus**  
Hatfield Road  
St Albans  
AL4 0JA

**Hemel  
Hempstead  
Campus**  
Marlowes  
Hemel Hempstead  
HP1 1HD

**Luton Campus**  
New Bedford  
Road Luton  
LU2 7BF

**Welwyn  
Garden City  
Campus**  
The Campus  
Welwyn Garden  
City  
AL8 6AH

## Initial Assessment / Diagnostics

As part of your training you will be required to complete initial assessments and diagnostic assessment to assess your working levels of English and maths. It is essential that you complete these before the start of your Apprenticeship. These assessments form an integral part of your skills development throughout your Apprenticeship Programme.

## Disclosure and Authorisation

In order to comply with The General Data Protection Regulation (GDPR) 2016, Together Training will be passing on the personal details that you have provided to the Awarding Body for your qualification and the Government Funding Agency responsible for your area. A copy of our full data protection policy is available on the Together Training website – <https://www.togethertraining.co.uk/policies>

## Review of Progress

Throughout your time on the programme, your Learning Coach will review your progress at regular intervals with your line manager and track your progress on <https://www.smartassessor.co.uk/Account> They will discuss your progress with you and you should bring to their attention any problems you may have. Any personal matters you may wish to discuss with your Learning Coach will be treated in the strictest confidence. You will be set targets regularly and these are important to your development and growth on the programme. Your Learning Coach can be reached by phoning their mobile telephone



number. You are expected to attend work and any off the job training (college etc) regularly, act safely, follow the rules and participate in all aspects with enthusiasm.

## **Transfer**

If you lose your job, Together Training may be able to help you to find employment with a different employer; please contact your Learning Coach as soon as possible for support and information on the steps you need to take. Alternatively, if you change jobs you may be able to continue your training programme with your new employer as long as the programme requirements are suitable to your new job. Our recruitment team may be able to help you.

They can be contacted via email apprentices [apprentices@togethertraining.co.uk](mailto:apprentices@togethertraining.co.uk) or alternatively, you can call your Learning Coach.

# The Assessment Process

## Apprenticeships

The Apprenticeship Standards (for England) pathway consists of:

- Knowledge developed through masterclasses at Together Training campus or the workplace
- Completion of 20% off-the-job training
- Level 2 English
- Level 2 Maths
- Development of Skills and Behaviours
- Gateway Assessments
- Completion of an e-logbook/portfolio of evidence
- Completion of an additional qualification if applicable
- End Point Assessment by an external company

The Apprenticeship Framework pathway consists of 4 main components:

- Employment Rights and Responsibilities
- National Vocational Qualification (NVQ) / Vocational Competence Qualification (VCQ)
- Technical Certificate or Knowledge qualification / BTEC Related Qualification
- Level 2 [ForSkills](#) (England) These are usually Maths, English and ICT

## Masterclass Attendance

All programmes require you to attend regular masterclasses at one of our campuses.

## Off the Job training (OTJ)

In addition to attending a masterclass, you should spend the equivalent to 1 day a week shadowing your mentor, completing enrichment tasks outside your normal job role and learning new skills. This will enable you to achieve your full 20%. It is very important to log these hours onto Smart Assessor. Our Apprenticeship Programme Officer will calculate your hours and give you further guidance on what constitutes off the job activities.

## Gateway Assessments

At certain points in your Apprenticeship, you will be required to demonstrate that you are working at an expected level. These are called Gateway Assessments - sometimes you will not be allowed to progress further until you reach that expected level of knowledge or competence. Full details of Gateways (if they are applicable to your Apprenticeship) will be explained to you when you attend the college/training centre. Not all programmes include these assessments

## Completion of Portfolio

Every Standard Apprenticeship has the requirement for you to build a portfolio of evidence throughout the duration of the programme. This will be used by an Independent Assessment Organisation to determine whether you have developed the necessary skills, knowledge and behaviours to accredit you as complete. You may wish to collect copies of 1:1s with your line manager, job cards, customer letters, witness testimonies, photos, anything that can evidence that you are developing week-by-week.

