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***Learner handbook:***

***First Things First***

***A Great Big Welcome…***

From our MD,

Hello and congratulations on taking the vital steps needed towards your professional learning journey. The team here at WM C Training are delighted to welcome you on to your programme and hope that you will find your experience positive, enjoyable and rewarding.

***Our Mission:***

WM C Training’s mission is to deliver the very best learning experience to you – to be the natural choice for your training and development whatever stage you are within your career and development.

We simply aspire to be the best in the industry and we want you to feel confident in our ability to help you throughout your career. We offer a range of qualifications and we hope that you will return to us again and again.

We intend to offer you a fully supported, personal service that accurately reflects your needs and ambitions. I hope that this booklet will offer you some useful information and guidance relating to how we design your programme and what is required of you to be a complete success.

***Your Feedback counts:***

I personally love good news and equally I appreciate an opportunity to make good of bad. So please get in touch directly if you are not happy with any aspect of your learning - or if you are ecstatic that you’ve achieved your goals – or for any other reason, as quickly and often as you like at:

[**paul.rees@wmctraining.co.uk**](mailto:paul.rees@consultant.com)

Many thanks again for choosing WM C Training, we will make every effort to help you achieve your desired qualifications in an engaging, interesting manner and I am positive that your personal assessor will provide you everything you need to enjoy and prosper on your chosen programme.

With my best wishes and the best of luck, it’s over to your very qualified, very keen assessor to get you on your road to success!



Paul Rees

***This booklet should provide you with…***

* A list of available qualifications
* What we expect from those who undertake a programme with WM C Training (Code of Conduct)
* Equality and Diversity
* Safeguarding
* How to get advice and guidance about other courses you may want or need to undertake/move on to
* Support for learners with disabilities
* Paperwork – why you need to complete it
* Health and Safety
* How to make suggestions to improve your course
* How to contact WM C Training
* Our Funding
* Training Jargon (Don’t let us bamboozle you)

Your tutor will take the time to go through this booklet with you as part of your course induction. Please ask if you need additional guidance.

|  |  |
| --- | --- |
| Your Name |  |
| Your Qualification |  |

***Our suite of qualifications***

All of our qualifications are delivered under the heading of an apprenticeship. This means that you will complete three aspects to your learning unless you have been given a relaxation. These are:

* NVQ (National Vocational Qualification – In Scotland known as the SVQ) *\*level 2 is the equivalent to 5 x GCSE, Level 3 (Diploma) equivalent to 2 x A’ Levels*
* Functional Skills – these are your opportunity to beat your ‘demons’ as a popular television advert put it. In other words a discrete, one to one tuition designed to improve or iron out Numeracy and/or literacy skills. It is surprisingly common in the UK that people conceal or mask issues in these areas. Functional skills can be a very friendly, non-intimidating way to improve skills – without the classroom.
* Technical Certificate – An exam designed to highlight your understanding of your working environment and role.

***Apprenticeships we offer:***

* Business Administration Level 2 and 3
* Customer Service Level 2 and 3
* Team Leading Level 2
* Management Level 3

*Please ask us about Institute of Leadership and Management qualifications level 4 and 5, Childcare learning and development and adult social care as we work with preferred partners. JACE Training.*

***What you can expect from us:***

We work with government funded organisations to ensure that:

* You are provided the very best quality teaching and assessment delivered by suitably qualified, experienced professional staff.
* You receive clear, concise information and guidance at the start of and during your programme to help you make the right decisions for you.
* High quality resources and learning materials.
* That your working/learning environment is safe, that we have completed a comprehensive Health and Safety vetting carried out by an adequately experienced WM C Training team member.
* You receive impartial information and advice about other learning and training opportunities that you may wish to undertake or progress on to.
* You will be provided help with any numeracy, literacy or other individual learning needs that you may have.
* You will be treated with respect, dignity and equality by all staff, representatives stakeholders associated with WM C Training including your fellow learners.
* We will follow our full list of policies and procedures and will endeavour to keep you safe and protected from harm.
* A full list of our policies procedures is available to you on request via the ‘contact us’ function of our website at [www.wmctraining.co.uk](http://www.wmctraining.co.uk)

