



N-Gaged Training & Recruitment Limited

Learner Induction Handbook

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Welcome

Thank you for choosing N-Gaged Training. We are passionate about the training we provide to our learners and to that end want to ensure you are safe and comfortable at all times. This booklet includes the policies and procedures that affect your training and I would suggest you familiarise yourself with them during the course. If you have any questions at all about this please speak to your tutor, assessor or a member of the management team and we will be only too happy to help.

Michele Ford
Training & Operations Director

John Sawbridge
Head of Quality

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Health and Safety

Your health and safety is important to us and we take our responsibilities seriously. Your tutor will go through all the health and safety information you need to know at the start of the course including:

- Fire safety and meeting points
- Classroom safety
- Smoking areas
- Breaks and refreshments
- Location of facilities
- First Aid Arrangements

Should you have any questions please speak to your tutor or a member of the management team in the main office.

Learning Needs and Support

Your tutor will discuss this at the start of the course and this will also have been discussed in your initial assessment and pre course interview. If you have any concerns about your learning and believe there may be ways in which we can help you with your learning please speak to your tutor.

Checking your Identity

N-Gaged Training delivers recognised and approved training and therefore has a responsibility to ensure that we check all learners' identity at the start of a training programme. On the first day of your course you will need to bring in photographic ID such as passport or drivers licence.

Learning Records Service Privacy Notice

Some of the information you supply will be used by the Skills Funding Agency to fulfil its statutory functions, issue/verify your Unique Learner Number (ULN) and update /check your Personal Learning Record. The Skills Funding Agency may share your ULN and Personal Learning Record with other Education related organisations such as the careers service, school, college, university, Government Departments and public bodies responsible for funding your education. Further details on how your information is processed and shared can be found at

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/286088/Privacy_notice_for_learners_in_england.pdf

Equality and Diversity

N-Gaged Training is committed to promoting policies whereby no employee, learner or potential employee or learner is unfairly discriminated against.

We welcome our legal duties and responsibilities with regard to Equality and Diversity, and in particular we have a positive commitment to address our responsibilities and duties under *The Equality Act 2010* and *The Public Sector Equality Duty*.

Equality and Diversity is embedded in our company ethos and to support this, our company aims for Equality and Diversity are a constant thread and underpinning theme throughout the operation of our business. We show them explicitly in our actions which are directed specifically at Equality and Diversity and implicitly within all our policies, procedures, planning and activities.

Our Aims

Our core aim is to provide education for all, acknowledging that the society within which we live is enriched by diversity.

We will strive to ensure that the culture and ethos of N-Gaged Training reflects and celebrates the diversity of ALL members of the organisation and wider community.

We will also seek to ensure that everyone is equally valued and treats one another with respect and fairness. Learners and other members of our organisation will be provided with the opportunity to experience, understand and celebrate diversity.

Our core values reflect those which have been consulted upon widely across the region. They are: to encourage mutual respect for all; recognise and work with every diverse group; provide high quality inclusive services and facilities; make sure our employment policies and practices are fair; and, challenge harassment and discrimination.

We will proactively seek to review and restructure the cultures, policies and practices in our organisation, so they can be welcoming and responsive to the full diversity of people locally, nationally and globally.

The principles by which we work

In working towards the realisation of our aims, we will be guided by the following principles:

- All learners are valued equally

We see all learners and potential learners as of equal value regardless of disability/impairment, ethnicity, colour, creed, nationality, national origin or status, culture, religion or belief, gender, sexual orientation, gender identity, marriage or civil partnership or pregnancy and maternity status.

- Welcoming and celebrating diversity

Treating people equally does not necessarily mean treating them all *the same*. Our policies, procedures and activities must not discriminate, but are differentiated, as appropriate, to take account of differences of life-experience, outlook and background, and in the kinds of barriers and disadvantage which people may face, in relation to disability/impairment, medical needs, ethnicity, colour, creed, nationality, national origin or status, culture, religious affiliation, sex, sexual orientation, gender identity, marriage or civil partnership or pregnancy and maternity status.

- Fostering positive attitudes and relationships, and a shared sense of cohesion and belonging

We intend that our policies, procedures and activities should promote positive attitudes, an absence of harassment, positive interaction, good relations and dialogue between groups and communities different from each other, global citizenship, an absence of prejudice-related bullying and harassment and mutual respect.