## Completion of a qualification

Your programme may include an additional qualification to support your chosen career pathway. It is very important that you complete any assignment work or exams on time.

## End Point Assessment

At the end of your programme, you will go through different forms of assessment carried out by an independent assessor who does not work for Together Training. There are examples detailed below, in order of completion.

1. Multiple choice online exams - they are taken at an assessment centre or in your own place of work, under strict exam conditions.
2. Skills test or presentation – depending on the type of Apprenticeship, you may carry out a skills test. It will take place at an assessment centre or at your place of work and will simulate the workplace to ensure the tasks provide an insight into your competence. Presentations may be delivered to a panel of assessors.
3. Professional discussion and submission of a portfolio of evidence - throughout the duration of your Apprenticeship, you are expected to build a portfolio of evidence. The independent assessor will review your portfolio of evidence which will then form the basis of the professional discussion.

If you have any further questions, please contact your Learning Coach.

## National Vocational Qualification (NVQ) / Vocational Competence Qualification (VCQ)

This is assessed in your workplace and covers areas of your vocation according to the standards laid down by the Sector Skills Council. You will be required to collect evidence of the work carried and your Learning Coach will advise you upon its suitability and test your knowledge and understanding of the processes involved. Your Learning Coach will come to your place of work to deliver new learning as well as assess your competence.

### NVQ/ VCQ Portfolio

As part of your framework you will build a 'portfolio' of evidence to show that you can carry out your work to the required standards that have been set by the awarding organisation and industry. It is your responsibility to keep your portfolio up-to-date.

### Evidence Collection

Whether you are on a Framework or a Standards Apprenticeship, you must provide suitable evidence to meet the following units of assessment:

- ✓ Knowledge
- ✓ Skills
- ✓ Competence, typical types of evidence will consist of:
  - Job Cards
  - Photographs
  - Video Clips
  - Technical Specification Data (if relevant to your Industry)
  - Witness Testimonies
  - Observations
  - Professional Discussions
  - Written Assignments
  - Projects

You may also be required to complete and pass online tests.

In order to select the appropriate units to meet the rules of combination which have been set by the awarding organisation and to ensure your chosen units meet the needs of your employer, your Learning Coach will discuss the most appropriate options.

## Technical Certificate or Knowledge Qualification / Vocational Related Qualification (VRQ)

The Technical Certificate or VRQ is often delivered away from the workplace on a day basis at one of our campuses. It will involve theory-based written projects, practical assessments and online testing.

### Functional Skills (England) – Maths, English and ICT

Functional Skills are a suite of qualifications suitable for anyone wanting to develop their English, mathematics or ICT skills in order to succeed in all aspects of life, work and other learning.

These qualifications cover everything from the very basics to more advanced skills. They are supported by a variety of assessment options depending on the specific qualification taken and are designed to reflect the various needs of learners.

**Maths:** This skill will allow you to develop and demonstrate your skills in interpreting information involving numbers, carrying out calculations, interpreting results and presenting findings.

**English:** This skill will allow you to develop and demonstrate your skills in speaking and listening, reading and writing for different purposes.

**Information and Communication Technology (ICT):** Using ICT systems you will be able to demonstrate that you can find, select and exchange information. You will be able to develop and present information.

Functional Skills are a mandatory component of all Apprenticeship frameworks in England. You will be expected to achieve up to a level 2 in all of these subjects throughout the duration of your Apprenticeship. If you already have GCSEs in these subjects at grades A\*-C or 4-9 (under the new grading structure), you may be exempt from completing them. You will still be expected to develop your English, maths and ICT skills throughout the duration of your programme if you already hold exemptions.

# Your Certificates

Your Apprenticeship contains a number of individual qualifications which all meet the Apprenticeship requirements. You will receive a certificate for each of the following Apprenticeship components as applicable to your programme:

1. Functional Skills\*, Maths, English and ICT (where ICT is part of the apprenticeship)
2. VCQ/NVQ/Diploma
3. VRQ or Technical Certificate
4. Apprenticeship certificate

Upon successful completion of your Apprenticeship, your certificates will be sent to your home address by Royal Mail. Please ensure that you update your contact details with Together Training if they change.

