

## West Berkshire Training Consortium

# Apprentice Onboarding Handbook and Information

Name:

Onboarding Date:

Training Co-ordinator:

West Berkshire Training Consortium



| Consortium House | 7 Cheap Street | Newbury | Berkshire | RG14 5DD |



| 01635 35975

## Welcome to Learning with WBTC

Congratulations and welcome to WBTC. Our aim is to make your learning experience a positive, enjoyable and most of all a successful one. It's a bit like any partnership - it always works better when both sides know where they stand. This Learning Charter has been created to help us all achieve this by explaining:

### Onboarding

The Onboarding is to provide you with:

- General information you might need throughout your programme
- Information on your programme of learning
- WBTC responsibilities to help you achieve your aim
- Initial and ongoing assessment so you can achieve your learning aims
- How your learning will be delivered to suit your learning style and needs
- Learning support and special facilities that we can offer
- What we expect of each other
- Requirements of attendance & punctuality
- Health and safety information
- About our policy on Equality, Diversity and Inclusion
- Information on Prevent Duty and WBTC's responsibilities
- Information on Safeguarding and WBTC's responsibilities
- Information on harassment and bullying
- How to complain or make an appeal
- Disciplinary procedures
- How our disability statement works

### Teaching and learning

We aim to provide the highest quality delivery of learning and assessment leading to nationally recognised qualifications as agreed with you and your employer in your Individual Learning Plan (ILP).

You can expect:

- An inclusive learning environment that is free from discrimination
- Suitably qualified and experienced tutors and assessors who are committed to you achieving your ILP
- To be offered extra help with basic skills when needed
- Your learning/assessment sessions to be delivered on time or you will be informed of any unavoidable changes in reasonable time
- Clear action planning and work set in agreement with yourself
- Well-managed and co-ordinated programmes with timetables for delivery
- Your work to be assessed within agreed timescales
- Work submitted and returned will include helpful feedback to aid your progress
- Our quality assurance methods to follow approved National guidelines
- A copy of our appeals procedure and to be told how it works
- Your employers training to be monitored and evaluated as part of your ILP
- Your learning to take place in a safe, healthy and supportive environment

### How to contact us

Telephone: 01635-35975 or visit our website  
[www.wbtc-uk.com](http://www.wbtc-uk.com)

### Support from your Training co-ordinator

Each learner has a personal Training Co-ordinator (TC) assigned to help you to manage the achievement of your ILP. Your TC will:

- Conduct your Training Consultation visits with your employer as outlined in your ILP
- Information and advice on/as to where to source career, educational guidance or progression routes
- Provide information on your programme arrangements
- Provide access to extra support or specialist services if you are experiencing any learning difficulties
- Find creative ways to help you learn
- Organise support if your employment situation changes or you change your vocational choice
- Assist you in obtaining financial support
- Help you access counselling
- Inform you of any other programmes activities such as events, trips, competitions, extra learning workshops or additional qualifications that might be of interest

In order that we can help you, we expect you to let us know if you have a problem that affects your learning. We can help you with a variety of issues but only if you tell us. (See handbook for details or ask your TC).

### What we expect from Learners

In return we expect you to:

- Take responsibility for your own learning in order to achieve your ILP
- Participate fully in learning sessions and Training Consultation visits with employers
- Attend regularly and be punctual as specified in your ILP
- Complete work on time as agreed in your action plan
- Notify your tutor in advance of any absences
- Comply with WBTC terms and conditions outlined in our handbook and throughout your programme
- Uphold our Equality, Diversity and Inclusion policy and behave in a way that does not offend others, is not discriminatory in terms of race, gender, age, culture, disability or sexuality etc, and shows respect to fellow learners and staff
- Comply with all requirements of health and safety law
- Let us know if you have a problem that affects your learning in any way - we want you to succeed.

### Opportunities

We really want you to comment on your programme with WBTC as it helps us improve the service we offer to all our learners. Help us achieve this by:

- Taking part in surveys conducted by WBTC/ESFA
- Participating in visits from our Internal Quality Assurers, External Quality Assurers and Ofsted
- Using our complaints procedure
- Completing course or session evaluations
- Speaking with your TC and employer at any time

## **WHAT IS THIS ONBOARDING ABOUT?**

This Onboarding introduces you to all aspects of your Apprenticeship programme in detail:

**Framework Apprenticeship** - this will include an Initial Assessments, explanation of Competency and Knowledge based qualifications, Functional Skills, Employee Rights and Responsibilities (ERR), Personal, Learning and Thinking Skills (PLTS), Health and Safety, Safeguarding, Prevent Duty and Equality, Diversity and Inclusion and Fundamental British Values. It will also give you guidance on other aspects of our programme such as our terms and conditions, how to complain or appeal if you are not happy with any of your provision.

**Standards Apprenticeship** - this will include an Initial Assessments, explanation Knowledge, Skills & Behaviours criteria, Diploma, Functional Skills, Gateway, End Point Assessment, Health and Safety, Safeguarding, Prevent Duty and Equality, Diversity and Inclusion and Fundamental British Values. It will also give you guidance on other aspects of our programme such as our terms and conditions, how to complain or appeal if you are not happy with any of your provision.