- N-Gaged Training as an employer

Policies and procedures should benefit all employees and potential employees, for example in recruitment, promotion, and in continuing professional development.

- Proactively reviewing what we do in order to reduce and remove inequalities and barriers

We proactively ensure that we make progress in regard to ensuring equality of opportunity for all, and we regularly review our actions. We will not simply seek to avoid discriminatory practices, we will take opportunities to maximise positive impacts by actively going about reducing and removing inequalities and barriers to equality and taking positive actions towards promoting and enhancing equality of opportunity for all.

- **Creating Opportunity**

We recognise the needs of every individual along with our commitment to enabling them to achieve their full potential. In doing this we recognise the need to raise aspirations for all.

- **Consulting widely**

People affected by a policy or activity should be consulted and involved in the design of new policies, and in the review of existing ones.

- **Society as a whole should benefit**

We intend that our policies and activities should benefit society as a whole, both locally and nationally, by fostering greater social cohesion, and greater participation.

- **Equality & Diversity:**

N-Gaged training is committed to providing equality & diversity throughout its activities. Equality of opportunity and inclusivity is fundamental to the vision and values of N-Gaged Training. The principles of equality and diversity are at the heart of the organisation and are supported by appropriate policies, procedures and good practice.

The actions we take

- All aspects of learning and indeed, all our activities, are kept under review in order to ensure that they reflect our aims and principles.
- We proactively measure and monitor our performance in Equality and Diversity to ensure that we make effective progress. Dignity, respect and recognition in the workplace are a basic right of all employees and learners. All people with whom we come into contact have the right to operate in an environment free from discrimination, victimisation, and harassment or bullying.
- All learners are entitled to access a training programme that meets their individual needs and is challenging yet achievable.
- Employment is on the basis of skills, experience and qualifications.
- All employees are entitled to training and development opportunities that will ensure they have the skills and abilities to effectively perform their job roles and meet business needs.
- Every employee, learner, employer and subcontractor has a responsibility to act in a manner that upholds and follows the spirit and intention of Equality and Diversity and our Policy in this area.

- It is the individual responsibility of every member of staff to seek to ensure the practical application of this policy. In addition, special responsibility falls upon management and those involved in staff recruitment and training delivery to ensure its effectiveness.

Safeguarding

Everyone in our organisation has responsibility for the welfare of young people, vulnerable adults, and indeed all learners and staff. We proactively ensure that arrangements are in place to safeguard and promote the welfare of children, young people and vulnerable adults. This includes protecting people from any forms of bullying, harassment or any other maltreatment based on equalities issues as well as radicalisation (PREVENT Strategy)

N-GAGED TRAINING AND RECRUITMENT SAFEGUARDING/CHILD PROTECTION OFFICERS:

**Head of Quality: John Sawbridge or
Training & Operations Director: Michele Ford**

The aims of this Policy are:-

- To support the young person or vulnerable adults' development in ways that will foster security, confidence and independence, and enable them to enjoy and achieve their learning goals.
- To raise the awareness of all staff of the need to safeguard young people and vulnerable adults and of their responsibilities in identifying and reporting possible cases of harm and abuse and suspected radicalisation
- To provide a systematic means of monitoring young people or vulnerable adults known or thought to be at risk of harm.
- To emphasise the need for good levels of communication between all members of staff.
- To develop structured procedures that will be followed by all members of staff in cases of suspected abuse or harm.
- To develop and promote effective working relationships with other agencies, especially local safeguarding boards, Social Services and the Police.
- To ensure that all staff, volunteers and others in contact with young people and vulnerable adults have been subject to an enhanced CRB check.
- All learners, without exception, have the right to protection from abuse of any kind.

- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All of the companies' staff and employers have a responsibility to report concerns.

Supporting Young People

- N-Gaged Training and Recruitment recognises that a young person or vulnerable adult who is abused whether physical, verbal or psychological or witnesses domestic violence or abuse may find it difficult to develop and maintain a sense of self-worth. N-Gaged Training and Recruitment recognises that a young person in these circumstances may feel helpless, humiliated and self-blame.
- N-Gaged Training and Recruitment recognises that they may provide the only stability in the lives of young people or vulnerable adults who have been abused or who are at risk of harm.
- N-Gaged Training and Recruitment accepts that the behaviour of these young people or vulnerable adults may range from that which is perceived to be normal to aggressive or withdrawn.