***WM C Training will regularly monitor, attend and observe learning and assessment in order to:***

* Asses and help improve the standard of teaching, assessment and learning.
* Ensure that the accommodation is suitable (and continue to monitor and update Health and Safety as required).
* Check the quality of your learning materials and resources.
* Ensure your individual learning requirements are being met.
* Ensure you receive regular and constructive feedback on your progress.
* To make sure that all your course aims are being met to a high standard.
* You are comfortable and confident in your tutor/assessor and that your learning experience is positive.
* Regularly provide feedback forms (that can be completed anonymously) to gather your views, opinions and feedback as to how we can get it right. Similarly you can e-mail our MD directly at [paul.rees@wmctraining.co.uk](mailto:paul.rees@consultant.com) to voice your opinions
* Arrange discussions with individuals and groups of learners to obtain feedback and gather your opinion and views.
* Actively respond to your views and opinions, providing feedback and making adjustments to our policies, procedures and/or conduct as required or inspired by you.

***What we need from you:***

* That you treat all of your fellow learners and WM C Training staff/ representatives with respect, dignity and equality – we operate a zero tolerance for instances of discrimination, harassment or bullying.
* Report all disrespectful behaviour to your tutor, or if preferred contact our quality director at [Lindsey.bowles@wmctraining.co.uk](mailto:Lindsey.bowles@consultant.com) where you will be offered confidentiality.
* Follow all policies and procedures when working with information technology. Including prevention of Cyber Bullying.
* Tell your tutor if you have a disability, learning difficulty or health problem so that support can be provided where needed.
* Attend regularly and complete all aspects of the course that you have chosen to undertake.
* Let your tutor know if you are going to be absent for any reason.
* Let your tutor know if you are thinking of leaving your programme.
* Follow the health and safety procedures and instructions.
* Understand that there is paperwork that must be completed during the course by each learner in order for us to complete your course, to allow us to to assure the quality of your provision, to satisfy funding requirements, and to record your progress.
* Report any accidents that may happen to your tutor whilst in your company.
* Stick to any ground rules
* Enjoy your learning

***Induction***

*Your assessor will explain the following*

* Entry requirements on to your programme
* Arrangements for agreeing and recording your individual learning needs on your ILP/R and your progress towards meeting them
* Arrangements for accessing impartial information and advice about other courses or training you may wish to move on to and initial assessment to ensure that the programme is suitable for you
* Health and Safety procedures including any that relate to the course, fire and emergency evacuation procedures and first aid
* Course ground rules
* Our equality and Diversity policy (at the back of this document) including bullying and harassment, and what to do if you feel you are effected by any issues
* Our Safeguarding policy and how to contact our designated person
* The importance of attending your training regularly and on time
* What to do if you cannot attend a session or receive your assessor – you want to leave before the end of your programme
* The importance of providing up to date details so that you can be notified of changes
* Practical arrangements including regular meeting time and place with your assessor, what to bring etc

***Information and guidance***

*Access to information advice and guidance throughout your programme will allow you to:*

* Become more aware of the skills you have and explore ways in which these can be developed
* Explore how you can use these skills to benefit you, your work and your employer
* Feel equipped to make good, informed decisions about future learning and progression opportunities
* Improve the possibility of progression at work

*As part of your induction you are entitled to information, advice and guidance at all three stages.*

*This provides the opportunity to discuss the following*

*Stage 1*

Before starting your training

* The skills and experience that you already have in your job
* What skills you want to learn or develop
* How the training o offer fits in with your job and how it will benefit both you and your employer

*Stage 2*

During your training

* Giving and receiving feedback on your progress
* The support you need to succeed
* The benefits of your training

*Stage 3*

At the end of your programme

* How you have benefited from your training and how you will use your skills at work
* What new skills you may wish to learn next
* The possibility of new opportunities at work

***Key documentation***

*Expression of interest form*

This form allows us to gather your personal details. It is designed to provide us unambiguous details of your identity, your eligibility for government funds and the kind of qualification you feel best suits your individual needs. It also provides you the opportunity to seek advice and guidance about other training programmes.