## **INDIVIDUAL LEARNING PLAN**

After your initial assessment, your Training Co-ordinator will design an Individual Learning Plan (I.L.P). This will be agreed with yourself and your employer at your initial workplace meeting over the next few weeks. Both you and your employer will decide how to best assist your learning objectives. Your I.L.P will contain the following information.

- The anticipated duration of the programme and your personal aims and objectives
- A breakdown of your Apprenticeship requirements - **Frameworks** - Competency and Knowledge based qualifications, Functional Skills, Employee Rights and Responsibilities (ERR), Personal, Learning and Thinking Skills (PLTS) if part of your programme. **Standards** - Diploma, knowledge, skills & behaviours, functional skills, CPD, Gateway and End Point Assessments
- The level of your Qualification, Functional Skills and target dates for when you are expected to achieve them
- A schedule of when your training will take place with both WBTC and your employer
- Any additional learning support that you might need to help you achieve your I.L.P.
- Dates for Training Consultation visits of your programme (normally four times a year)
- The name of your Training Co-ordinator responsible for your I.L.P

Your I.L.P belongs to you, it is a flexible document and can be changed to suit your needs. You and your employer will receive a copy of the I.L.P. We encourage you to keep it up to date but a full updated copy is kept with us and we will always copy this as needed throughout your programme.

## What is a Apprenticeship?

### FRAMEWORK

Competency Qualification (Diploma) And Knowledge Based Qualification (BTEC)	<b><u>Functional Skills</u></b>  English Maths ICT
	Employee Rights & Responsibilities
	Personal Learning & Thinking Skills (PLTS)

### STANDARD

Knowledge Skills & Behaviours/CPD	<b><u>Functional Skills</u></b>  English Maths
	Diploma
	Gateway & End Point Assessment

### **Functional Skills?**

Functional Skills are part of Apprenticeships and cover:

- English
- Mathematics
- ICT (Framework only)

They focus on functionality and they provide learners with the essential knowledge, skills and understanding to enable learners to operate confidently, effectively and independently in life and work. They look at English, mathematics and ICT in everyday situations.

### **Employee Rights & Responsibilities** (Framework only)

It highlights the Employer and Employee's Rights and Responsibilities in the work place, for example terms of contracts, Health & Safety, Representative bodies.

### **Personal Learning and Thinking Skills** (Framework only)

This covers 6 Aims, Creative Thinker, Independent Enquirer, Team Worker, Participator, Self Manager, Reflective Learner. Each aim has a set of criteria for learners to achieve both off and on the job training and in normal working situations.

**Knowledge** - This has a range of criteria that has to be covered in the standard before entering the Gateway.

**Diploma** - WBTC will ensure that you are working towards an Industry specific qualification such as an Diploma.

**Skills & Behaviours** - These have to be demonstrated and met as part of the standard before entering the Gateway.

**Current Professional Development** - You will need to keep a log on any training or new skills learned both on and off the job.

**Gateway** - WBTC and your employer will formally sign-off that you have met the minimum requirements in regards to knowledge, skills and behaviours within the standard and will confirm that you are ready to move on to the end point assessment. This will happen during a meeting involving you, your line manager and Training Co-ordinator.

**End Point Assessment** - This is different for each Apprenticeship and may take place as an observation, exam, professional discussion, case-study, portfolio of evidence, role play. You will achieve a pass, merit or distinction grade.

## **TRAINING CONSULTATION VISITS**

After your initial workplace meeting and agreeing your Individual Learning Plan, your progress towards the plan will be reviewed every three months, at your place of work or more often depending on your individual needs. Training Consultation visits are carried out by your Training Co-ordinator, your Supervisor and yourself. A record will be made of your training to date, your progress and your achievements. In addition important targets will also be set for the next three months by you and your employer in order to move your I.L.P forward. These targets will be for the workplace training and your off the job training too. WBTC recommend you bring your I.L.P to each Training Consultation visit in order to keep it up to date.

## **HELP IS AT HAND**

Advice and Guidance is available at all times whether it's about a career change or a new Qualification - see our website for details for more information. However, if you have some difficulty at work, always try and talk to your Supervisor in the first instance, although if this is not possible, do contact your Training Co-ordinator.

If you have a problem of a more personal nature, which you would like to discuss in confidence, do let your Supervisor or a member of WBTC's staff know as soon as possible. Arrangements can then be made to talk with you at a suitable place and at an early date. Our staff are very experienced and will help you whatever your problem.

## **CONDITIONS OF EMPLOYMENT**

Our policy is to ensure that all those participating in your training programme enjoy the best possible terms and conditions. As an Employed Learner you are legally entitled to receive a contract of employment within 2 calendar months of starting work. This should set out such matters as your salary, hours of work, holidays, disciplinary procedure, notice period, grievance procedure etc.

## **CHANGING PROGRAMMES**

If at any stage you feel that your original choice of training was not correct and that you would make better progress in another type of work, you should talk with your Training Co-ordinator. If together you agree the qualification is not suited to your needs, it may be possible to change to a different programme or transfer to one being operated by another Training Provider.

## **ABSENCES**

If you are away from work or college/training it can affect a number of people. It is important that you notify your supervisor and Training Co-ordinator as soon as possible.