If you do not receive your certificates, please contact the [apprentices@togethertraining.co.uk](mailto:apprentices@togethertraining.co.uk) who will be able to provide you with the date they were sent to you.

If you have produced exemption certificates for English, maths or ICT, you will not have to complete the Functional Skills part of your Apprenticeships and will not receive certificates for Functional Skills.

## **Completion and Progression**

On completion of your Apprenticeship, your Learning Coach will discuss with you your opportunities for progression. Where suitable, we encourage all our Apprentices to progress their studies to the next level. You will be able to plan your progression at various stages of your Apprenticeship; don't miss out on the opportunity to progress!

# Career Progression

Career progression is often excellent for Apprentices, and over the course of their careers, those with an Apprenticeship earn, on average, £100,000 more than those without. (A Cost-Benefit Analysis of Apprenticeships and Other Vocational Qualifications, University of Sheffield, 2007)

Some Apprenticeships already attract [UCAS](#) points or allow you to study for a technical certificate. Once the Apprenticeship has finished there's the opportunity to carry on working, maybe get promoted or go on to higher education in a college or university. There are progression pathways for all qualifications that Together Training offer with each of the awarding bodies that Together Training work with. Click on the relevant link below to see the progression opportunities.

- [CMI](#)
- [City Guilds](#)
- [APM](#)
- [CIPS](#)
- [CIPD](#)
- [Edexcel](#)

Apprenticeships facilitate the process of career progression which is defined as “an individual’s ability to navigate the career decision-making process and the world of work by adjusting to changes or barriers in one’s career”. This is becoming increasingly important as technological advances, changing customer demands and the current economic climate drive the need for new skills.

Career progression as a result of Apprenticeships can take a number of forms, including:

- A promotion
- An increase in salary
- Taking on more responsibility
- Undertaking further professional development, education or training

All of Together Training’s Apprenticeship programmes are tailored to support our Apprentices’ career progression no matter what sector they work in. Your Learning Coach will tailor your career pathway.

## **Growth Mindset:**

Growth mindset is the theory that intelligence can be developed. The brain can be strengthened and grown, just like a muscle and can be trained. Your programme will enable you to develop a growth mindset so that you can develop mastery skills and knowledge. It is important to take on any feedback so that you can continuously improve.

“Just because some people can do something with little or no training, it doesn’t mean that others can’t do it (and sometimes do it even better) with training”. – Carol Dweck

## Information Advice and Guidance

As an Apprentice, you have the right to access a broad range of information before, during and after your learning journey. You will receive this support at three different points in your programme.



As well as at these key stages, Together Training offers you confidential support at all times. If you wish to discuss your options further please speak to your Learning Coach or contact the Together Training team on Email: [apprentices@togethertraining.co.uk](mailto:apprentices@togethertraining.co.uk)

## **Study Skills Advice**

The Apprenticeship programme you are enrolled on may be the first learning programme in which you have to balance the responsibility of study, work and family commitments. Below are a few pieces of information, advice and guidance intended to help you plan your studies and achieve success.

- To avoid last minute stress and panic, PLAN and PRIORITISE your workload.
- Make the most of the time available to you. There will be opportunities throughout the programme to work independently through your portfolio – make the most of these opportunities.
- Always attend your masterclass sessions prepared.
- When you are given a deadline to submit your work, ensure that you meet the deadline.
- Let us know if you need additional learning support. Don't struggle on your own. If you had support at school, tell us.

## **Plagiarism**

Plagiarism occurs when an individual attempts to present as original, existing or unacknowledged material or ideas from another person, source or (in the case of self-plagiarism) their own work. Plagiarism is cheating and is taken very seriously.

It is acknowledged that plagiarism is not always intentional; it may be the result of a misunderstanding rather than a direct intention.

## **Learning Coach Feedback**

During your learning programme, your Learning Coach will provide you with feedback on your work. This feedback will not only contain your technical ability feedback but will also contain feedback on your English punctuation, grammar and spelling. Where applicable, feedback on your maths and ICT skills may also be provided.

