

Learner Guide

What you can expect during your learning programme

You and in many cases your employer, will have agreed to work with a Training Provider to support you to gain the knowledge and skills you need to progress in your chosen career and to achieve nationally recognised qualifications.

To ensure that you can progress and succeed this guide will outline what should happen.

Initial Assessment

You should have a full and in-depth initial assessment, which can be via a mixture of paper based and on-line assessments and interviews or discussions with your Training Provider. This is to make sure you are on the right level of programme and that any support identified as needed for you to progress can be arranged and provided for you.

English and maths skills will be assessed as part of the initial assessment. The results will assist your Training Provider to decide which level you will need to be working towards. You will need to continue to study English and maths, if you have not already recently achieved these at GCSE grade C or above or equivalent.

After the initial assessment process is completed support arrangements will be established and agreed with you. The Training Provider will work with you and your Employer to decide on the most appropriate learning programme based on your needs.

To ensure that you have the best chance of success it is vitally important that the initial assessment is completed in a thorough way and used to clearly plan your programme.

The Learning Agreement

A 'Learner Agreement' will be produced and signed by all parties. (This could be kept as an annex to your Contract of Employment).

The Learning Agreement highlights and agrees the responsibilities of the Learner, Employer, Training Provider and The Derbyshire Network and ensures that legislative aspects of your training programme are adhered to.

You should be allowed some paid time away from your desk, workstation or working environment, to be able to gather the evidence you require for your portfolio as required for the programme. You should not have to do all the work in your own time.

The Learning Plan

A full learning plan will be produced and confirmed by signature from all parties. The plan will include applicable target dates which will be agreed for each element of the learning programme.

- You should pick the units of the qualification that best fit your development needs for your job role or career aspirations and where applicable as agreed with your Employer.
- The Training Provider will discuss your prior learning and skills with you to ensure that in the main you will be learning something new during your learning programme from the units you and your Employer have chosen.

- There may be some units where you will only need to be assessed for competence by observation, questioning, discussion etc. but this should only be the case for a small part of the programme. Usually you will need to learn new facts, processes and skills before you can be assessed for competence.
- Within the programme there will be agreed elements of both on and off-the-job training. It is important work Managers and Supervisors support this process by:
 - helping to identify assessment opportunities in the workplace
 - helping you to gather evidence needed to prove competence and knowledge
 - discussing with you and the Tutor/Assessor how well you have performed tasks that are outlined within your qualification
 - signing witness statements which confirm your competence in given tasks and skills

Periodically, the organisation that ensures that the Training Provider staff are assessing you properly will send a person to assess the Training Provider's performance. This person is called an External Verifier (EV) or External Quality Assurer (EQA). He or she may ask to speak to you and your Employer and look at your portfolio of evidence. It is important that your Employer supports you in this process.

Induction

As you start the programme, the Training Provider will carry out a full induction with you so that you are fully aware of how the programme will proceed and the responsibilities of all parties involved in ensuring that it is completed successfully.

- You may well be provided with a handbook of useful contacts by your Training Provider which may also cover various aspects of the programme and support available to you.
- As a minimum you should have the email address and phone number of your Tutor/Assessor and the details of any provider staff that you would need to report a complaint or safeguarding issue to.

Where you are also a new employee, it is expected that the Employer will carry out a full induction for you to your job role and your company.
(See page 8 for the Induction Checklist.)

Training at Work

You should commit to getting the skills and qualifications that enable you to:

- work to the required standards
- meet and exceed the expectations of your customers/business through the work you do.

Good training does not happen by accident. Your Employer needs to ensure you are

- supervised by a competent person
- have tasks and key information clearly explained to you
- shown how to perform skills
- given the opportunity to perform skills and tasks under supervision
- given constructive feedback on your performance, so that you know what to do to improve

Other aspects of good training include:

- introducing you to progressively more complex skills at a rate consistent with your ability to learn
- ensuring you acquire the knowledge of how and why (the theory) tasks and skills are performed as they are
- that work supervisors communicate effectively with you and continue to update their own skills
- ensuring you are exposed to a wide range of learning situations, and have access to good equipment and resources that will enable you to learn

Mentor

You should have the support of an in-house mentor, appointed by your Employer in order to give support and guidance to you when the Training Provider is not present.

Reviews

Once the programme has started, the Training Provider should carry out a progress review with you within the first 6 weeks from your start date. This will make sure everything has been explained properly to you and that you have started completing work on the actions set for you. After the first review they should then happen at least once every 12 weeks.

The review is an opportunity to ensure that you are on track with your programme and that agreed actions for progress to the next planned review are set. It is expected that

the Employer is also part of the progress review process and that they give and receive feedback on your development.

As part of the review you should also have:-

- **Information** that is comprehensive, accessible, accurate, up-to-date and objective on opportunities in education, training and work, progression routes, choices where to find help and advice and how to access it.
- **Advice** that enables you to gather, understand and interpret information and apply it to your own situation.
- **Guidance** that is impartial and helps you understand yourself and your needs in the context of the choices you can make about education, training and work.

