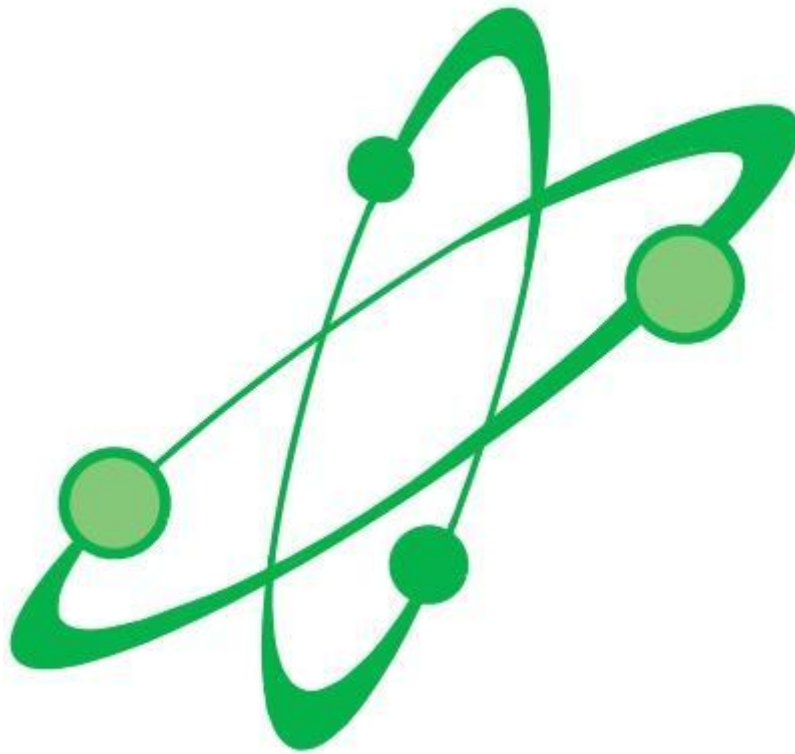




Part of The Teaching and Learning Group

T & L Training



Learner Handbook

Funded by



Bronze



	Page
Contents	2
Who is accrediting your qualification	3
Aims and Objectives	3
Who's Who?	4
Contact Us	4
What is a Qualification & Credit Framework (QCF)	5
What is an Apprenticeship?	5
Individual Learning Plans (ILPs)	6
Course Structure	6
Information, Advice and Guidance (IAG)	6
Progress Reviews	7
Additional Support	7
Sickness and Absence	7
Your Opinion Counts	7
Exit and Aftercare	8
Health and Safety	8
Equal Opportunities	8
Grievance Procedure	8
Disciplinary Procedure	9
Appeals Procedure	9
What is a Portfolio?	10
Types of Evidence	12
Quality Assurance of Evidence	14
Useful Books	15
Useful Websites	16
Handbook Receipt (to be signed and detached)	17

Welcome to T&L Training, we hope that you enjoy doing your training course with us. This information pack includes everything you need to know whilst you are with us. We want you to get as much as possible from your course so if you have any queries or concerns about anything to do with your course then please talk to us about them.

T&L Training has a wealth of experience in supporting individuals to develop the skills they need to achieve their career aspirations and organisations to meet their business needs.

We pride ourselves in our caring but real approach and most certainly believe that staff are the biggest asset of any successful business, whether they are at the beginning of their career journey or already well established.

T&L Training is part of The Teaching and Learning group. As a learner with T&L Training you may be signposted to other companies within in our group to take advantage of the benefits and services that we offer in order to meet your needs. For more information



please visit www.thetlgroup.co.uk

Who is funding your qualification?

The Skills Funding Agency (SFA) has funded your training programme. They may contact you to ask you about how you are enjoying your course. This does not apply to self funded learners.



Who is accrediting your qualification?

OCR (Oxford Cambridge and RSA Examinations) is responsible for accrediting your qualification and is one of the leading UK awarding bodies, committed to providing qualifications that engage learners, equip them with the knowledge and skills they need for their future and help them to achieve their full potential.