- Let your company and WBTC know by telephone on each day of sickness by your usual time starting of work.
- Tell them the reasons for your absence.
- Try to give them an idea of when you will be back.

## **ABSENCE FOR REASONS OTHER THAN SICKNESS**

If you need time off for a particular purpose, e.g. an interview or dentist appointment get permission in advance and agree this with your Supervisor or Training Co-ordinator. Basically, this is just asking you to be responsible and to keep people notified of what is going on. If you do not, you could be giving your company unnecessary problems and that will not show you in a good light. You may also have your pay stopped.

## **UNAUTHORISED ABSENCE/LATE OR IRREGULAR ATTENDANCE**

If behaviour of this kind occurs the matter will be discussed with you and failure to improve is likely to lead to disciplinary action and the possibility of your training programme being terminated. It is vital that you make monthly progress towards your Apprenticeship.

## **NOTICE PERIOD**

If you wish to leave the programme you must notify your Training Co-ordinator and your Company as soon as possible. Your company will follow your contract with regards to a notice period, if this happens unexpectedly your Training Co-ordinator will do their very best to find you an alternative placement.

## **COMPLAINTS PROCEDURE**

If you are dissatisfied with any aspect of our service, please let us know. At WBTC we will deal with your complaints, stating the formal actions we will be taking to remedy any issues within three days of receiving it.

We document all complaints and review them throughout the year, so that we can continue to improve our services. Don't be frightened to complain!

## **APPEALS PROCEDURE**

In exceptional circumstances you may not agree with an assessment decision. If this occurs you have the right to appeal. The details of how to appeal are within the Appeals Process (page 18 of this handbook). Your appeal will be taken seriously and fully investigated with results of any outcomes sent to you.

## **GRIEVANCE PROCEDURE**

If at any time you feel that you have concerns, issues or grievances that can cause concern or possibly resentment. It is important that you raise any matter of this kind with your Training Co-ordinator. If associated with the Company, you could inform your Supervisor initially. Any grievance, once raised, will be investigated and given a full and fair hearing so that your issue can be resolved.

## **DISCIPLINARY PROCEDURE**

In most organisations, including social and work situations, a number of rules exist which are designed to help achieve better results and orderly progress. All Learners are expected to respect the various rules about conduct and behaviour required in a work and learning environment. When individual Learners do not respect the rules of conduct and persist in ignoring them, action will follow by way of the Company's disciplinary procedure.

### **THE STAGES OF DISCIPLINARY OUR PROCEDURE**

<b>Stage</b>	<b>Disciplinary Action</b>	<b>Action By</b>	<b>Further Action</b>
1.	Learner is asked for an explanation and if unsatisfactory a <b>VERBAL WARNING</b> is given.	Training Co-ordinator	Entry is made in Learner's file
2	Learner is asked for an explanation and if unsatisfactory a <b>FIRST WRITTEN WARNING</b> is given.	Training Co-ordinator	<b>A DISCIPLINARY</b> letter is issued and a copy is kept in Learner's file.
3.	Learner is asked for an explanation and if unsatisfactory a <b>FINAL WRITTEN WARNING</b> is given to the Learner who may be <b>SUSPENDED</b> for a period.	Training Co-ordinator	<b>FINAL DISCIPLINARY LETTER</b> is issued and a copy kept in Learner's file
4.	Learner is asked for an explanation and if unsatisfactory the Learner is <b>DISMISSED</b> .	Training Co-ordinator in conjunction with the Skills Funding Agency	<b>A DISMISSAL NOTICE</b> is issued and all steps to document the dismissal are taken

## **SPECIAL CIRCUMSTANCES LEADING TO INSTANT DISMISSAL**

Cases of very serious misdemeanour may lead to instant suspension and result in dismissal from the programme, e.g. theft, fighting, malicious damage to property, persistent bullying, drunkenness etc. This decision will be made in conjunction with the Education & Skills Funding Agency.

## **YOUR OPINION COUNTS**

Whilst on the programme you will be invited to give feedback at regular intervals, requesting your views about how well the programme meets your needs. You may also be contacted by the Education & Skills Funding Agency in the same way unless you have stated otherwise on the registration forms at the start of the programme.

Your feedback counts. WBTC has made lots of changes using Learners' feedback in the past. We want you to continue to contribute in this way so we can make your programme and those of the future even better.

## **National Minimum Wage**

Year	25 and Over	21-24	18-20	16-17	Apprentice*
2017	£7.50	£7.05	£5.60	£4.05	£3.50

\* The apprentice rate is for those aged 16 - 18 and those aged 19 or over in their first year of training. All other Apprentices are entitled to the National Minimum Wage for their age. Please see attached letter from the Minister of State (Appendix A).

## **CONFIDENTIALITY - DATA PROTECTION ACT 1998**

WBTC will keep the details you have provided on computer in order to assist with the keeping of our records and for evaluation purposes. This information may be extended to other associated parties in confidence such as the Awarding Organisations and the Education & Skills Funding Agency. Your information will not be shared or sold to any other party without your authority.

## **CERTIFICATION**

### **Framework**

Once your work has been internally quality assured by WBTC or the college you are attending, it is then externally quality assured by the appropriate Awarding Organisation. If approved, your certificate/s is/are applied for. Some Awarding Organisations take longer to produce certificates than others any time between 2 weeks to 2 months.