Progressing

Hopefully you will find that you are being supported well by your Tutor/Assessor and all parties involved in the learning programme and that you have the time to be able to complete the work required to achieve the qualification.

If you are falling behind schedule and therefore at risk of not meeting your target dates an action plan will be agreed between the Training Provider, your Employer and you to get you back on track.

Completing written work

When completing assignments or any written work if that is required as part of your programme please ensure that you cannot be accused of plagiarism. Plagiarism is copying the work of others, from whatever source. If you are suspected of plagiarism you are likely to be requested to rework and resubmit your work.

Completing the programme

On completion of the programme an end/exit review should be carried out with you and your Employer to review the delivery of the programme and discuss possible further continuation of learning opportunities with your Training Provider or via alternative means.

Questionnaires

The Derbyshire Network will contact you whilst on your learning programme usually via email with a link to a progress questionnaire. It is our aim to send all learners, who have an email address, at least one progress questionnaire during their programme. We may also contact you by telephone or by a pre-arranged visit to obtain your views.

Please complete questionnaires when you receive them. We want to ensure that the learning programme is meeting your requirements and that you are being given all the support you need to achieve. With your feedback we will take action to make improvements as required and also to share good practice amongst our sub-contractors.

Inspections

Periodically Government Inspectors from the Skills Funding Agency or OFSTED will conduct inspections of the Training Provider's performance. The Inspectors may ask to speak to you and your Employer, and look at your portfolio of evidence.

Health and Safety

Your Employer should make sure that:

- you are given good initial Health and Safety training so that you fully understand all workplace Health and Safety arrangements
- you know who to speak to if you have concerns

- Health and Safety arrangements comply with legal requirements
- Health and Safety is incorporated as appropriate, into all elements of training at work
- all accidents and significant 'near misses' you may have are recorded in the workplace accident book, and copies of these records sent to your Training Provider
- risks to which you may be exposed are assessed, and the general principle of prevention applied
- risks, are where possible eliminated, or reduced to the lowest reasonably practical level
- you are properly supervised by a competent person
- The Training Provider workplace Health and Safety checks are fully supported, and outcomes promptly acted upon
- you are covered by your Employers public and Employers Liability cover

The Training Provider staff will be happy to provide information about all aspects of Health and Safety.

Complaints

If you have any complaints to do with your learning programme please either contact your Tutor/Assessor, the Training Provider or The Derbyshire Network, by telephone, letter or email giving the reason for your complaint in full. You will find the full procedure to follow and a form to complete on The Derbyshire Network webpage.

Please be assured that all complaints are taken very seriously and that you will receive a reply within seven working days of receipt.

Be Safe from

- **Bullying**
No one should say or do anything that makes you feel threatened or scared. You should not be encouraged or made to do anything that you do not want to do.
- **Discrimination**
No one should treat you differently or badly because of your age, gender, disability, ethnicity, religion or sexual orientation.
- **Physical Abuse**
No one should cause you physical harm or be violent towards you.
- **Sexual Abuse**
No one should touch you in a way that makes you feel uncomfortable. No one should make suggestive sexual remarks to you. You have a right to healthy relationships.
- **Emotional Abuse**
No one should upset you by making hurtful remarks either in person, on line, by text, email or on the web.
- **Neglect**
You should not be neglected by whoever looks after you or supports you. You should feel safe and cared for.

Report it – don't suffer alone.

If you find you are suffering from any of the issues listed above then please report it to the appropriate person in authority usually your Manager, Supervisor or HR officer etc. Also inform your Tutor/Assessor. The Tutor/Assessor may bring in another specialist member of staff to discuss with you the issues you are experiencing, but you will be taken seriously throughout the process.

Going Online

Make sure that you keep yours and other people's personal information private. Adjust the privacy setting on your personal profiles so that you can control who views your pictures.

Be aware of the effects of your online activities. This includes illegally downloading media, as well as bullying others. You are not anonymous online and things can be traced back to you.

Not everything you see or everyone you meet online is trustworthy. People you have met online are still strangers, no matter how long you have been talking to them. Anyone can put on or say anything on the internet.

Induction Checklist

- Introduction to supervisor and work colleagues
- Training and development opportunities
- Premises tour
- Canteen / eating facilities
- Toilet facilities
- Working hours / breaks / timekeeping
- Standards of dress
- How to treat customers and respond to their needs
- Health and Safety responsibilities
- Accident procedure / first aid arrangements
- Fire and emergency evacuation procedure including fire exits
- Administrative procedures
- Discipline and grievance procedures
- Sickness and absence procedures
- Holidays
- Rules and regulations

Please note that this guide is not an exhaustive record of support available to you during your learning programme and that each Training Provider may vary in the way they deliver support.

If you should have any queries or questions please do not hesitate to contact us at the following address, email or give us a call.

The Derbyshire Network

Victoria Place
Victoria Road
Ripley
Derbyshire
DE5 3FW



Email: help@thederbyshirenetwork.org
Telephone: 01773 744081