## **The Virtual Learning Environment (Itslearning) / Smart Assessor**

Every Apprentice will have access to either Itslearning or Smart Assessor. Your coursework and some of your assessments will be accessible through this platform and you will be expected to engage fully with all aspects of this.



# NUS Apprentice Extra Card



The NUS Apprentice extra discount card has been developed by the National Union of Students and will offer apprentices many of the same discounts and benefits as other students.

NUS Apprentice extra provides discounts in-store and online at your favourite brands to help your hard earned cash go a little further. They are run by the National Union of Students, (NUS) and so the money they raise selling the discount card helps to fund a new National Society for Apprentices, which will serve to represent your needs and those of all vocational learners.

For just £12 for 12 months, you get discounts with the likes of:



And many more.....

To apply for your NUS Apprentice extra discount card simply visit <http://www.apprenticeextra.co.uk/>

If you're 18, or over, live in a London borough and are in the first year of an approved Apprenticeship, you may be eligible for an Apprentice Oyster photocard. This could give you discounts on travel of up to 30%

# **Learner Policies and Procedures**

There are a number of policies and procedures that you need to be aware of. Throughout the handbook, we may refer to them and we have included a full list below. It is your responsibility to read and understand them as they have been written for you to ensure your safety, wellbeing and success on your chosen programme.

You will find our Policies and Procedures through following the link to [Together Training Polices](#) or to the appendices (as indicated) at the end of this handbook.

## **Adverse weather and disruptions to public transport procedure**

If for any reason your campus is closed due to adverse weather and disruption to public transport, Together Training will advise you through the [West Herts College](#) website.

## **Student code of Conduct**

Together Training is committed to providing the best possible learning experience for all Apprentices, setting clear, high and consistent standards of behaviour at work. These standards are based on providing a safe, inclusive and respectful environment for all Apprentices, staff and stakeholders, as well as developing positive relationships outside of Together Training's learning environment that fully embrace fundamental British values. – [Together Training Polices](#)

## **Appeals Procedure**

If at any point during your programme, you disagree with any assessment decision made, we will support you to appeal by following the appeals procedure. Full details of appeal can be found further on in the handbook – [Appendix 1](#)

## **Complaints Policy**

This procedure is the mechanism for customers to raise concerns, make compliments or complaints about Together Training services or partner organisations. The aim is to prevent unnecessary delay whilst ensuring a full and fair assessment of the particular circumstances of an individual complaint. Follow the link for policy - [Together Training Polices](#)

## **Information, Advice and Guidance**

Together Training, as an approved SFA provider of Apprenticeship training, seeks to provide appropriate and impartial information advice and guidance services to all potential Apprentices, current Apprentices, and employers. The Together Training information advice and guidance service will apply to all applicants that apply for an Apprenticeship – [Appendix 2](#)

## **Learner Support**

There will be times an Apprentice requires additional support to achieve elements of their Apprenticeship framework. For Apprentices that are identified as needing additional learning support above and beyond our normal delivery model e.g. reader for assessments/exams, or additional sessions with our Study Plus team.

## **Safeguarding Policy**

Together Training recognises the importance of providing an ethos and environment that will help Apprentices to feel safe, secure and respected, encourage them to talk openly, and enable them to feel confident that they will be listened to. We are alert to the signs of abuse and neglect and follow our Safeguarding procedures to ensure that Apprentices receive effective support, protection and justice. This policy also covers the safe use of computer, email and internet – [Together Training Polices](#)

## **IT Security and Acceptable Use Policy**

Together Training (TT) uses West Herts College IT services for its teaching and administrative activities. The main purpose of this policy is to define how it maintains IT security and what it constitutes as acceptable use; to encourage the responsible use of facilities; to maximize the availability of resources (equipment, infrastructure and staff) for legitimate purposes; and to minimize the risk of misuse from inside or outside Together Training – [Together Training Polices](#)

## **Behaviour and Ethics**

At Together Training we make every effort to ensure that the training and learning process is as enjoyable and effective as possible for everyone. However, this is a two-way process. By enrolling on any of our Apprenticeship courses all parties agree to respect each other:

- By actively listening
- By actively exploring each other's ideas
- By contributing our ideas
- By challenging issues, not people
- By taking confidentiality seriously
- By respecting our time keeping
- By being supportive of each other
- By using inclusive language

We use a ragging system to demonstrate how an apprentice could be at risk. We recognise that we are all unique. There is nobody like you in the world and there will be nobody like you ever again. You have a wealth of skills, experiences, resources and strengths at your disposal. You have a contribution to make to the training and learning programme that no one else can make.