Where we cannot deliver specifically requested programmes we will do our best to signpost you to the training you require. In any such instance we will do our best to find you the highest quality organisation for your needs.

*Individual learning plan/record*

During your induction there will be one main form that you will be asked to complete. This Document is known as the individual learning plan/ Record (ILP/ILR)

This enrolment form provides WM C Training with clear, concise and up to date information about you. It helps us to make sure that we are attracting a wide range of learners from our target organisations.

*ILP/ILR*

By filling in your training needs analysis you will be providing your assessor with valuable information about your prior knowledge and experience. This will help determine the level of training you want and need. It also provides you with information about what you will learn on the course and gives you the opportunity to let your tutor know of any additional elements that you may wish to cover. These are called Personal Learning Aims.

*Assessments*

As you are completing an apprenticeship your assessor will visit you in the workplace. Your assessor will undertake regular assessments of your progress and achievement. An NVQ Assessment/Observation Record will be used to record this information. You will be provided a copy this form and be kept informed of your progress and achievement.

*Progress Reviews*

We will review Health and Safety, Equality and Diversity and Safe-guarding regularly

**S**pecific

**M**easurable

**A**chievable

**R**ealistic

**T**ime bound

***SMART*** describes the work that will be set for you on an ongoing basis by your assessor. This will need to be completed between your assessor visits. You will then discuss these documents in order to satisfy all of your learning aims on an ongoing basis.

*Evaluation – your opinion matters*

We will ask you to complete evaluation forms at the start, middle and again at the end of your programme. We are always looking for ways to improve our service and you are perfectly placed to tell us where we are good and where we can improve. We take all feedback very seriously and appreciate your opinions and ideas.

*Complaints*

We hope that you won’t have any need to complain, however from time to time we all get things wrong. WM C Training appreciates that complaining is an uncomfortable experience for many but please let us know as quickly as you can in order for us to help you.

WM C Training has a full and comprehensive complaints procedure (available on request via the ‘contact us section of our website at [www.wmctraining.co.uk](http://www.wmctraining.co.uk))

In the First instance please raise any issues with your assessor, however if you remain unhappy please don’t hesitate to contact our quality director:

[Lindsey.bowles@wmctraining.co.uk](mailto:Lindsey.bowles@consultant.com)

Or contact our Managing Director

[Paul.rees@wmctraining.co.uk](mailto:Paul.rees@consultant.com)

We will endeavour to acknowledge your complaint within 5 working days and your complaint will be handled in line with WM C Training’s complaints procedure.

*Appeals Procedure*

If you are unhappy with any assessment decision, or any other part of your programme you can appeal to:

|  |
| --- |
| Your assessor: |
| Your Internal Verifier: |
| Your External Verifier: |
| Awarding body: City and Guilds |

*I confirm that I have had the appeals procedure explained to me and I understand what I have to do to follow it:*

*Learner signature: Date:*

*Assessor Signature: Date:*

*A Brief overview of our policies and procedures – full versions available on request*

**Equality and Diversity**

The equality and Diversity policy applies to all WM C Training learners whether prior to or during their learning and all aspects of WM C Training’s learner activities.

The purpose of the policy is to ensure that WM C Training’s commitment to Equality and Diversity is effectively and appropriately communicated to all learners.

WM C Training management and staff are committed to ensuring that no prospective or existing learner will receive less favourable treatment on any of the protected grounds.

WM C Training is committed to a programme of monitoring equal opportunities for learners. The Managing Director and the quality director will review the results of monitoring activity and take action as appropriate.

