

Apprenticeship Welcome Pack and Induction Guide



What's in here?

This is your essential guide to the program and contains everything you need to know to get started. If you need more information about the programme, please visit the Programme handbook.

You'll find helpful information about your **apprenticeship, coach details** and all the information you need for your induction. You will also find information about **your portfolio** and a **helpful glossary** to get your head around some of the terminology you'll hear during your time with us.

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Welcome to your apprenticeship!

The Journey Starts Now.

Commitment to Your Apprenticeship

We encourage you to take ownership of your learning to get the most out of this experience.

You will be expected to do this by:

- Managing your workload professionally and proactively.
- Submitting your missions on time for your Summative Portfolio.
- Discussing any priority clashes with your line manager and coach.
- Completing tasks and attending meetings with your coach.
- Attending and engaging in the live webinars.
- Ensuring you are taking the Off the Job Training on a regular basis.

Accessing Support

There is a wide range of support available to you during your programme. Below, you will find information on who your key contacts will be during your programme, and how you can contact them. Your key contacts will be your allocated coach, tutors, and your line manager.

Your Coach

Your Coach will be your main point of contact throughout your apprenticeship. They will contact you early in your programme to arrange your welcome call. Coaches at BPP are assigned to specific programmes as they bring with them industry knowledge and expertise/experience to support you throughout the process. The main role of the coach is to enable and support you to complete your qualification.

We also raise awareness and discuss topics such as the Government's Prevent agenda on reducing radicalisation, as well as the British Values.

Coaches support you and will work with you to help you to fulfil all that is required throughout your apprenticeship to reach your full potential. They will work with you in the development of your portfolio, guidance around the Apprenticeship Standards, Off the Job Training and various requirements needed to prepare you for the End Point Assessment (EPA), which will be explained later in this guide.

Your Tutors

The role of the tutors is to teach you the various modules within your programme.

You will have a different tutor for each individual module. Tutors will also stretch and challenge you to explore the subject matter in more depth and signpost you to wider reading and reference material.

You will meet your tutors during your live webinars, and you may contact them using the forums accessible on the hub.

Your Line Manager

Your line manager is to provide ongoing support throughout the duration of the programme.

Line managers will be expected to attend quarterly calls and we encourage them to attend the monthly calls. Also, line managers should embed discussions of the apprenticeship in one-to-one meetings, assist in the development of your portfolio, support in exposure to the wider business and ensure you're getting the minimum Off the Job hours.

If there are any issues your line manager detects, such as barriers or concerns around your development, they will be required to address this with the coach as soon as possible.

Preparing for Your Studies

Your Virtual Learning Environment – The Hub

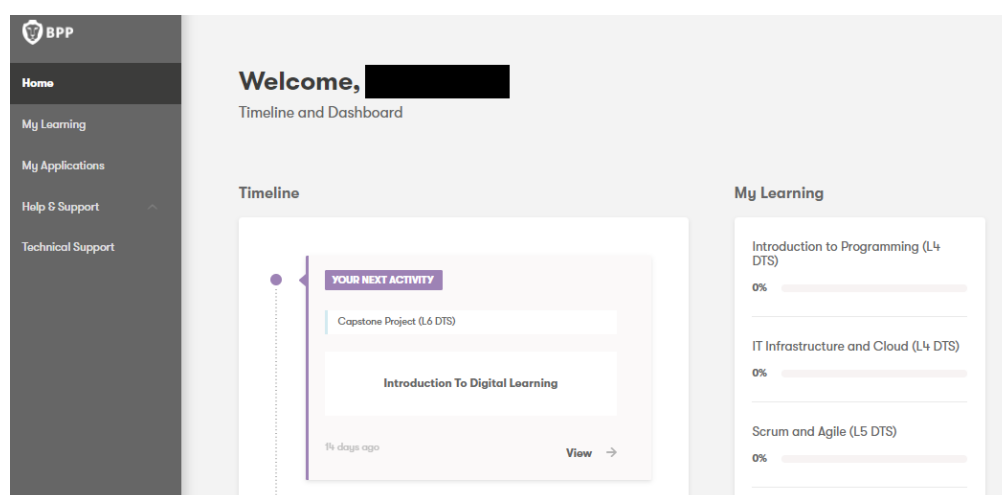
The Hub is your online learning platform, where you will find all your learning resources available to you at any time during your programme.

You will be able to access this platform at any time by using the following link:

www.bpp.com/account. Once you have registered to use The Hub, we strongly encourage you to spend some time exploring the platform to familiarise yourself with its functionality.