## **British Values**

British values are an important part of your programme. Together Training will promote the basic core principles that will help to support you in the development of your social and moral responsibilities. These values are things like: democracy, the rule of law, individual liberty, and mutual respect and tolerance for those of different faiths and beliefs.

## **Health & Safety**

Together Training adheres to the Health and Safety at Work legislation. You are required to:

- Take reasonable care of your own Health and Safety and that of other people who may be affected by your actions.
- Co-operate with Together Training on all health, safety and welfare.
- Complete an accident report if you sustain an injury or have an accident at any time whilst you are on your training programme.

A copy of the full Together Training Health and Safety Policy is available on our website.

# Equality & Diversity Policy

Together Training wants to create and maintain an inclusive working and learning environment that respects and celebrates difference. Everyone has the right to participate fully, give their best and achieve their full potential in a climate free from discrimination or harassment. We have developed our [Equality and Diversity Policy](#) with this in mind.

It's about inclusiveness – providing an atmosphere where everyone feels valued and empowered to perform at peak level, regardless of the many ways people are different, including race, disability, gender, gender reassignment, age, nationality, sexual orientation, religion or belief, marital or civil partnership status, or socio-economic background or class.

This vision of diversity and inclusiveness encompasses all of our people, our businesses, our Apprentices, and how we learn, share, perform and grow together. We believe that this vision of equality, diversity and inclusion brings tangible benefits for our Apprentices and for the employers that we work with. For our Apprentices, this includes a training environment taking into account their individual requirements in an environment free from discrimination or harassment.

Equality, Diversity and Inclusion topics will be discussed with you during your ongoing teaching, learning, development and progress reviews.

## Safeguarding

Together Training is committed to safeguarding and promoting the welfare of all learners including young people and vulnerable adults. We also recognise that we have a duty to help employers, staff and learners to identify their responsibilities. We do this by offering guidance, support and training.

If you're having trouble at work, at home, during your time training with Together Training, or **anywhere else**, don't hesitate to get in touch, in confidence with our safeguarding specialist see below


| Safeguarding Team contacts: |                                     |              |
|-----------------------------|-------------------------------------|--------------|
| <b>Emma Doree</b>           | Designated Safeguarding Lead        | 07920 028361 |
| <b>Felicity Profit</b>      | Apprenticeship Delivery Manager     | 07825 682923 |
| <b>Silvia Pinto</b>         | Apprenticeship Programme Officer    | 07730 088946 |
| <b>Susan Lomas</b>          | Head of Additional Learning Support | 07500 126468 |
| <b>Shareen Hanson</b>       | Student Support Coordinator         | 07739 792058 |

The Together Training Safeguarding policy and concern form can be found at [togethertraining.co.uk/policies](http://togethertraining.co.uk/policies)

For information and advice please contact a member of the Safeguarding Team

## Safeguarding

Children & Vulnerable Adults



## Prevent Duty

The [Prevent strategy](#), published by the Government in 2011, is part of the overall counter-terrorism strategy, CONTEST. The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. In the Act this has simply been expressed as the need to “prevent people from being drawn into terrorism”. This became law in 2015.

Together Training considers Prevent to be one of the foremost important challenges we experience in training and education. We expect our learners to engage fully and actively with this strategy and in return we will provide training to help them to develop the skills and knowledge they need.

## Contact Points

If, during your programme, you feel that you have some special requirements that have not been identified, please contact your Learning Coach in the first instance who will then discuss your needs with the relevant teams.

After your application to Together Training, you will be invited to complete an initial assessment. It is during this process that we will identify your learning programme. Please inform us at this stage of any disabilities/special requirements you have so that we may provide the help and support needed to enable you to successfully complete your training.