Aims and Objectives

The aim of your training course is to give you:-

- Information, advice and guidance which will enable you to select the qualification most appropriate to your needs
- The skills you need to develop a lifelong career in your chosen field
- Training, support and guidance to help you achieve your qualification
-

- The confidence to achieve your personal goals and aspirations within your chosen career
- Confidence that you have the skills required to meet your employer needs

In addition, you will be encouraged throughout the assessment process to engage in reflective learning and continuous professional and personal development.

Your training course is designed to meet your individual needs and is based on the assessments and interviews carried out with you before and during your Induction.

If you have any queries or concerns about your training then please ask your assessor. Alternatively you can also speak to your Internal Verifier.

Who's who?

We have many staff who will be involved in your training and assessments and who will support you whilst you are training with us. You will be supported by the following people during your training course:-

- _____ (Insert name and Mobile Number) - Assessor/Tutor who is responsible for planning & conducting your workplace assessments, providing feedback to you on your progress and signing off completed units which will eventually lead to the achievement of your course. He/she will also conduct your six weekly and workplace reviews.
- _____ (Insert name and Mobile Number) - Internal Verifier/Moderator who is responsible for ensuring the quality of the assessment process. He/she will be checking that your portfolio meets awarding body requirements and may call you to discuss how you are getting on with your training.
- _____ (Insert name and Mobile number) – Key skills tutor who is responsible for up skilling your Numeracy and Literacy skills by way of one to one tuition or small group work.
- Lisa Ford Company Director (0844 880 3533) who is responsible for managing all aspects of your training programme.

Contact Us:

We have centres in Essex, London and Cornwall.

All centres can be reached on the same **central telephone number 0844 880 3533**. When calling please select 1 for T&L Training and listen carefully to the options so you can be transferred to the relevant department.

Dagenham, Essex (Head Office)
147 Becontree Avenue, Dagenham, Essex, RM8 2UL

Wembley, London

Lanmor House, 370-386 High Road, Wembley, Middlesex, HA9 6AX

Truro, Cornwall

1 Toad Hall, 18 Old Bridge Street, Truro, Cornwall, TR1 2AH

Visit our website for regular T&L Training updates. You can also find further contact details and meet our team

Website: www.tl-training.co.uk

What is the Qualification & Credit Framework?

The Qualification & Credit Framework (QCF) is a new framework that has been designed to simplify the current qualifications system and make it easier to understand and more responsive to your needs and your employer's.

The QCF will provide a new way of recognising skills and qualification by awarding credits for qualifications and units enabling bite-sized steps to learning. The QCF systems works on credit values and a certain number of credits is required to achieve a full qualification.

If you require more information, you can contact your assessor or internal verifier. Or visit www.qcda.gov.uk/qualifications.

What is an Apprenticeship?



An Apprenticeship is an award made up of 4 components. As a candidate you will undertake 4 components to your qualification and all components must be achieved to complete your Apprenticeship. A full Apprenticeship is sometimes referred to as a full framework.

The four components to your qualification are as follows:-

Functional Skill in English

Functional Skill in Maths

Technical Certificate (knowledge based qualification)

Diploma/Certificate (Competence based qualification)

There will be various different methods used to complete your qualification and this will be a mixture of tutoring session in the classroom, visits to your workplace by a qualified member of staff and formal assessments.

Your allocated tutor and assessor will give you a formal induction to the course you have enrolled to do and will explain in more detail each and every component and how this will be achieved.

If you require more information, you can contact your assessor or internal verifier. Or visit www.apprenticeships.org.uk

Individual Learning Plans (ILPs)

To make sure that your training course meets all your needs and expectations we ask you to complete some assessment questionnaires and/or exercises. Once you have finished them, we will discuss your results with you and agree what training you need. All of this information will be written in your ILP.

Your ILP includes details about your career aspirations, the training you will be receiving, the qualification you will be working towards with target completion dates, details of any additional support you will receive and specific goals and targets for you to achieve.