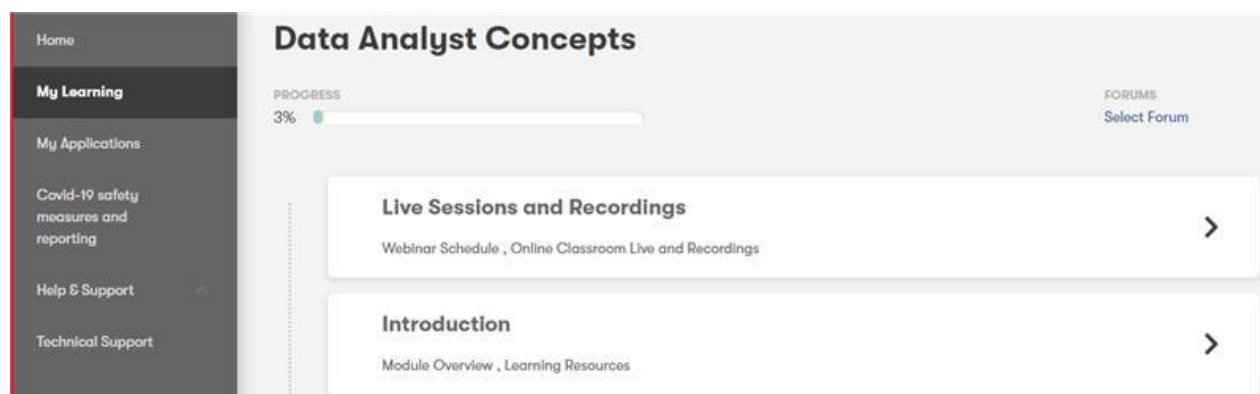
Below you will find information to help you to get acquainted with key aspects of The Hub.

On your Home page, you will see your Timeline of activities, as well as a News and Information section.



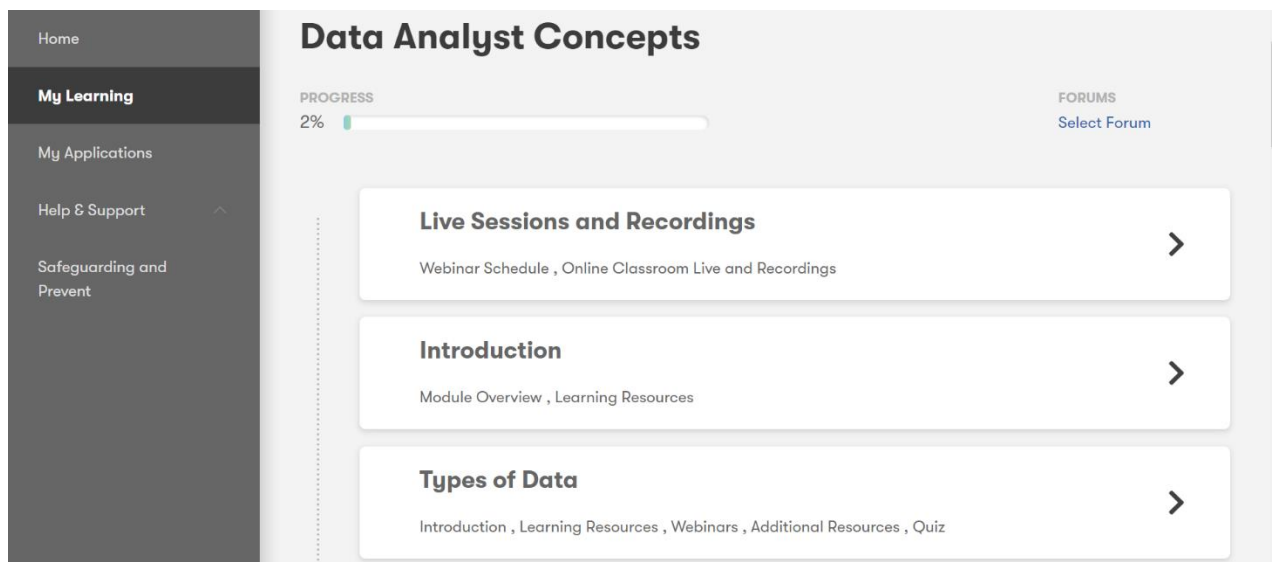
(Sample screenshot)

The “My Learning” tab, will take you to all the current courses and related resources that are available to you. Your modules will be updated each term as you progress through the programme.



(Sample screenshot)

Each module page will contain the relevant information and learning materials for each weekly webinar. To locate any learning resources, recommended reading, workbooks, or activities, you can press the relevant topic title, and you will be guided there.



(Sample screenshot)

Within each module, you will also find dedicated forums, which can be used to communicate with your peers and tutors.

You will also be expected to upload your submissions to the Hub. Information on making your submission, will be found on the respective module page.

Hints and Tips for using The Hub

- For optimal experience we recommend using the Chrome or Firefox browser to view the Hub.
- Please do not use Internet Explorer as any assessments you complete may not be recorded.
- For easy access to the Hub please bookmark the following url: www.bpp.com/account. You will then be able to log in using your email and password. Do not use any other URL to log in.
- When setting your password, it must be at least 8 characters in length and will need to include a mixture of uppercase, lowercase, numbers, and spaces.
- The new learning environment is supported by a mobile app to maximise learning on the go. It is available on iOS and Android and links to the apps are available within the Hub ('Getting Started' section)

What do I need to get started?

We have created a handy checklist below with some key points to ensure that you have all the relevant access and documents needed to begin the course.

Please ensure that you have the following materials before your first webinar. If you are missing any of these documents, please contact your Coach or the Head of Student Experience.

- ☐ I have received my Timetable.
- ☐ I have logged in to the virtual learning environment, The Hub (using the same account details as my original application).