### Useful Contacts

We aim to support our learners in the workplace with a range of services.

#### Education Guidance

Information, Advice and Guidance on all aspects of career choice, education, employment and training.

#### Welfare Rights

Advice on benefits, tax credits and financial help.

#### Counselling Service

We aim to assist you in finding effective services and ways in which you can cope with any personal issues that may be causing a problem in your life.

We have detailed below a number of contact details for support services that may be able to assist you with this.

If you would like to brush up on Literacy, Numeracy or English for Speakers of another Language or know more about what we can offer to support you with, for example dyslexia, adapting learning materials or specific help for a physical or learning difficulty, please talk to your Learning Coach who will direct you to support.

### Useful external contacts:

| What can they help with?                                | National Organisation              | Telephone     | Website  |
|---|------------------------------------|---------------|--|
| Racial Equality, Disability Rights, Equal Opportunities | Equality & Human Rights Commission | 0808 800 0082 | <a href="http://www.equalityhumanrights.com">www.equalityhumanrights.com</a> |
| Dyslexia  | British Dyslexia Association       | 0333 405 4555 | <a href="http://www.bdadyslexia.org.uk">www.bdadyslexia.org.uk</a>           |
| Health & Safety   | HSE                                | 0300 003 1747 | <a href="http://www.HSE.gov.uk">www.HSE.gov.uk</a>                           |
| Citizens' Advice  | Citizens Advice Bureau             | 03444 111 444 | <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>     |
| Employment rights                                       | ACAS                               | 0300 123 1100 | <a href="http://www.acas.org.uk">www.acas.org.uk</a>                         |

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Student Finance                  | Gov.uk                                      |   | <a href="https://www.gov.uk/student-finance/extra-help">https://www.gov.uk/student-finance/extra-help</a>   |
| Careers Advice                   | National Careers Service                    | 0800 100 900                                  | <a href="https://nationalcareersservice.direct.gov.uk">https://nationalcareersservice.direct.gov.uk</a>   |
| Victims of Crime                 | Victim Support                              | 0808 16 89 11                                 | <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>  |
| NHS 111 Service                  | NHS 111                                     | 111   | <a href="http://www.nhs.uk">www.nhs.uk</a>  |
| Drug related matters             | National Drugs Helpline                     | 0300 123 6600                                 | <a href="http://www.talktofrank.com">www.talktofrank.com</a>  |
| Smoking                          | NHS Smoking Helpline                        |   | <a href="http://www.smokefree.nhs.uk">www.smokefree.nhs.uk</a>  |
| Emotional Support                | Samaritans                                  | 116 123                                       | <a href="http://www.samaritans.org">www.samaritans.org</a>  |
| Alcohol Abuse                    | Drinkaware                                  | 020 7766 9900                                 | <a href="http://www.drinkaware.co.uk">www.drinkaware.co.uk</a>  |
| Rape Victims                     | Rape Crisis                                 | 0808 802 9999                                 | <a href="http://www.rapecrisis.org.uk">www.rapecrisis.org.uk</a>  |
| Sexual Health                    | Department of Health/NHS                    |   | <a href="http://www.condomessentialwear.co.uk">www.condomessentialwear.co.uk</a>  |
| Anti-Terrorism Hotline           | Gov.uk                                      | 0800 789 321<br>or 999 if an immediate threat | <a href="http://www.gov.uk/report-terrorism">www.gov.uk/report-terrorism</a><br><a href="https://act.campaign.gov.uk/">https://act.campaign.gov.uk/</a> |
| Child Protection Concerns        | Childline                                   | 0800 1111                                     | <a href="http://www.childline.org.uk">www.childline.org.uk</a>  |
| Online Safety Concerns           | Child Exploitation Online Protection (CEOP) | 0800 1111 (Childline)                         | <a href="http://www.CEOP.police.uk">www.CEOP.police.uk</a>  |
| Concerns for children (under 18) | NSPCC                                       | 0808 8005000                                  | <a href="http://www.NSPCC.org.uk">www.NSPCC.org.uk</a>  |

## Notes:



# Appendices:

## Appendix 1

On that rare occasion that you may disagree with your Learning Coach's decision and feel there is evidence to show that this has been unfair, you have the right to use the appeals procedure Below, are the three stages to the appeals procedures which you will need to follow.