All your certificates will be retained at WBTC and posted out to you once you achieve your full Apprenticeship. If certificates are sent directly to you by the Awarding Organisation, WBTC will require a copy of your certificate/s.

WBTC apply for Apprenticeship Framework Certificates from the ACE (Apprenticeship Certification England). In order to receive your Framework Certificate you will need to sign a declaration to authorise WBTC to claim for your certificate.

If you do not receive your certificate within the expected timescale please contact your Training Co-ordinator directly who will investigate any delays and report back to you.

## **Standard**

Once your work has passed the End Point Assessment the Awarding Body will apply for your Apprenticeship Certificate from the Institute For Apprenticeships (IFA).

Diploma Qualification - Once your work has been internally quality assured by WBTC or the college you are attending, it is then externally quality assured by the appropriate Awarding Organisation. If approved your certificate/s is/are applied for. Some Awarding Organisations take longer to produce certificates than others any time between 2 weeks to 2 months.

If you do not receive your certificate within the expected timescale please contact your Training Co-ordinator directly who will investigate any delays and report back to you.

## **CELEBRATING YOUR ACHIEVEMENTS**

WBTC puts its Apprentices at the heart of everything we do. Four times a year we ask our Training Co-ordinators to elect a Learner for special recognition of their efforts. If you are one of the lucky ones, you will win a £25 bonus payment!

Every learner has the opportunity to have a “learner celebration” completed to recognise their achievements and once a year WBTC has a graduation event for our learners to celebrate the successful completion of Apprenticeships.

We'll keep you informed of programme developments and any special activities going on at WBTC such as competitions, social events and educational visits.

## **HOW CAN I PROGRESS IN THE FUTURE?**

There is clear progression from Intermediate (Level 2) to Advanced (Level 3) to Higher Apprenticeships, which are degree-level equivalent qualifications. Our team are qualified in Advice and Guidance, so you can be sure we will be on hand to help you all the way.

## **HEALTH AND SAFETY**

It is WBTC's policy to ensure a safe working environment at all times. You will be given a link to access a short booklet - "Be Safe" - to help you towards being a safe worker and your placement company will ensure you are informed of their procedures.

WBTC's own Health and Safety policy statement is available on request.

The Health and Safety at Work Act, 1974 requires Employers to provide a high safety standard and Employees in a safe way. WBTC carries out an initial Health and Safety check on all companies prior to Learners starting work and this is monitor on a regular basis.

**YOU WILL BE ASKED TO COMPLETE AND RETURN AN ONBOARDING PROJECT AT YOUR FIRST TRAINING CONSULTATION VISIT.** Never attempt a task you're not authorised to do or have not had the proper health and safety training in. If you have any concerns, then speak to your Supervisor.

## **INSURANCE**

WBTC ensures that your workplace has sufficient insurance to cover its employees whilst you are on their premises. Additionally, as you will spend some time away from the Company, mainly for training, WBTC as your Training Provider has taken additional insurance to cover such periods and unforeseen eventualities.

## **Health and Safety Information**

**What do you think YOUR and your EMPLOYERS responsibilities are to each other?**

- Have you seen and read the poster "Health & Safety Law - What you need to know"?
- All based on the Health & Safety at Work Act 1974 and associated Regulations.

**In general, your Employer's responsibilities include:**

- Making your workplace safe and without risks to your health
- Ensuring equipment and machinery are safe and that safe working practices are followed
- Ensuring stock and substances (e.g. chemicals) are moved, stored and used safely
- Providing adequate welfare facilities (e.g. toilets, hanging space for wet clothes etc)
- Giving you essential information, supervision, instruction and training.

**As an Employee you have legal duties too - they include:**

- Taking reasonable care for your own health & safety and that of others who may be affected by what you do or do not do
- To co-operate with your employer on H&S
- Correctly use work items provided by employer in accordance with training or instructions e.g. Personal Protection Equipment
- Not interfering with or misusing anything provided for your H&S and welfare
- To notify your employer or safety representative of any safety issues you see.

**Are you in an organisation employing 5 or more?** If so the Employer must:

- Have a Health & Safety Policy and communicate this to employees
- Produce appropriate written Risk Assessments and communicate these to employees.

## **Working with Computers**

When working with Display Screen Equipment i.e. computers, you need to bear in mind:

- Plan work to take regular breaks from the screen
- Check posture and position regularly (as trained)
- Report any problems i.e. frequent headaches, eyestrain, stiffness or pain in limbs
- Employers should undertake risk assessment for “habitual users” of computers
- Employers may have to fund eye tests/glasses.

## **Manual Handling**

Employers should try to substitute mechanical means and should advise/train in correct lifting techniques. You must think before you lift

- Use a trolley or carrier
- If item is bulky/heavy, tell your supervisor
- Ensure your route is free from obstacles
- Don't try lifting heavy items on your own
- Get help if unsure.

## **First Aid**

First aid should prevent injury from getting worse and can save lives. Adequate arrangements must be made by employers for first aid.

The minimum requirement for first aid is:

- Provide a suitably stocked first aid kit
- Consider need to appoint a qualified First Aider.

## **Substances Hazardous to Health**

A substance that has the potential to cause harm is classified as a hazardous substance.