What are Key Skills/Skills for Life/Functional Skills?

When you enrolled for the course you would have completed some assessments in relation to Numeracy and Literacy. This helps to establish what your levels are and identify if additional support can be given to you to improve in these subjects. Numeracy and Literacy support can be delivered either as a standalone qualification or as an additional qualification to your main course of study. If delivered in addition to your main course, numeracy and literacy tuition will run within the early weeks of your course to help with understanding the standards and written work required for the course. This support is delivered in the form of workshops in small groups within our centre or at your workplace or on a one to one basis as required.

Course Structure

Induction

You will need to attend an induction for your course which will cover all relevant information about how you will achieve your qualification. You will be asked to complete a questionnaire about your induction at the end of the session. You will not be able to progress with your course until you have attended the induction process.

Key Skills/Skills for Life/Functional Skills

When you enrolled for the course you would have completed some assessments in relation to Numeracy and Literacy. This helps to establish what your levels are and identify if additional support can be given to you to improve in these subjects. Numeracy and Literacy support will be given within the early weeks of your course to help with understanding the standards and written work required for the course. This support is delivered in the form of workshops in small groups within our centre or at your workplace or on a one to one basis as required.

Information, Advice and Guidance (IAG)

You will receive information, advice and guidance before you start your qualification to ensure that you are choosing the right qualification for your needs and to advise you as to short, medium and long term options and opportunities available to you. Additional IAG will then be provided to you on an ongoing basis throughout your training as well as at the end of your training. Prior to leaving the programme you will be able to discuss progression to other qualifications and be signposted as to how you can access these.

Progress Reviews

Whilst you are on your training programme you will receive six weekly progress reviews. The aim of these reviews is to give us an opportunity to discuss your progress and to ensure that you are still on target to meet the objectives you agreed in your Individual Learning Plan (ILP).

Your reviews will take place at your place of work, will be carried out by your assessor and will involve your employer where possible.

Additional Support

We want you to be successful on your training course and will give you as much additional support as we can to help you succeed. Examples of the support we can give you includes:-

- Information about and referral to a wide variety of counselling and support services such as the Citizens Advice Bureaux, Drug and Alcohol Advice, Pregnancy Advice
- Help with English and Maths including language support if English is not your first language
- Access to additional training courses and qualifications which will count towards your continual professional development (CPD).

In addition, if you have any personal problems we can arrange counselling and assistance in sorting out practical problems. If you would like to talk to somebody then speak to your Assessor who will organise this for you.



Sickness and Absence

We understand that from time to time people are sick or are unable to attend pre booked appointments or training sessions. If this occurs you must let your assessor know before 9.00am therefore please ensure that you have your assessor's mobile number both at home and at work.

Poor attendance will stop you from completing your qualification so please make sure that you are at work and available for all your assessment visits.

Your Opinion Counts

Your opinion is important to us and we will ask you what you think about your training at various times during your course. Please be honest as we cannot make things better if we do not know what is wrong. You will be able to give anonymous feedback if you would prefer. In addition to this we have suggestion boxes located in centre for any suggestions, comments or compliments. If you have a complaint, please follow the complaints procedure that that it can be dealt with in the correct manner.

Exit and Aftercare

Your completion date will be agreed with you during your induction. However should you decide that you wish to leave the course before this for any reason then please don't just disappear, let us know, so that we can make sure that you are given the correct information, advice and guidance as to what options are available to you.

Once you have finished your training, we will ask you to complete an exit interview. If you need any additional assistance either before leaving or after you have left then do not hesitate to ask. Anyone who has been on the course is entitled to a written reference.



Health and Safety

Your health and safety is very important to us. You are responsible for protecting yourself and others from harm or danger. Please read your copy of "Be Safe" and ensure you are familiar with the Health and Safety Policy at your place of work and comply with all the health and safety requirements of your employer.

Equal Opportunities

Everybody on our training course will be treated fairly and will not be discriminated against for any reason whatsoever including race, colour, ethnic origin, religion, gender, sexual orientation, marital status, background, age, etc.

