



WBTC INDUCTION HANDBOOK FOR APPRENTICES

2 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:

Induction

The induction 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

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 reviews 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 reviews 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/SFA
- 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 INDUCTION ABOUT?

This Induction introduces you to all aspects of your Apprenticeship programme in detail - this will include an Initial Assessment, , 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.

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 first review 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 Competency and Knowledge based qualifications, Functional Skills, Employee Rights and Responsibilities (ERR), Personal, Learning and Thinking Skills (PLTS) if part of your programme
- 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 reviews 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 ILP. 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?

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

Functional Skills?

Functional Skills are part of Apprenticeships and cover:

- English
- Mathematics
- ICT

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

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

Personal Learning and Thinking Skills

This covers 6 Aims, Creative Thinker, Independent Enquirer, Team Worker, Participator, Self Manger, 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

REVIEWS & PROGRESS

After your first review 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. Reviews 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 Individual Learning Plan forward. These targets will be for the workplace training and your off the job training too. WBTC recommend you bring your ILP to each review 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 ASAP. 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 in Section 5 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

Stage	Disciplinary Action	Action By	Further Action
1.	Learner is asked for an explanation and if unsatisfactory a VERBAL WARNING is given.	Training Co-ordinator	Entry is made in Learner's file
2	Learner is asked for an explanation and if unsatisfactory a FIRST WRITTEN WARNING is given.	Training Co-ordinator	A DISCIPLINARY letter is issued and a copy is kept in Learner's file.
3.	Learner is asked for an explanation and if unsatisfactory a FINAL WRITTEN WARNING is given to the Learner who may be SUSPENDED for a period.	Training Co-ordinator	FINAL DISCIPLINARY LETTER is issued and a copy kept in Learner's file
4.	Learner is asked for an explanation and if unsatisfactory the Learner is DISMISSED .	Training Co-ordinator in conjunction with the Skills Funding Agency	A DISMISSAL NOTICE 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 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 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 letters 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 Skills Funding Agency. Your information will not be shared or sold to any other party without your authority.

CERTIFICATION

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.

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 INDUCTION PROJECT AT YOUR FIRST REVIEW. 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 YOURS 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

Manual Handling Employers may have to fund eye tests/glasses

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 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

First Aid

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 & phone numbers of people with responsibility for safety & 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 & 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 Induction 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 an 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 every 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 Apprenticeship programme where you may not agree with an assessment decision that has been made by your Assessor. In this 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 NVQ 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 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 IQA will investigate the appeal with a panel. The Appeal Panel will be made up of the 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 IQA 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.

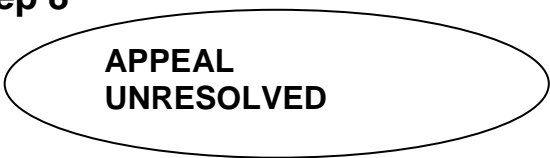
Step 7



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



Step 8



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



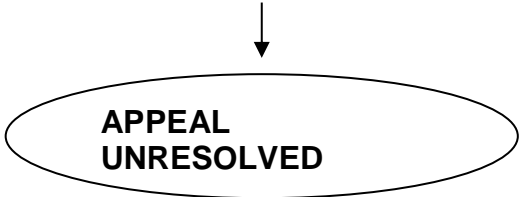
Step 9

IQA acknowledges receipt of appeal and the appeal is submitted to the Awarding Organisation External Quality Assurer immediately, enclosing details of the appeal to date.

Step 10



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



Step 11



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



Step 12

Learner informed of end result.

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 1st 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 more information on this please do not hesitate to contact me.

Matt Garvey
Managing Director