Hazardous substances can be:

- Liquids
- Solids
- Dusts
- Powders
- Gases.

## **Hazardous Substances**

Hazardous substances can cause harm when they:

- Come into contact with the skin or eyes
- Enter the body through cuts in the skin
- Are breathed in
- Enter the body by mouth e.g. by swallowing or from contaminated hands touching the mouth.

## **Fire Safety**

Fire can spread quickly. It is important to be aware of the risk. Not only are employees at risk but so may be any visitors e.g. customers or contractors.

### **What to do if you discover a fire at WBTC (& elsewhere)**

- If you are in training, let your tutor/trainer know and follow evacuation procedure
- If you are in a building, close door on fire (if safe to do so)
- Raise the alarm (shout “Fire”, break glass-in fire bell), let others know immediately
- Follow the evacuation procedure.

### **Tips for Safety in the Workplace**

- Find out names and phone numbers of people with responsibility for safety and first aid.
- Keep walkways clear of obstructions, especially packaging, tools, protruding drawers etc.
- Don't allow power or phone wire to trail across floor/walkways. Point out frayed carpet edges.
- Be careful when opening doors, especially those without glass viewing panels on to corridors.
- Do not improvise with chairs and boxes when you should really fetch a step ladder.
- Follow recommended procedures with powered tools, chemicals, office equipment etc.
- Don't try to lift things which are either too heavy or unsafe.
- Do not overload power sockets with too many plugs and adapters.

## **ACCIDENTS AT WORK**

Accidents, however small, should always be reported and entered in the Accident Book at your place of work and also inform your Supervisor and Training Co-ordinator. This could prevent someone else from doing the same thing and will ensure that you get any necessary first-aid treatment; it also covers you later if something more serious results.

WBTC has a duty of care for your welfare whilst on the Programme and will investigate accidents and report the results to the Skills Funding Agency.

**PLEASE ENSURE A WBTC ACCIDENT FORM IS COMPLETED AND RETURNED TO US, HOWEVER SMALL THE ACCIDENT.**

**A copy of this form will be issued during Onboarding or can be given on request.**

## **EQUALITY, DIVERSITY AND INCLUSION POLICY**

At WBTC we are fully committed to providing equality of opportunity in education, training and employment. This commitment is shared and acted on by all our staff. The effectiveness of our Policy and its importance are central to the spirit of our values.

Our policy implements national legislation and guidelines on good practice. The Equality Act 2010 covers the 9 characteristics - Religion and Belief, Age, Race, Gender, Disability, Sexual Orientation, Marriage and Civil Partnerships, Gender Reassignment and Pregnancy and Maternity and 7 types of Discrimination including:

- |                                 |   |
|---------------------------------|---|
| 1. Direct discrimination        | Discrimination because of a protected characteristic  |
| 2. Associative discrimination   | Direct discrimination against someone because they are associated with another person with a protected characteristic. (This includes carers of disabled people and elderly relatives, who can claim they were treated unfairly because of duties they had to carry out at home relating to their care work. It also covers discrimination against someone because, for example, their partner is from another country) |
| 3. Indirect discrimination      | When you have a rule or policy that applies to everyone but disadvantages a person with a protected characteristic  |
| 4. Harassment                   | Behaviour deemed offensive by the recipient. Employees can claim they find something offensive even when it is not directed at them.  |
| 6. Victimisation                | Discrimination against someone because they made or supported a complaint under Equality Act legislation  |
| 7. Discrimination by perception | Direct discrimination against someone because others think they have a protected characteristic (even if they don't)  |

## AIMS

**As an Employer and a Training Provider, we promise to value you for who you are. That's what we mean by equality, diversity and inclusion.**

### **What the equality, diversity and inclusion policy is all about:**

- WBTC will not tolerate unfair treatment, bullying, harassment or discrimination against anyone who learns with us.
- If you feel you have been treated unfairly you will be able to make a complaint. If you want to complain you can speak to your Training Co-ordinator and/or use our complaints procedure.

For a full version of WBTC Equality, Diversity & Inclusion Policy, ask your Training Co-ordinator.

## DISABILITY STATEMENT

WBTC implement legislation relating to disability. We will provide you with support and advice whatever your learning difficulties or disabilities.

We will:-

- Assess your ability prior to agreeing your Individual Learning Programme by our robust Initial Assessment process.

- Help you with any learning difficulty by providing the right support as part of your learning programme.
- Provide specialist equipment, access and services to support your learning. Please let us know how we can help you and we will respect your confidentiality.

## **HARASSMENT & BULLYING PROCEDURE**

Everyone has the right to work, train and learn in an environment without fear of harassment. WBTC is committed to providing an environment in which individuals can work and learn effectively, confidently and competently. Therefore, WBTC has a Harassment and Bullying Policy including procedures for dealing with any incidents that are reported.

Harassment can generally be described as unsolicited or unwelcome behaviour or conduct. It can be:-

- **PHYSICAL** i.e. any sort of contact (from touching to assault), gestures, intimidation, aggressive behaviour, etc.
- **VERBAL** i.e. unwelcome remarks, malicious gossip, insults, jokes at another's expense, humiliation, ridicule etc.
- **IN THE ENVIRONMENT** i.e. offensive literature or pictures, computer imagery, bullying, being isolated from groups, non-co-operation, withholding necessary information, setting impossible objectives etc.