Once you are fully enrolled you will also be provided with access to the following resources which you can utilise to support your independent learning:

- LinkedIn Learning
 - This provides you with access to videos and tutorials covering the latest business, technology, and creative skills.
- The BPP Library
 - The BPP Library has a wealth of materials such as books, articles, journals, and further online resources such as guides to Harvard Referencing.

Preparing for My First Webinar

The guidance below provides you with an outline on the steps you will need to take to access your first webinar. Please read this carefully, to ensure that you are prepared.

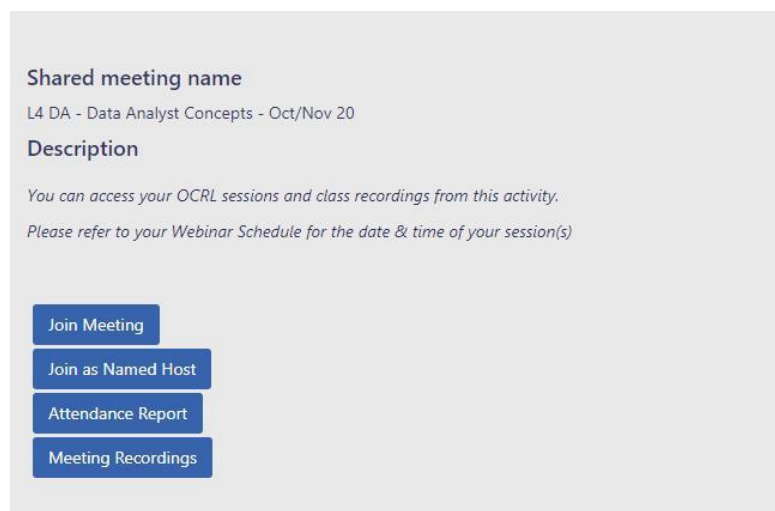
Your live webinars will take place using the Adobe Connect application. We recommend that you familiarise yourself with the learning environment before your first webinar by using the following link: <http://bpp.adobeconnect.com/ocrlivetest>.

We strongly recommend you download the Adobe Connect application on to your computer ahead of your first webinar, rather than accessing it via your browser. If you face any technical difficulties, please get in touch with your coach or the IT Department. Information on how to contact these teams can be found later in this welcome pack. Additional support can also be found on The Hub, with a step-by-step process on how to download Adobe Connect.

You will also be responsible for reviewing the pre-reading and pre-webinar activities ahead of all webinars, which are accessed via The Hub. Therefore, you will need to ensure that you have access and are familiar with navigating around The Hub prior to your first webinar.

Attending My First Live Webinar

1. To access your first webinar, login to the Hub and then click on My Learning in the left-hand menu.
2. Select the tile with your first module then click on Live Sessions & Recordings.
3. Find the name of your cohort in the Online Classrooms and Recordings and then click on the link.
4. You will be presented with a box confirming the name of the module and will allow you to access either the meeting recordings or to Join the Meeting.



(Sample screenshot)

5. Select Join Meeting a few minutes before the start time of your webinar and the tutor will grant you access to the virtual classroom.

Additional Technologies and Applications

Throughout the course, there may be additional apps and tools that tutors recommend for you to use to support your studies. Wherever possible, these will be available through your browser. If you're in doubt at any point, please discuss with your tutor or your company's IT department.

Attendance

Attendance at webinars is mandatory and registers will be kept for attendance monitoring and engagement. If you are unable to attend a session, due to unforeseen circumstances, you should contact and inform your coach at your earliest convenience. All webinars will be recorded and made available on The Hub for you to revisit the material covered.

You may also be invited to attend other support sessions, as appropriate. It will be made clear whether these sessions are optional or if attendance is required.

If you experience any problems with attending your classes or accessing your timetable, please contact your Coach.

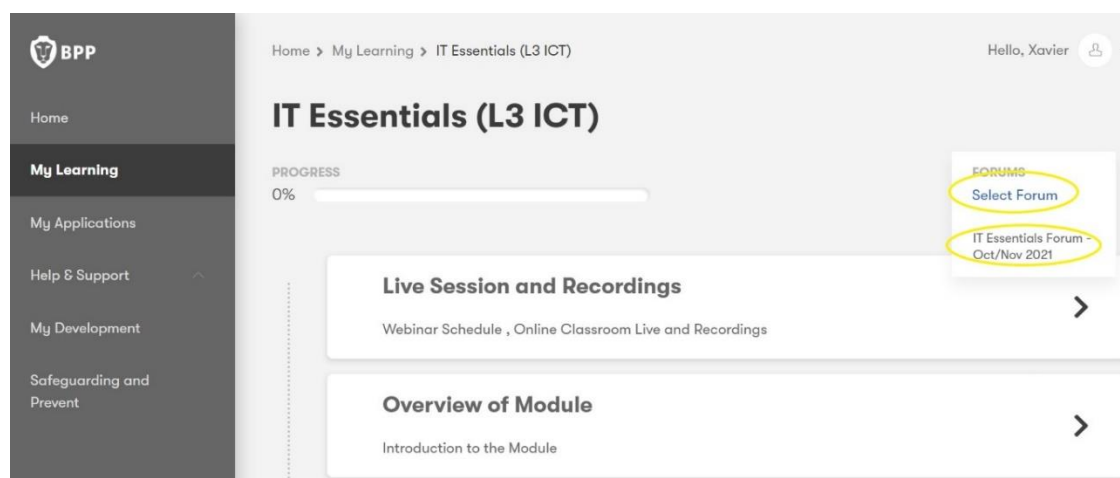
Forums via BPP Hub

Purpose of the forum

The HUB forum provides learners with a shared platform to ask questions and share ideas about the module. Important updates relating to the module will also be posted here so it's important that learners familiarise themselves with its use.