### Stage 1

• **Learning Coach** - The first person you should talk to is your Learning Coach. If this does not result in a satisfactory conclusion then you should make a formal appeal. Your Learning Coach should respond to you with 7 days of receiving your appeal.

### Stage 2

• **Internal Verifier** - If you are still not satisfied with the outcome of the first stage of the Appeals Procedure, the appeal should be submitted to the Internal Verifier for your qualification. The name of the Internal Verifier for your qualification is shown below. They will then set a date for an appeal to be considered, usually within 20 working days.

### Stage 3

• **Awarding Body/ EQA Verifier** - If you are still not satisfied with the outcome of the second stage of the Appeals Procedure, your appeal can be raised to stage three to the Awarding Body who you will be registered under for your qualification. The lead Internal Verifier or the Quality Facilitator will provide details of who to write to and where to send your letter of appeal. The awarding body will investigate your appeal and will set a time line for this to be resolved.

## Appendix 2

### Admissions, Information, Advice and Guidance

Together Training aims to ensure that the admissions process and information, advice and guidance (IAG) systems support people to gain the skills and experiences required to be successful in life and work. IAG at all times remains mindful of the wider factors impacting on people's aspirations, work readiness and ability to engage with education and training.

All members of Together Training community are entitled to receive a high quality service designed to meet their individual needs. To achieve this, Together Training is committed to providing impartial advice and guidance. This ensures applicants and Apprentices are placed and supported on appropriate courses from application through to accreditation and on to their future destinations.

#### Our Aims

- Provide high quality, impartial information, advice and guidance for all prospective and current Apprentices as well as the wider community
- Show a commitment to our community, widening participation and promoting greater inclusivity
- Support people to make appropriate course choices that will lead them into their chosen career whilst ensuring they understand the wider employability skills they will acquire.
- Inform applicants about their potential career destinations and the opportunities available to them when completing courses including further study and work
- Provide opportunities for Apprentices to disclose information about any additional needs or circumstances and so enable Together Training to make reasonable adjustments to meet those needs
- Provide equality of opportunity and ensure equality of access to courses, and comply with Together Training's legal obligations and good practice in relation to the Equality Act (2010)
  
- Our Commitment to you from Application through to Destination

#### During the Application Process

- Impartial IAG provided for all routes and options available, to include Apprenticeships, occupational and vocational courses, English and maths and work skills
- Fair selection criteria based on published entry requirements for courses including any relevant assessments
- Support applicants to identify and resolve all barriers to learning
- Assess learning needs including any need for additional learning support
- Refer candidates to alternative provision where appropriate
- Fairly represent all routes to the applicant's future goals including appropriate IAG about Together Training's offer including the suitability for other areas of provision

#### During Enrolment and Induction

- Support applicants to identify and resolve all barriers to learning
- Develop an individual learning plan with clear targets to ensure progress and achievement
- Provide details of all learning and support resources available to Apprentices

#### During the Apprenticeship

- Provide a Programme of Study which supports progression through relevant qualifications, English and maths and experience of work
- Monitor Apprentices' target-setting, progress and attainment to identify individuals' skills gaps and provide support to the development of these essential skills

- Assist Apprentices to identify and resolve all barriers to learning
- Provide regular feedback on performance
- Help Apprentices to clarify progression opportunities and career goals
- Identify aspirations and agree actions to achieve goals

#### On Completion of the Apprenticeship

- Support Apprentices to access appropriate progression opportunities
- Support our Apprentices and clients to reach their chosen destination be it further study, higher education or work via the most appropriate route