Harassment of any kind is unacceptable to WBTC and should be brought to the attention of your Training Co-ordinator. All complaints will be investigated promptly using our complaints procedure and appropriate action will be taken.

To make things easier for you, we have an ED Card for you to use at any time should you have a problem/concern. Simply call our number or email Ed@wbtc-uk.com.

## **SAFEGUARDING**

Safeguarding is the duties and responsibilities that those providing a health, social or education service have to carry out to protect individuals from harm.



### **Need to talk to someone?**

ChildLine is the free confidential helpline for children and young people in the UK. You can call them on **0800 1111** to talk about any problem - counsellors are always here to help you sort it out.

If you can't do that try and speak to your Training Co-ordinator or our Safeguarding Officer on 01635 35975.

The links below are to websites for information on Healthy Eating, Sexual Health and Awareness, Internet and Mobile Safety.

<http://www.nhs.uk/livewell/healthy-eating/Pages/Healthyeating.aspx>

<http://www.nhs.uk/Livewell/Sexualhealthtopics/Pages/Sexual-health-hub.aspx>

<http://www.thinkuknow.co.uk/>

## **TIME FOR REFLECTION OR PRAYER**

Just ask reception or your tutor and they will be happy to advise you whether you are at our training centre or a college.

## **FRANK**

TALK TO FRANK - 0300 123 6600

For free confidential drugs information and advice 24 hours a day talk to FRANK. You can live chat with FRANK online, you can email and you can text direct to 82111

You might like to read this before getting in touch

1. Calls from landlines cost the same as a normal national call. Calls from a mobile are free and might show up on the bill.
2. You can talk to FRANK in 120 languages - just call the same number and a translator will be there if necessary.
3. FRANK will try to reply to your email as quickly as possible. It certainly won't take longer than 24 hours. The reply will come from Talktofrank [Frank@talktofrank.com]
4. To reply FRANK will need an email address. If you're worried about someone reading your emails you could set up a special email account with someone like Yahoo, Hotmail or Lycos.
5. FRANK will only ever reply to your emails. You will NEVER EVER receive an email you didn't ask for from FRANK.

**FRANK IS HERE FOR YOU, 24 HOURS A DAY, SEVEN DAYS A WEEK**

## **PREVENT DUTY**

Prevent is the Government's strategy to stop people becoming involved in violent extremism or supporting terrorism, in all its forms.

### **British Values**

These are defined as: *'Democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.'*

*Mutual respect and tolerance* includes encouraging learners to respect other people with particular regard to the protected characteristics of the Equality Act.

### **Extremism**

Extremism is defined in law: *'vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs'.*

Under Prevent Duty WBTC has a responsibility to ensure we protect all our learners, TC's will report concerns to the Safeguarding Officer, who may pass on concerns to Channel if they feel necessary. There are concerns which should always be passed on such as:

- Evidence of sharing of extremism websites
- Evidence of homophobic; religion based or racist bullying

It should be noted that individuals taking their religion more seriously, choosing to grow a beard or wearing a headscarf for religious reasons are NOT signs of extremism.

## WBTC APPEALS PROCEDURE

There may be an occasion during your programme where you may not agree with an assessment decision. This could have been a decision made by your Assessor or in relation to on-line tests, the Awarding Organisation. In either case you have the right to appeal. Your Training Co-ordinator will help put you in touch with the right people to resolve it. An appeal must follow the Centre's established procedure.

- All stages must be clearly documented
- Realistic timescales and outcomes must be recorded

N.B. If a Learner has any other complaint on any aspect of their training with WBTC, please refer to the Complaints Procedure.

### Step 1

The learner discusses the assessment decision with the assessor, if an agreement cannot be reached, go to step 2.

### Step 2

Learner submits a written appeal to the Centre's Internal Quality Assurer (IQA), enclosing the unit & supporting evidence and the details of the appeal. (Help in completing a written appeal will be arranged for Learners that may need this).

### Step 3

This is acknowledged in writing by the Internal Quality Assurer (IQA) within five working days.

### Step 4

The original assessor will be asked for reasoning of the decision they have made on the assessment.

### Step 5

Within 20 days of the receipt of the written appeal from the learner, the Internal Quality Assurer (IQA) will investigate the appeal with a panel. The Appeal Panel will be made up of the Internal Quality Assurer (IQA), Programme Manager and Director of Training and an investigation with the panel will take place. The evidence will be presented by the original Assessor who will not take part in the subsequent decision of the Panel. The IV will record the outcome.

### Step 6

The outcome of the Appeals Panel decision will be confirmed to the Learner in writing. An acceptance notice will be enclosed with the decision.

### Step 7

If satisfied with outcome, Learner signs and returns an acceptance notice to confirm this.

**APPEAL RESOLVED**

**APPEAL UNRESOLVED**

**Step 8**

If Learner dissatisfied with outcome, further written response must be submitted within five working days.

**Step 9**

Internal Quality Assurer (IQA) acknowledges receipt of appeal and the appeal is submitted to the Awarding Body External Quality Assurer (EQA) immediately, enclosing details of the appeal to date.