N-Gaged Training and Recruitment will support all young people and vulnerable adults by:

- Establishing and maintaining an environment where they feel secure, are encouraged to talk and are listened to
- Ensuring that they know that there are trained staff in the Centre who they can approach if they are worried.
- Ensuring that all appropriate staff are trained and understand their responsibilities in being alert in the signs of abuse and their responsibility for referring any concerns to their line manager/nominated person (stated at the top of this Policy document).
- Ensuring that all employers/work placement providers are vetted and that they sign up to N-Gaged Training and Recruitment safeguarding procedures.
- Covering Health and Safety and Safeguarding with learners at induction and following this up on an on-going basis.
- Having adequate staff trained in First Aid procedures.
- Ascertaining any health or medical conditions that learners may have and carrying out a full risk assessment where necessary

- Developing effective links with the local safeguarding boards, Children and Young Peoples Information Service and other relevant agencies to liaise and co-operate as necessary regarding child protection/safeguarding.
- Keeping written records of concerns about young people and vulnerable adults, even where there is no need to refer the matter immediately and ensuring that all such records are kept confidentially and securely.

Appeals by Students/Candidates

The first two stages of this procedure applies specifically to those students who undertake an assessment that is within the control of N-Gaged Training. Those that are externally assessed or examined from the outset would follow the awarding bodies' procedures.

If a student believes that they have a justified grievance related to an assessment process or decision, the appeals should follow the process set out below:

Stage 1 – Tutor/Assessor and Candidate

The student should discuss the matter with the tutor who undertook the assessment in the first instance within **five** working days of receiving their assessment decision. The Tutor/Assessor must consider the reasons and look again at the assessment. He or she must then give the student a response, which must be either:

- Confirmation in writing, that the original assessment decision stands
- A new decision with an explanation of the reason for the change

The response must be filed either in the IQA, Programme Quality file or electronically (as appropriate)

If the student accepts the tutor's response, then the appeal stops at this point. If the student is still unhappy with the decision, he/she must tell the tutor within five working days of receipt. **The appeal will move to Stage 2.**

Stage 2 – Lead Internal Verifier

Following notification that the student is still unhappy with the assessment decision, the tutor must give the IQA the following information within **two** working days of the appeal reaching **Stage 2**:

- The original assessment record and candidate's evidence, where appropriate
- The written explanation and confirmation of the assessment decision.

The Lead IQA will reconsider the assessment decision, taking the following into account:

- The candidate's reason for appeal;
- The candidate's evidence and associated records;
- The assessor's reason for the decision;
- The opinion of another assessor from the centre.

The lead IQA must then give the reconsidered decision, in writing, within **five** working days of receiving the appeal, to both student and Tutor.

The student must tell the IQA and confirm in writing if they are still unhappy with the reconsidered assessment decision within **five** working days of receipt of the decision. If so, the appeal moves to **Stage 3**.

Stage 3 – EQA/SV

If the student is dissatisfied with the decision after Stage 2, then at this stage it will pass to the EQA or SV for the particular qualification

All the written documentation regarding the appeal will be sent to the Director of Awarding body/external quality assurer and must be sent within 5 working days from the Lead Verifiers decision.

From this point on the process will follow the awarding bodies' policies which N-gated training will divulge to the student.

Qualifications Regulated Framework (RQF)

(Text from Government RQF Bookcase:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/461298/RQF_Bookcase.pdf)

The RQF provides a single, simple system for cataloguing all qualifications regulated by us. It's like a bookcase in a library, with qualifications indexed by their

‘level’ and ‘size’. Qualifications at any specific level can be very different from one another, for example in their content and purpose.

Qualification Level

Levels indicate the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels supported by three ‘entry’ levels. While most qualifications will be assigned a single level some, such as GCSEs, can span more than one.

Qualification Size

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. This can be anything from a matter of hours to several years of study and different students can take different amounts of time to study for the same qualification. Size is expressed in terms of Total Qualification Time. The part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours. Qualifications can sit at different levels, but require similar amounts of study and assessment time. Equally, qualifications at the same level can take different amounts of study and assessment time. The RQF replaces the Qualifications and Credit Framework, and National Qualifications Framework in October 2015.

Should you have any questions at all about your training please contact us.

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