**Harassment and bullying**

This policy applies to all WM C Training learners.

The purpose of this policy is to ensure that all learners are aware of their responsibilities regarding the treatment of others, including fellow learners and staff/representatives of WM C Training. Anyone who feels they are a victim of harassment or bullying has a formal course of action to follow:

WM C Training strives to create improvements:

1. That will enable everybody to fulfil their potential
2. Where the dignity of individuals is respected

WM C Training will achieve this by creating a learning environment that promotes equality and is free from harassment or bullying. WM C Training operates a zero tolerance stance on all forms of bullying and harassment.

As such all staff, learners, management associated, representatives of WM C Training have a responsibility to ensure that individuals do not become victim to any forms of harassment or bullying.

Cyber Bullying is a form of bullying that WM C Training recognises. WM C Training’s Cyber Bullying policy responds to this.

We aim to ensure that all associates, learners, staff and employers are aware of the issues of Cyber bullying and steps are taken to prevent incidents of cyber bullying.

**Safeguarding**

WM C Training believes that everyone has the right to be safe, happy and healthy and deserves protection from abuse. We are committed to actively safeguard from harm all young people and vulnerable adults using any of our services and involved in any of our activities and to treat them with respect during their dealings with WM C Training.

If you have any queries or concerns please contact us via our contact us section of our website [www.wmctraining.co.uk](http://www.wmctraining.co.uk)

Likewise you can report any problems issues (confidentially) e-mail our quality director at [Lindsey.bowles@wmctraining.co.uk](mailto:Lindsey.bowles@consultant.com)

**Health and Safety**

WM C Training is committed to health and safety for its learners and staff. We are pro-active to take measures to ensure that learning takes place in a safe, healthy and supportive environment and is in accordance with the health and safety at work act 1974 and all applicable regulations under the act. The policy is extended to include safeguarding and obligations placed upon learners and all other stakeholders.

**Useful email Addresses**

[**www.wmctraining.co.uk**](http://www.wmctraining.co.uk) **(Us)**

[**www.cityandguilds.co.uk**](http://www.cityandguilds.co.uk) **(awarding body)**

[**www.equality-ne.co.uk**](http://www.equality-ne.co.uk) **(For information about equality and diversity)**

[**www.citizensadvice.org.uk**](http://www.citizensadvice.org.uk) **(Website for information and confidential advice on things such as money, your rights, education, employment and health**

[**www.dyslexiaaction.org.uk**](http://www.dyslexiaaction.org.uk) **(specialising in information and advice relating to dyslexia)**

[**www.gosmokefree.co.uk**](http://www.gosmokefree.co.uk) **(NHS Smoking helpline call 0800 169 0169**

[**www.isa-gov.org.uk**](http://www.isa-gov.org.uk) **( Independent information on Safeguarding and legislative requirements)**

[**www.equalityhumanrights.com**](http://www.equalityhumanrights.com) **(Equality and Human Rights Commission)**

[**www.hse.gov.uk**](http://www.hse.gov.uk) **(Health and safety executive)**

[**http://yp.direct.gov.uk/cyberbullying**](http://yp.direct.gov.uk/cyberbullying) **(Information, support and advice about cyber bullying)**

[**http://nextstep.direct.gov.uk**](http://nextstep.direct.gov.uk) **(Careers advice, resources, work and life skills**

***Jargon Buster:***

* **Framework**: The collective name given to the group of qualifications that makes up your overall learning experience.
* **NVQ**: National Vocational Qualification (In Scotland it’s known as the Scottish Vocational Qualification).
* **Key Skill**: You may have heard of key skills. The name of these has now been changed to functional skills but they maintain their function of improving your core skills like Numeracy and Literacy.
* **Portfolio**: Your qualification relies on you compiling a folder containing examples of how great you are at what you do at work. This folder is referred to as your portfolio.
* **TNA**: Training needs analysis.