Accessing the forum

- Navigate to the homepage for your module.
- Click the "Select Forum" link.
- Click the link for your specific cohort's forum.

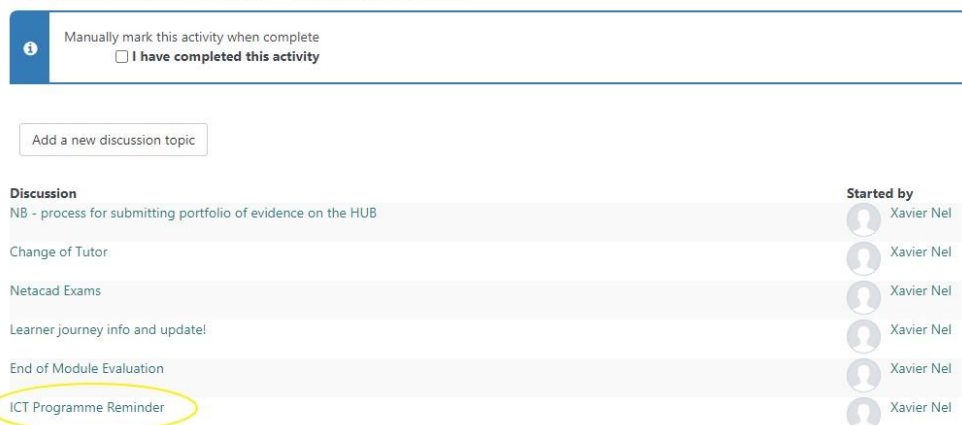


(Sample screenshot)

Viewing a forum post

- Once a new post has been created, the system will automatically send an email copy of the post to all registered users of the forum.
- To view a post manually, follow the steps above for accessing the forum and click on the specific post you want to view.

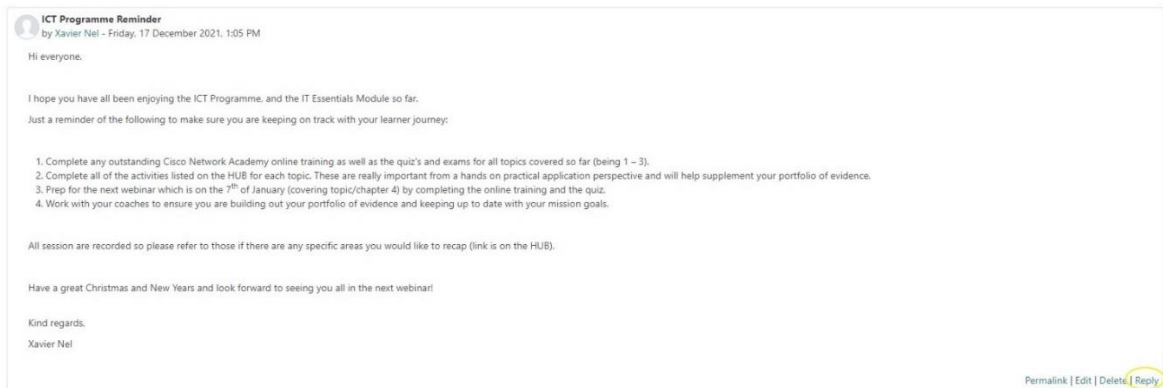
IT Essentials Forum - Oct/Nov 2021



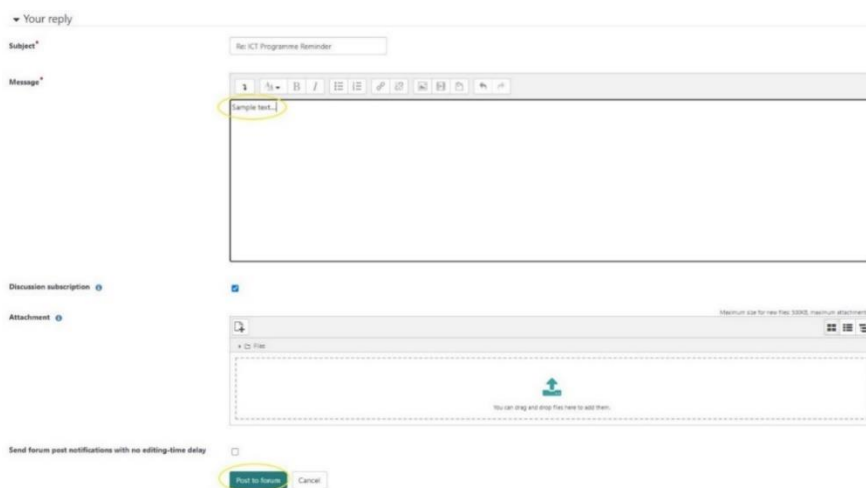
(Sample screenshot)

Replying to a forum post

- In the post that you are viewing, click the “Reply” button in the bottom right-hand corner.