You are expected to treat everybody that you come into contact with whilst you are on your training course with respect. Any disruptive or abusive behaviour will be dealt with severely.

You are also protected from any acts of bullying or harassment such as; being touched if you don't want to be, being threatened or being victimised. If you are unhappy with the

way you have been treated or suffer from any acts of bullying or harassment then come and talk to any member of staff.

You are expected to comply with T&L Training's Equal Opportunities Policy, which has been issued to you as part of your Induction Pack

Grievance Procedure

We hope that you will enjoy your time with us, however, if at any time you have a grievance relating to your training or assessments then you must use the following procedure:-

1. Discuss your grievance with your assessor, who in most cases can best respond to your complaint.
2. If you are still not happy then you should put your grievance in writing within 30 days of the grievance occurring to the company Director who will acknowledge receipt of your grievance within 5 working days, carry out a full investigation and respond to you with the results of the investigation in writing within ten working days.

NB. Should you require any assistance with writing a written complaint then you need to contact the company Director who will arrange for you to receive appropriate assistance.

Should you be asked to attend a meeting with the company Director to discuss your grievance then you will be entitled to bring a representative with you to the meeting.



Disciplinary Procedure

Good discipline is very important and you are expected to act in a reasonable and disciplined manner at all times. Persistent or serious misconduct will lead to disciplinary action being taken. The standard procedures are as follows:-

1. Counselling will be given to try to solve the problem.
2. The next step, if necessary will be a recorded verbal warning of which your employer will be informed.
3. Then up to 3 written warnings will be given and sent to your employer if misconduct continues.
4. If misconduct still persists, then you will be terminated from the training programme.

In the case of gross misconduct (e.g. Acts of violence, theft, harassment etc.) learners will be instantly terminated from the programme.

Appeals Procedure

If you disagree with the assessment decision made by your assessor, please use the following process:

1. Discuss with your assessor why you do not agree with their assessment decision
2. If you are still unhappy with the outcome, request and complete an Appeals Form within 10 working days of your discussion with your assessor. Give the completed form to your assessor, who after completing his or her section will forward it to the Internal Verifier within 5 working days of receiving the Appeals Form from you.

NB. If you feel unable to liaise with the assessor, please forward this form directly to the Internal Verifier

3. The Internal Verifier will confirm receipt of your appeal within 5 working days and will respond to your appeal in writing within 15 working days.

NB. Should you require any assistance with writing your appeal then you need to contact the company Director who will arrange for you to receive appropriate assistance.

Should you be asked to attend a meeting with the Company Director to discuss your grievance then you will be entitled to bring a representative with you to the meeting.

4. If you are still dissatisfied with the outcome of your complaint then you can submit your appeal in writing, giving your name and address and that of the centre, full details of the complaint along with copies of any relevant evidence within 30 working days of the date on which the candidate was formally notified of the result of the centre's internal appeals procedure to: OCR 1 Hills Road Cambridge CB1 2EU. Copies of all correspondence sent to OCR should be sent to the company Director, T&L Training, 147 Becontree Avenue, Dagenham, RM8 2UL

All documentation relating to any grievance will be retained by T&L Training for a period of 3 years after which time it will be destroyed.



What is a portfolio?

A portfolio is a folder which contains background information on you, records of assessment planning and feedback and all the evidence produced of which shows you are competent against the awarding body standards.



E-Portfolio

You also have the option to complete an E-Portfolio which is completely paper free and is an online version. If this is of interest to you then please speak to your Assessor so this can be demonstrated to you. Alternatively you can visit www.ecordia.co.uk for further information.

What should be in the portfolio?

Front section

Record of Achievement (from OCR Pack)
Contact Hours Log Sheet (TL10)
Learner Handbook (this booklet) (TL11)
Awarding Body Guidance Pack
C.V & Job Description (photocopy is fine)
Witness Status/Participants List (TL87)
Individual Learning plan (ILP) (TL08)
Learner Training Agreement (TL07)
Initial Assessment of skills & experience (TL15)
Record of Assessments (TL88)

Each unit

Course standards
Evidence Summary sheet /Matrix
TL11 – Learner Handbook/January 2011/Version 2

Back section

Index of Evidence (TL89)

All evidence collected (numbered 1 to?)