#### Admission to Apprenticeship Programmes

- Entry requirements for courses relate to the skills, knowledge and aptitudes needed to succeed. These are clearly set out in all relevant Together Training literature and media. These may be subject to change in accordance with awarding body and industry requirements
- All courses will require you to attend an Enrolment Day to include a range of assessments which are a fundamental part of the process
- Applicants have multiple opportunities to disclose any support needs. Together Training will assess Apprentices with additional support needs, and make reasonable adjustments as appropriate. In exceptional circumstances where an applicant has significant and or complex needs, Together Training may find it is unable to meet their needs and alternative provision will be explored with them
- An applicant's previous conduct, attendance and academic record may be taken into account when setting conditions for admission and a place may be refused where appropriate. If a learner/apprentice is to be admitted on a trial or conditional basis, the conditions upon which they are enrolled will be clearly specified in writing prior to enrolment and arrangements for their regular review will be clearly set out. A learner's prior history of misconduct or poor attendance will not automatically exclude them from Together Training and each application will be judged on an individual basis
- In some cases, Apprentices may need to prove eligibility for funding or proof of entitlement to study. A satisfactory DBS check is required for some courses
- Together Training works in partnership with the Police, Probation Service, Youth Offending Teams and other external agencies. When Together Training becomes aware of a learner with a criminal conviction it has a duty of care to other Apprentices and staff to ensure full risk assessments are completed and reserves the right to refuse entry where appropriate.
- Admission may also depend on the number of places available for a given course. Where all Apprentices meet the essential criteria for admission to a course and Together Training is unable to provide additional resources to meet the demand, Together Training may refuse places on the basis of clearly identified and objective criteria. Such criteria may include order of application or priority given to current Apprentices. Any Apprentices affected will be offered IAG and support to access alternatives
- When a course or class may not be viable Together Training will make every effort to accommodate Apprentices, subject to resource constraints, but will not guarantee to run the course in all circumstances
- Any applicant who is not offered a place may appeal in writing to the Managing Director of Together Training who will consider their appeal and communicate a final decision within 5 working days.

If you would like an advice or further information regarding this content please contact Together Training [apprentices@togethertraining.co.uk](mailto:apprentices@togethertraining.co.uk)

Appendix 3

RAGGING Definition

| Ahead of Target/ Blue   | On track/ Green  | At risk/ Amber   | At serious risk/ Red  |
|---|--|--|---|
| <p>Masterclasses attendance is 95% or above</p> <p>Completes assignments and hands in before the agreed target date<br/>Asks for additional work</p> <p>20% OTJH is ahead based on length on programme</p> <p>Functional skills have been achieved before target date</p> <p>Completed all milestones ahead of time</p> <p>Regularly keeps Learning coach and managers updated on progress.<br/>Responds to emails and telephone calls promptly</p> | <p>Masterclasses attendance is between 85% and 95%</p> <p>Completes tasks by the agreed deadline.</p> <p>20% OTJH is up to date based on length on programme</p> <p>FS – Progress is being made, deadlines met. Evidence of naturally embedding of FS in day-to-day work is clear</p> <p>Reviews are always signed and returned to the Learning Coach <b>within 1 week</b> of completion</p> <p>Milestones are completed on time</p> <p>Clear evidence of Skills Knowledge and Behaviour being developed and put into practice</p> <p>Regularly keeps TT staff and managers updated on progress.</p> | <p>Masterclasses attendance is between 70% and 85%. Often arrives late to masterclasses</p> <p>Tasks deadlines are missed, LC is informed with reasonable notice</p> <p>20% OTJH is documented but not at the correct % based on length on programme.</p> <p>FS progress is slow, and/or apprentice has deferred start with agreement of TT staff</p> <p>Reviews are not frequently signed or returned to LC on time (missing more than 2 signed reviews)</p> <p>Milestones set are not completed on time, has asked for extensions</p> <p>Very slow progress on development of SKB</p> <p>There has been poor or irregular correspondence</p> | <p>Missed meetings or masterclasses without notification, or arrives late and unprepared</p> <p>Misses deadlines on tasks set on more than 2 occasions, does not inform LC of late submissions</p> <p>20% OTJH is not documented or well below % based on length on programme.</p> <p>FS sessions has not been started, meetings have been cancelled or there has been no show. Little or no progress has been made</p> <p>Reviews are not signed and returned on time</p> <p>Has not achieved any of the milestones set</p> <p>No evidence of SKB developed</p> <p>Does not respond to TT staff emails or messages or replies back very late. No regular contact</p> |