- Capture your text for the post and click the “Post to forum” button.



(Sample screenshot)

Creating a new forum post

- From the forum page, click “Add a new discussion topic”.

IT Essentials Forum - Oct/Nov 2021

1

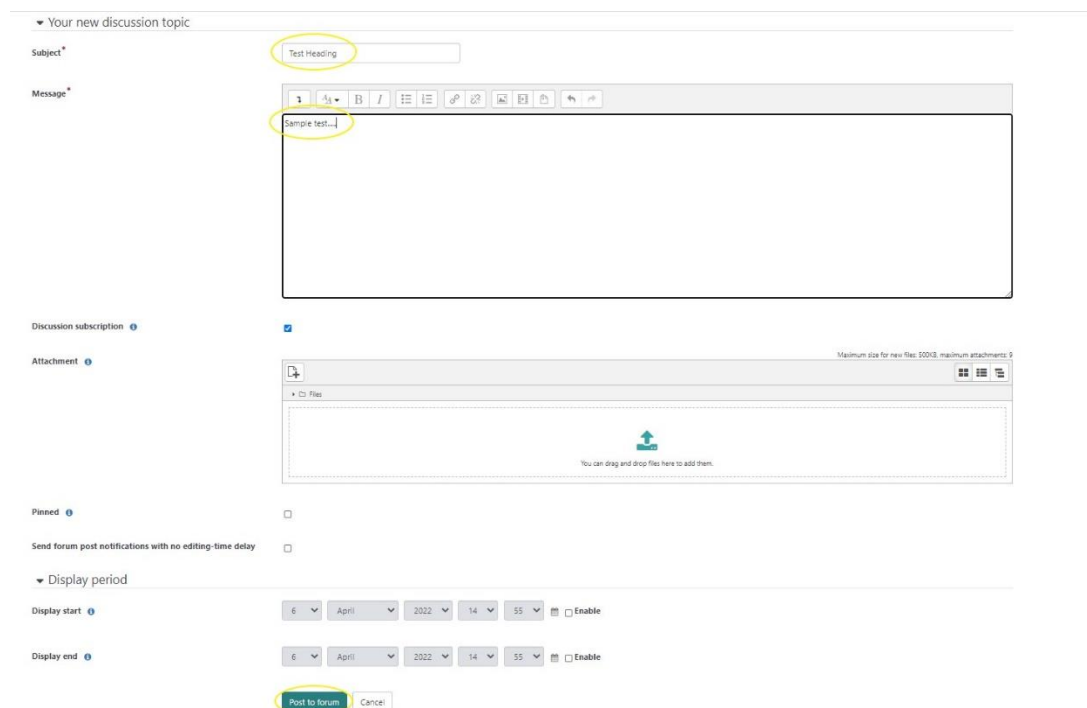
Manually mark this activity when complete
☐ I have completed this activity

Add a new discussion topic

Discussion	Started by	Replies
N8 - process for submitting portfolio of evidence on the HUB	Xavier Nel	0
Change of Tutor	Xavier Nel	0
Netacad Exams	Xavier Nel	0
Learner journey info and update!	Xavier Nel	0
End of Module Evaluation	Xavier Nel	1
ICT Programme Reminder	Xavier Nel	0

(Sample screenshot)

- Capture your text and then click “Post to forum”.



The screenshot shows a web form for creating a new discussion topic. The form is titled "Your new discussion topic". It has several sections: "Subject" with a text input field containing "Test Heading"; "Message" with a large text area containing "Sample text..."; "Discussion subscription" with a checked checkbox; "Attachment" with a file upload area; "Pinned" with an unchecked checkbox; "Send forum post notifications with no editing-time delay" with an unchecked checkbox; "Display period" with two rows of date pickers for "Display start" and "Display end", each set to 6 April 2022, 14:55, with an "Enable" checkbox; and a "Post to forum" button highlighted with a yellow circle next to a "Cancel" button.

(Sample screenshot)

Functional Skills

If you have been unable to provide valid exemption certificates such as GCSEs or Level 2 functional skills qualifications, you will be required to undergo these qualifications at Level 2. This is a requirement of all apprenticeships in England.

If you are required to undergo these qualifications, our dedicated Functional Skills team will contact you at the beginning of your programme to discuss next steps.

Off The Job Requirement

A minimum of 6-8 hours working hours whilst you are on your Apprenticeship must be spent on training and development relevant to the achievement of the apprenticeship. This equates to roughly 1 day per week but can be spread over the life of the Programme – so some weeks you could spend more time training, some weeks less.

Training and development can include but is not limited to:

- Attending lectures and study time allocated during working hours including assignment writing.
- Employer workshops/training sessions (live or recorded) which are related to the apprenticeship.
- Outside of your day-to-day duties and relevant to the achievement of your Apprenticeship, for example, work shadowing, projects, secondments etc...

It is very important that you record any time you spend on relevant training and development, and you should do this in the Off the Job Tracker on a regular basis. At your first coaching session, your coach will provide you with detailed information regarding the Off the Job Tracker.