If using our electronic portfolio presentation system you will have a CD supplied for the purpose of evidence gathering and this will be placed at the front of the evidence section.

When you complete each piece of evidence, log it on the checklist so you can see what you have completed and what still needs to be done. This will help you to see how you are gradually achieving your award and which units are nearing completion. If in doubt ask your assessor. That is what they are for.

Tips for producing a quality portfolio

Your portfolio is a very important part of your award as it will contain all the evidence that you have collected with your assessor to show that you are competent in your job and meet the awarding body standards. Without your completed portfolio, we cannot apply for your certificate. It is valuable, don't lose it or damage it. **NB.** Your portfolio is about quality **not** quantity.

Your assessor will guide you but remember the following rules:

- **Familiarise yourself with the standards.** If you know what the assessor is expecting to see and what you should be doing when working then evidence collection will be much easier.
-
- **Make your work relevant.** Look at the guidance on the bottom of the question sheets and make sure you answer the questions accordingly. Answer the question asked not what you think should be answered.
- **Make sure you are working to the standards.** The assessor can only assess you against the awarding body standards, so make sure you are working to these standards even if it is over and above what your employer requires.
- **Make your work is presentable.** If it is too difficult to read then what does this say about you and your commitment to the award?
- **No handouts, photocopies etc.** If you have worksheets that you have completed then they can be included. Ask yourself what it is evidence of? How does it show your competence? A photocopy only shows you can photocopy nothing else.
- **Keep on top of your work.** If you let things slide you will find it really difficult to complete units which can be very demoralising. You need to set aside time each week to complete the actions set by your assessor so that you can complete your qualification at a steady pace. You will need to spend about three to four hours on each unit.
- **Sign and date your work.** If you type work, sign each sheet and add your enrolment number. This way if it is mislaid it can find its way back to you. Too people may have the same name but they will not have the same number. It is also validation that it is your work. If there is a specific place for your signature then

please sign your name in that place. This is to say you agree with the information on that piece of paper

Types of Evidence

Record of Observation of the workplace

This is a series of observations that your assessor will carry out over a period of time. Your assessor will observe you doing your job or specific tasks required for your course and write a report explaining exactly what he/she saw you do.



Product Evidence

This is copies of real work evidence that you collect as part of your job such as letters, faxes, documents, forms etc. Your assessor will guide you as to what product evidence you should collect, but remember it must be something that you have produced and must be signed and dated by both yourself and your assessor.



Professional Discussion

This is a formal discussion you have with your assessor about how you carry out your job. If you use this type of evidence then your assessor will explain to you exactly what you will be discussing and how this relates to the standards. You will then have a chance to prepare what you want to say along with some examples of when you have done the things you are discussing.

Work-based Projects

This is evidence from any specific project that you are asked to carry out as part of your job such as arranging events, researching a subject etc.

Witness Testimony

Witness Testimonies are an excellent way of validating that you meet awarding body standards. You can ask your manager or colleagues to write a statement either to confirm that you took part in various work activities or to describe how you meet the standards

required within your chosen qualification. These statements must be on company headed paper and be signed and dated by the witness.

Personal Statement/Case Studies

Often you need to write detailed statements and/or case studies giving actual examples to show how you have met the course standards. Within these statements/case studies it is useful to also explain why you took the actions you did. If you are writing about something you have done, remember to write it in the first person i.e. 'I did this'

Reflective Diary

You are likely to be asked to keep a diary of your day to day activities, highlighting the activities and actions you undertook, why you did them, the outcomes of your actions and if applicable what you could have done differently to get a more successful outcome.