**Step 10**

Investigation carried out by Awarding Body and relevant parties informed of the outcome.

**APPEAL RESOLVED**

**APPEAL UNRESOLVED**

**Step 11**

Appeal submitted to Awarding Body Regional Quality Assurer for final judgement.

**Step 12**

Learner informed of end result.

For on-line testing or results appeals should be directed to the relevant Awarding Organisation and WBTC can guide this process or start it with your permission.

**GRIEVANCE PROCEDURE**

If at any time you feel that you may have been wronged in some way, this can cause concern or possibly resentment. It is important that you raise any matter of this kind with your Training Co-ordinator. You can do this by contacting them directly or in a note form. If associated with the Company, you should inform your Supervisor. Any grievance, once raised, will be investigated and given a full and fair hearing so that your issue can be resolved.

**COMPLAINTS PROCEDURE**

If you are dissatisfied with any aspect of our service, please let us know. At WBTC we will deal with your complaints stating the formal actions we will be taking to remedy any issues within three days of receiving it.

We document all complaints and review them throughout the year, so that we can continue to improve our services. Don't be frightened to complain!

**I confirm I have read and understand WBTC appeals procedure and understand there is a grievance procedure and a complaints procedure.**

Learner Name: \_\_\_\_\_

Learner Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **WBTC MALPRACTICE, MALADMINISTRATION & CONFLICT OF INTEREST POLICY**

### **Policy Statement**

This policy describes the process for Malpractice, Maladministration and Conflict of Interest at West Berkshire Training Consortium (WBTC). It has been produced to guide and support WBTC staff in order to identify and deal with Malpractice, Maladministration and Conflict of Interest.

### **Introduction**

Attempting to or actually carrying out any Malpractice, Maladministration or Conflict of Interest activity is not permitted by WBTC or the Awarding Organisation. The following are examples of Malpractice, Maladministration or Conflict of Interest by learners and members of staff; this list is not exhaustive and other instances of Malpractice, Maladministration and Conflict of Interest may be considered by the Centre and/or the Awarding Organisation at its discretion.

If a member of staff suspects Malpractice, Maladministration and/or Conflict of Interest with any work then the Work Based Learning Manager or Director of Training should be alerted immediately.

### **Malpractice**

In the event of suspected malpractice, learners will be made aware of this policy.

- Plagiarism by copying and passing off, as the learner's own, the whole or part(s) of another person's work, including artwork, images, words, computer generated work (including Internet sources), thoughts, inventions and/or discoveries whether published or not, with or without the originator's permission and without appropriately acknowledging the source
- Collusion by working collaboratively with other learners to produce work that is submitted as individual learner work. However, learners should not be discouraged from teamwork, as this is an essential skill
- Impersonation by pretending to be someone else in order to produce the work for another or arranging for another to take one's place in an assessment/test
- Fabrication of results and/or evidence
- Misuse of assessment/examination material
- Use of unauthorised materials against the requirements of supervised assessment/test conditions, for example: notes, study calculators, mobile phones or other similar electronic devices
- Obtaining, receiving, exchanging or passing on information which could be assessment/test related (or the attempt to) by means of talking or written papers/notes during supervised assessment/test conditions
- Behaving in such a way as to undermine the integrity of the assessment/test.

### **Maladministration**

- The alteration of any records, results document, including certificates
- Failing to keep any Awarding body mark schemes/test papers secure
- Alteration of any Awarding Organisation mark schemes/test paper

- Alteration of Awarding Organisation's assessment and grading criteria
- Assisting learners in the production of work for assessment, where the support has the potential to influence the outcomes of assessment, for example where the assistance involves centre staff producing work for the learner
- Producing falsified witness statements, for example for evidence the learner has not generated
- Allowing evidence, which is known by the staff member not to be the learner's own, to be included in a learner's assignment/task/portfolio/coursework
- Facilitating and allowing impersonation
- Misusing the conditions for special learner requirements, for example where learners are permitted support.
- Failing to keep learner computer files secure
- Fraudulent certificate claims, that is claiming for a certificate prior to the learner completing all the requirements of assessment.

### **Conflict of Interest**

Conflict of interest can arise at any time, however WBTC will do their utmost to ensure this doesn't happen and will reduce the impact wherever possible.

- Staff of WBTC cannot work for competitors concurrently, unless authorised by the Director of Training or Managing Director
- Assessments to be arranged taking into account individual learner needs but on a non-biased basis
- WBTC staff cannot assess/IQA learners in placements where they have previously been employed
- Wherever possible every effort will be made to avoid WBTC staff Assessing/Quality Assuring in placements where they have a close connection with employers and/or employees, for example:
  - A spouse/partner is employed at the work placement
  - A relative works is employed at the work placement
  - A close friend works is employed at the work placement
  - A former colleague works is employed at the work placement
- Wherever possible, WBTC will avoid staff assessing, quality assuring, invigilating a learner with whom they have a relationship and/or connection, for example:
  - Relative
  - Spouse/Partner
  - Close Friend
  - Former colleague

The above conflicts of interest will be monitored by the Senior Management Team and/or the Quality Assurance Team.

However, in certain circumstances, where the above cannot be avoided due to a small programme or few staff, an Independent Assessor will be appointed to sample decisions made and possibly carry out a learner interview or discussion to include with the portfolio.