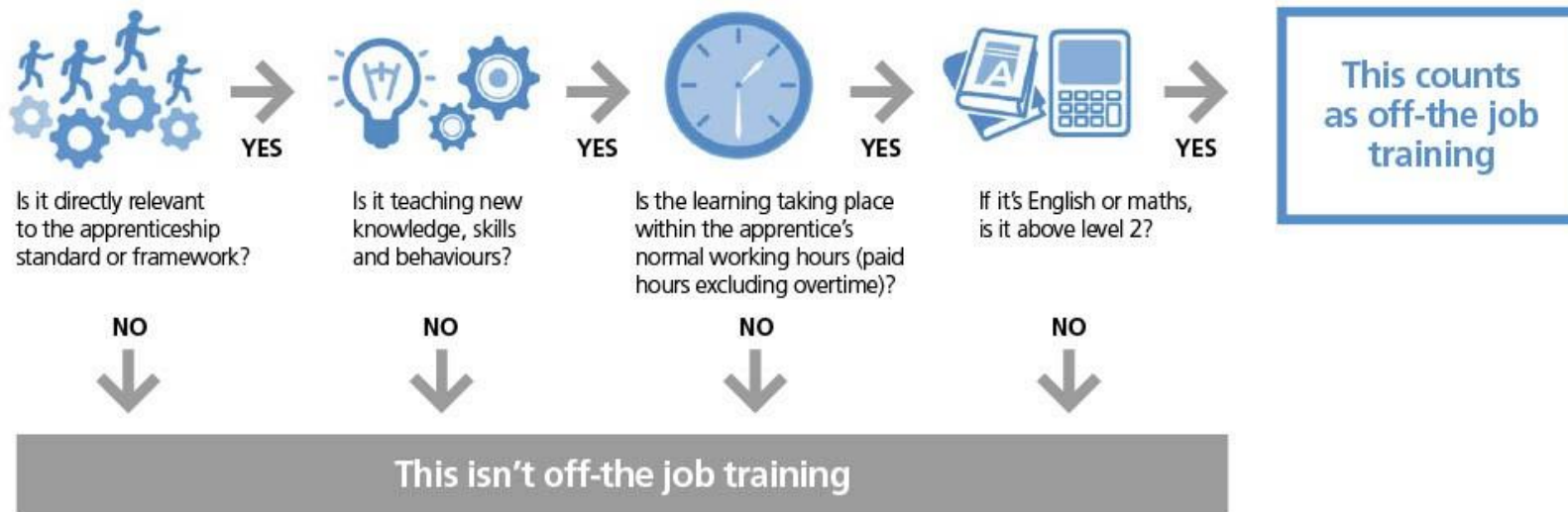
You will be responsible for updating the tracker and bringing it with you to share with your coach at each meeting during your programme. If you are ever unsure of whether to include an activity, speak to your coach or use the notes section on the tracker.

Your coach will go through the activities you have added to the tracker during your termly progress review and at other meetings, but if you have any questions outside of those sessions, please do not hesitate to reach out to them.

As well as looking at the Apprentice Handbook, we also encourage you to look at The Hub, where you will find further guidance on Off The Job Training, as well as a quiz, which will help you to ensure that you have full understanding of this. The link to this module can be found here: <https://www.bpp.com/my/learning/course/30/topic/858>.

A Helpful Guide to Determine Off the Job Activities

Off-the-job training: steps to help you determine whether an activity counts as off-the-job training



Key facts

1 Off-the-job training must make up at least 20% of the apprentice's normal working hours (paid hours excluding overtime) over the planned duration of the apprenticeship.

2 You can deliver off-the-job training in the apprentice's normal workplace or at an external location.

3 Progress reviews and on-programme assessment do not count towards 20% off-the-job training.

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**National
Apprenticeship
Service**

Further Support

Whilst your first point of contact during your programme will be your coach, there are a range of other teams who are also available to support you. Below, you will find the details on accessing further and specialised support, to ensure that you are able to get the best out of your studies.

Safeguarding

Safeguarding at BPP is defined as the protection of learners and the promotion of your welfare. Safeguarding is comprised of 4 main aims:

1. Protection from maltreatment or significant harm.
2. Preventing impairment of health or development.
3. Ensuring all learners can experience circumstances consistent with safe and effective care.
4. Taking action to enable people to achieve the best outcomes.

The Safeguarding team exists purely to help learners. They want you to feel comfortable within BPP and safe in the knowledge that if you ever needed support, you (and your manager) would know where to go.

You or your manager can contact the safeguarding team at any time, for all safeguarding concerns at safeguarding@bpp.com or for urgent concerns call **07464 542 636**.

Learning Support & Inclusion

If you:

- Have a disability, a physical or mental health condition.
- Need some additional support with assessments.
- Need to talk to someone about your personal circumstances.

Please contact: LearningSupport@bpp.com

Inclusion at BPP

If you have any worries such as:

- Will I fit in?
- I haven't studied for a long time.
- How will I balance work/home life with studies?
- How should I prioritise my time?

Please contact: Inclusion@bpp.com or speak with your coach.