Accreditation for Prior Learning / Achievements (APL/A)

If you have already completed a course e.g. QCF, NVQ, Technical Certificate or recently attended a short courses, you can often use some of the evidence against your new qualification or even be exempt from completing some of the units. Ask your assessor if you think you may have something that you can use for this.

Special projects, assignments or simulations

These are special tasks that are set by your assessor to obtain specific evidence for your qualification that does not naturally occur as part of your job. An example of this might be how you would deal with an accident or fire within the health and safety units.



Written and Oral Questioning

You will need to show you understand why you carry out your work tasks in a certain way and the implications of not meeting your employers work standards. You will need to demonstrate that you have an understanding of the rules, regulations and legislation that relates to your job. Each unit has a list of knowledge and understanding questions for which you will need to provide a written or verbal response. Your assessor will agree with you the best way to tackle these questions.



Taped/Video Evidence

You might agree with your assessor that some of your evidence will be recorded either on a tape or a video. This type of evidence is best used when you are answering questions, undertaking a professional discussion or carrying out a task in the workplace.



Electronic Recording

You might agree with your assessor that you can record evidence using a Dictaphone. Your assessor may record his/her judgements during observation using a Dictaphone and you can provide non-written evidence by recording instead. Your assessor will explore this option further with you at the planning stage.

Quality Assurance of Evidence

When collecting evidence and assembling your portfolio it is important to observe the following;

- Relevancy
- Sufficiency
- Authenticity
- Confidentiality
- Currency

Relevancy

Apart from the evidence that you are asked to produce to give details of the company that you work for and the people you work with, each piece of evidence must be relevant to specific elements and performance criteria. If you are unable to explain why a piece of evidence is relevant to the element then that piece should not be included.

Sufficiency

Candidates often overwhelm their assessor with large amounts of evidence. This only serves to confuse the assessor who prefers clear, concise examples, which specifically demonstrates the candidate's competence. It is important to avoid duplicating evidence, which meet the same performance criteria or range unless directed to do so by the assessment guide. When a piece of written evidence is long and bulky, a summary of it should be included or the key points identified with a highlighter pen.

Authenticity

Your assessor will need to be satisfied that the evidence you present is actually your work. Wherever possible, you should submit evidence that can be readily attributed to you e.g. a certificate with your name on, minutes of meetings where your competence is mentioned, letters you have signed, official records bearing your name etc.

Witness testimony can also be used to authenticate specific pieces of evidence and can also be used to authenticate personal reports.

Confidentiality

You should always check your evidence to ensure that it is not confidential information. Some documents may be submitted with confidential information blanked out provided that the documents are still relevant. Where evidence cannot be included because it is of a confidential nature, a witness testimony can be used to testify that the evidence was produced and demonstrated competence.

Currency

Whilst you can use evidence which is up to two years old it is advisable to submit recent evidence wherever possible. The date of each piece of evidence should be included on the bottom of every piece of evidence.

Some Useful Books

At the moment we are awaiting recommended books from the awarding body for the new QCF qualification. Please speak to your tutor/assessor for guidance.

Some Useful Websites

T&L Training

www.tl-training.co.uk

www.thetlgroup.co.uk

Funding bodies and programmes

www.traintogain.gov.uk

www.skillsfundingagency.bis.gov.uk

www.apprenticeships.org.uk

www.qcda.gov.uk/qualifications

E- Portfolio

www.ecordia.co.uk

Awarding bodies

www.ocr.org.uk

Key Skills/Skills for Life/Functional Skills

www.move-on.org.uk

www.bbc.co.uk/skillswise

Handbook Acceptance Form

This Learner Handbook has been prepared for your information and understanding of the policies and procedure of T & L Training and to provide you with information relevant to your course. Please read it carefully. Upon completion of your review of this Handbook, sign the statement below, and return it to your Tutor/Assessor.

I, _____, have received and read a copy of the T & L Training Learner Handbook which outlines the Company's policies and procedures, including the appeals and complaints procedure, as well as my responsibilities as a learner.

I have fully familiarised myself with its contents. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Learner Handbook provided to me by T & L Training.

Signature

Date