## Consequences

If a case of Malpractice, Maladministration or Conflict of Interest is identified with regards to a learner, they will automatically be suspended from further assessment by the Work Based Learning Manager or Director of Training, during an investigation period conducted by the quality team. If proven this will be reported to the Awarding Organisation for further investigation.

- Whilst an investigation is being completed the portfolio will be removed from the Learner and given to the Lead Internal Quality Assurer.
- If it is identified that no malpractice had been conducted the learner will be reinstated automatically and portfolio re-issued.
- If the Learner is proven of malpractice, the Work Based Learning Manager or Director of Training will inform the learner's employer and Awarding Organisation and the processes following on from this will be in accordance with the Awarding Organisation's procedures.

If a case of Malpractice, Maladministration or Conflict of Interest is identified with regards to a member of WBTC staff, they will be reported to the Work Based Learning Manager and Director of Training for further investigation. Whilst under investigation the member of WBTC staff will be suspended from all duties within WBTC until the investigation has been completed.

If the member of staff has been proven to be not guilty they will be reinstated back to their original role.

If proven guilty of malpractice the member of WBTC staff will be dealt with according to WBTC's Disciplinary Procedure. WBTC will also inform the Awarding Organisation and where appropriate the police may be involved.

**PROCEDURE FOR DEALING WITH NON-ATTENDANCE AT TRAINING,  
POOR PUNCTUALITY, LEAVING EARLY FROM TRAINING and POOR  
PERFORMANCE ISSUES**

**THIS PROCEDURE COVERS ALL TRAINING**

1. You will be advised of the start time of your training session. All Learners must be at the Centre or College ready to start work at that time.
2. If you cannot attend training you must inform WBTC by calling in on 01635 35975 and your Employer, as if you were at work. If you do not call in and do not attend, your Training Coordinator will be informed and they will contact you and your employer.
3. All appointments, whether for Doctors, Dentists, Hospitals, or interviews for any other reason, should be arranged OUTSIDE training session times. A training day is considered as part of your working week. If you have a Hospital or other appointment that cannot be arranged outside training hours, you will be asked to evidence this and WBTC will check that your employer is aware.
4. When any of the above incidents occur, the trainer who is taking the session will be responsible for informing the relevant Training Co-ordinator.
5. When learners are absent at college the same process applies.

In order to achieve the qualifications specified in your Individual Learning Plan by the Expected Achievement Date listed, you will need to keep up to date with your Agreed Action Plans and complete any work set between visits to training or from your assessor.

Failure to complete work set puts your completion date in jeopardy. Therefore, when you do not complete your action plans we will discuss with you the reason for this and inform your employer.



Department  
for Education

Dear (insert name of the apprentice)

'Get In. Go Far'. That's the message you have seen in adverts across the country to boost high quality apprenticeships. And now, you have decided to join this growing movement of people who want to get the skills they need to get on in life. From Harlow to Hartlepool, from Blackburn to Bodmin, huge numbers of people are following their career dreams by starting an apprenticeship.

With an apprenticeship, you will gain the knowledge, the skills, and crucially, the industry experience necessary for a successful career. And even if you later decide to do a totally different job, the skills you have gained will give you a huge advantage.

Every apprentice counts. No matter who you are, or where you are from, or whatever you want to do, an apprenticeship will open up doors for you. And not just at work.

Apprenticeships are an opportunity to acquire skills and professional experience, but they have a much wider impact. You will gain confidence in your talents, approach new situations outside your comfort zone and, maybe, even unlock new dreams and aspirations.

When hiring an apprentice, an employer expects significant benefits for the business: fresh talent, increased productivity, a better-prepared workforce. But you should have high expectations, too, and make sure you get the best deal out of your apprenticeship.

You are entitled to an apprentice minimum wage (starting at £3.40 per hour, if you're under 18 or in your first year, increasing to £5.55 if you're over 18, and in line with the National Living Wage if you're over 25 and in your second year), a number of learning hours that should be agreed with the employer before starting, and regular assessments of your progress.

You can access all details about pay and much more in this link:

<https://www.gov.uk/national-minimum-wage-rates>

I recently heard from Anna Schlautmann, an apprentice in Greater Manchester. She said: "I knew there were many benefits to gain from an apprenticeship despite some of my peers and teachers discouraging my choice. Although now they have seen the amount that I have achieved - meeting the Prime Minister at Downing Street, speaking in Parliament, contributing to business objectives and working abroad. I now get invited to my old college to promote apprenticeships to the students. Many of my peers wish they had done an apprenticeship."

It all shows that with an apprenticeship, you can truly do anything you want.

And get ready to hear much more about apprenticeships in National Apprenticeship Week 2017 which takes place between March 6-10 this year.

Thank you for your commitment to apprenticeships. Now – climb that ladder of opportunity!

Yours sincerely,

**Rt Hon Robert Halfon MP**

**Important – The WBTC National Minimum Wage**

Please note that from 1<sup>st</sup> August 2016 employers working with WBTC have pledged to pay at least £4.00ph to their new apprentices starting from this date or after. For new apprentices starting from 1st August 2017 the rate is £4.25 per hour. For more information on this please do not hesitate to contact me.

**Matt Garvey**  
**Managing Director**