Independent Advice

The independent advice team are there to offer guidance around the following circumstances:

- Appeals & Complaints
- Mitigating Circumstances

- Academic Malpractice
- Accommodation Concerns
- Crisis Fund

Their email address is: IndependentAdvice@bpp.com

IT Service Desk

If you have any technical issues with accessing The Hub, such as not receiving your BPP email address, Pluralsight/LinkedIn learning access, issues accessing webinars or Microsoft Teams please contact IT Service Desk on **03300 603 950** or log a ticket using The Hub.

Your Apprenticeship Experience at BPP

BPP Virtual Campus

As a student of BPP, you can sign up to our fantastic Virtual Campus: an online community where you can network with other learners from across the whole globe and find social activities (such as cook-a-longs, yoga classes), discussion forums (Book Clubs and Netflix suggestions) and brilliant competitions.

There's even a mobile app which you can download so you can access all this great content when you're on the go.

The School of Technology also has our own group where you can engage with other learners through discussion points, articles, and competitions.

You can sign up for the Virtual Campus here: <https://community.bpp.com/>

Once you've registered, please search for the School of Technology group, and join us. We look forward to seeing you!



BPP's Virtual Campus

Connect with fellow students, sign up for events and enter competitions all from your phone or laptop!

Download the app!

- 1 Search "Graduway Community" in your app store
- 2 Open the app and search "BPP Community" in the institution name.
- 3 Login in or Sign up as normal

JOIN BPP'S VIRTUAL CAMPUS TODAY!
www.community.bpp.com

BPP
BPP University
Students' Association
appstudents.com

The graphic features a green background with white polka dots. It includes a smartphone and a laptop displaying the BPP Virtual Campus interface. The laptop screen shows a search bar, a list of groups, and a section titled 'Beat' with a blue background and yellow stars.

[LinkedIn Learning](#)

BPP has a partnership with LinkedIn and have built this tool into our teaching materials. All BPP apprentices will receive joining instructions from the first week and will be granted access to a fantastic library of content.

[BPP Students' Association](#)

The Students' Association is here to help you during your time with BPP. They work hard to represent all students and ensure your voice is heard. Access the website here for more information: www.bppstudents.com



[Staff Student Liaison Committee \(SSLC\)](#)

The Staff Student Liaison Committee (SSLC) is a mechanism by which students and staff can communicate and obtain feedback about all aspects of the BPP experience including the programme, facilities, student welfare, careers, activities, and pro bono.

The SSLC is made up of student representatives from every cohort on every programme at BPP who are selected at the start of the year. These representatives meet with staff to raise issues or concerns, suggest improvements to the course content and structure, and offer feedback on new initiatives.


If you are interested in becoming a student representative for your cohort, please reach out to your coach for further information and to discuss the opportunity in more depth.

[The BPP Career Hub](#)

Access an array of fantastic resources, all in one place! Search the site for networking opportunities, business and training events, volunteering, newsletters, and lots more.

Access the BPP Career Hub by using the following link:

<https://careerhub.bppuniversity.ac.uk/>



CareerHub ▾

Dashboard

Opportunities

Events

Appointments

Resources

Ask a question

Forms

Pro Bono

Search Opportunities

Keywords

e.g. Graduate, Analyst, Intern...

Opportunity Type

Any ▾

Location

e.g. London, Greater London, United Kingdom

Training Contract

▾ More Search Options


Search

COVID-19


Factsheets and resources

Practice Assessments


Graduates First

 Job Assessment Experts


eCareersGrad

 eCareersGrad Careers Uncovered

Shortlist.Me



Forage



Career Hub Page

Frequently Asked Questions

Where can I find my Unique Learner Number?

If you wish to access your Unique Learner Number (ULN) please contact your coach. You can use this number when applying for your NUS Card.

What happens if my job changes or I get promoted during my apprenticeship?

If your role changes during your programme, please make sure your coach is aware as soon as possible, so a meeting can be arranged with your new manager and to understand any changes to your responsibilities.

If I leave my employer part way through the course, does this affect the apprenticeship?

If in any circumstance you are considering leaving your employer, please contact your coach as soon as possible.

I need to complete functional skills qualifications in Maths and/or English. How soon will I be expected to sit the exam(s)?

You should complete your functional skills exams within the first six months of starting your programme and you will receive regular support from our Functional Skills team and your coach, to enable you to work towards achieving these qualifications.

What systems/software will I need access to?

Most systems and applications we use are web-based, however we strongly recommend that you download the Adobe Connect desktop application, rather than through the browser. If you are unable to do so, please contact your company's IT department. You will also need access to Excel and Power Bi. Please contact your course leader if you have any issues with this.

Can I speak to my tutor on an individual basis to ask for guidance?

There are lots of opportunities to obtain support from your tutors, including using the chat function during live webinars and utilising dedicated online forums for discussions around your modules and assignments.

If you feel you need additional support for a specific purpose, such as to understand feedback from an assessment, or if you are struggling with any contextual information, please reach out to your coach who can help in facilitating further support.

Your coach is also available if you would like to discuss additional support/guidance.

What is a Break in Learning?

A break in learning essentially pauses your apprenticeship for an agreed period. This is agreed between yourself, BPP and your employer and is dependent on eligible circumstances.

If you are going to be off work for a period longer than four weeks, a Break in Learning (BIL) may allow you to put your studies on hold and recommence later. A Break in Learning may

be appropriate if you are experiencing prolonged health issues requiring absence from work, maternity / paternity, or the death of a close relative.

Please contact your coach in the first instance to discuss your circumstances and to determine whether this is an option for you.

[How do I request an extension for my summative portfolio deadline?](#)

For extensions of portfolio deadlines, please contact your **coach** directly.

[What happens if I go on holiday?](#)

We provide you with your teaching dates at the beginning of the apprenticeship, so we do expect you to take full responsibility of your attendance and workload to avoid impact on your studies. In the case where a holiday has been pre-booked ahead of starting your apprenticeship, it is advised that you catch up on missed webinars as soon as possible to ensure you are not falling behind. Please be aware that taking annual leave would not be accepted as a justification for an extension. Please speak with your coach if annual leave is likely to disrupt your studies.

How you will be assessed throughout your programme

The Assessment Process

Formative Assessment

BPP has designed a programme that allows you to understand, develop and demonstrate that you have acquired the skills and abilities of your chosen pro The team will be in touch to book this in.

Understand

Your programme has a standard set of competencies under the headings of Knowledge, Skills, and Behaviours. It is these competencies that you will focus on throughout the programme. The programme is flexible, and you will learn using a variety of different tools, ranging from webinars and e-learning to recordings, to classroom courses.

Develop

This is what makes your programme so much more than just a qualification or degree. You will be asked by your tutors and coach to reflect on what you've learned on the programme and how this applies to your workplace. Assessments allow you to test your new knowledge, and we will identify ways for you to improve further. Regular diagnostic tests allow us to track your confidence against each Knowledge, Skill and Behaviour, and are discussed in your reviews.

Demonstrate

Your learning plan sets out the assessments for each module and when they are due. The application of your Knowledge, Skills and Behaviours at work will likely be assessed in the form of personal reflections. Your coach will then give you feedback on the learning outcomes, what grade this would likely achieve at your End Point Assessment and what steps you can take to develop further. Every apprenticeship has a formal assessment at the end which is normally graded – Fail, Pass, Merit, Distinction – and carried out by an independent assessment organisation. All being well, the hard work will have paid off, and you can celebrate being a fully accredited professional.

Once you have completed the On Programme stage, your Coach and employer will agree if you are ready to enter Gateway and move to the End Point Assessment.

[The full assessment plan for your programme can be found here.](#)

End Point Assessment is conducted by an external assessor. For your programme, there are two elements for assessment which need to be completed in order to finish your apprenticeship:

1. A portfolio – produced towards the end of the apprenticeship, containing evidence from real work projects which have been completed during the apprenticeship, usually towards the end, and which, taken together, cover the criteria of the standard associated with assessment method 2 – professional discussion, which is a

part of the end point assessment. You will also have a structured interview with an assessor, exploring what has been produced in the portfolio

2. A scenario demonstration – giving the apprentice the opportunity to demonstrate competence of skills under controlled conditions.

Your grade

The external assessor will make the decision on the grade to be awarded based on their scoring of the two components of the End Point Assessment, your Scenario Demonstration, and your Professional Discussion. You will be awarded either a Pass, Merit or Distinction

A distinction will be achieved if you have been seen as an outstanding employee, regularly going beyond what is required to be competent in the role and you will be seen to have enormous potential in the future.

Your Study Timetable

Your programme is broken down into modules, each with assessments and deadlines. This helps both you and your Coach to monitor your progress and ensure you are on track.

Please ensure that you attend all sessions and review the content on the Hub that supports these sessions. Please inform your coach if you cannot attend any of these sessions due to exceptional circumstances. Please note that your coach will schedule regular (4-6 weekly) review meetings to support and track your progress.

Useful Documents

Below you will find a list of useful documents and links that will help you to better understand your programme.

Apprenticeship Standard	The Apprenticeship Standard is the government approved document that sets out the qualifications and the high-level learning outcomes for your programme under the headings of Knowledge, Skills, and Behaviours.
Apprenticeship Handbook	An overview of Apprenticeships at BPP , including the policies and procedures.
Programme Handbook	This can be found on your programme hubpage.

Glossary

Below you will find a list of useful terms that will help you to understand the terminology in your learning plan.

Study Period	The study period shows at which point in your programme you will be covering this module.
--------------	-------------------------------------------------------------------------------------------

Assessment Method	Shows how you will have to evidence you have passed that module. There are a range of different assessment methods from exams, assignments to the submission of work place reflections.
Assessment Deadline	Shows when the assessment is due
Learning Resources	Show how you will study on the programme and what resources are available to you.
The Hub	Within the Hub you will be able to access your learning resources, check progress and interact with colleagues and peers on the same programme.
Online Classroom	BPP's Online Classroom sessions are pre-recorded sessions you can access through your computer or phone at a time and place to suit you.
Online Classroom Live	Online Classroom Live sessions are delivered 'live' (a set time during the day) and offer an interactive session to engage with your tutor and colleagues on the same programme
Textbook	Learning resources available for you to study

If you have feedback or comments on this topic, please feel free to contact DataContent@bpp.com. Please provide any additional information, such as the topic name, the title of the section, the issue, or a screenshot. Thank you.