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Student Handbook

**2020-21 v4**

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**Our Mission Statement:**

**To Inspire Learners and Achieve Excellence**

# **Welcome to TrainPlus Ltd**

Whether you are a new learner to our centre or a returning learner starting a new course: whatever your career path, we hope your studies go well.

This handbook is designed to help you throughout your course of study, and you should retain it for future reference as there is valuable information contained. Inevitably, a few of you will encounter situations that are not covered within this handbook and, if so, you are invited to seek advice from TrainPlus staff on any point that is causing you concern at any time. If you are unable to decide who is best able to help you, you should contact TrainPlus, whose staff will be pleased to offer advice as to how you might solve your problem. Details of contact numbers can be found on the back page of this handbook.

Finally, may we take the opportunity once again of wishing you every success in your studies with TrainPlus.

**A green sign with white clouds and blue sky

Description generated with high confidence**

# **Your Course**

Most of our course programmes at TrainPlus will consist of the following:

* **BTEC:** The main part of your course, this will equip you with the knowledge and skills you need in order to progress in your chosen occupation and/or sector. The qualification is usually split up into two parts: Knowledge-Based (your understanding of the subject) and Competence (applying your skills in the workplace).
* **Functional Skills:** Regardless of which career path you choose, you will be expected to have sound knowledge of Maths and English (and ICT in some cases). The Functional Skills level which you'll undertake will depend on the level of your course (either Level 1 or 2), however if you already have evidence of having attained Functional Skills (or GCSE/A-level equivalent) previously, you may be exempt from this part of the programme.
* **British Values:** Although a small part of the course, this will enable you to develop a fuller understanding of many aspects of British Life, its cultures, and its community. This is divided into four parts:
  + Democracy
  + Rule of Law
  + Liberty
  + Mutual Respect
* **EPA:** The End Point Assessment, otherwise known as EPA, is the process at the end of the apprenticeship. This is normally 3 months long and consists of different assessments depending on the course. These assessments can be:
  + Professional Discussion
  + Knowledge Test
  + Situational Judgement Test
  + Assessor Coach Observations
  + Competency-Based Interview
  + Work-Based Project, Presentation and Q&A Session
  + Submission of Portfolio
  + Practical Observation
  + Portfolio-Based Interview

Depending on the course you are taking, your course may not contain all the mentioned parts. Should you have any questions, speak to your assessor.

In addition to your course, you will be working in your chosen job role at your workplace on a full or part-time basis, and will be expected to fulfil all aspects of your job as well in order to make progress within your career.

A person looking at the camera

Description generated with very high confidence

There is no need to attend our TrainPlus Head Office to undertake your course; your assessor will come to your workplace to assess and manage your performance and development, carry out progress reviews and deliver exams on site. During a pandemic, such as Covid-19, sessions will continue however they may be hosted remotely with your assessor over the best suited video conference software.

Your course (including dates for upcoming sessions, exam results and resources) will utilise an e-portfolio system Smart Assessor, in which your assessor will give you a tutorial within your induction meeting. Should you have problems using Smart Assessor, refer to your Smart Assessor user guide provided within your enrolment pack. You will be expected to use the e-portfolio often, in order to upload your coursework, fill in your time log, sign any documents and complete any actions as set by your assessor.

Upon successful completion of your apprenticeship course, depending on your chosen sector and the level you have completed, you may be given an opportunity to progress onto a higher level. In addition, since your employer has invested in you to develop your skills and thrive with them in the workplace, you could potentially be offered a permanent position or progression within the company.

If however you are not offered a permanent position, TrainPlus will continue to support you by discussing your available options to i.e. continue your current course programme and/or help you find another work placement in your desired job role. Don't assume you can no longer contact us for career support just because you have left work.

**The Careers Advisory Service** can also assist you with your career decisions and planning. The service is available to all TrainPlus students, whatever stage of your career you have reached. Careers advisors offer individual help as well as information sessions, seminars and workshops. The Careers Advisory Service arranges contacts between prospective employers and students.

The Careers Advisory Service is located at TrainPlus Head Office and is open 10.00–15.00pm, Monday to Thursday.

Telephone **01268 574299** or email [**info@trainplus.co.uk**](mailto:info@trainplus.co.uk) to arrange a visit.

# **Personal Information**

You must keep your name and address details up to date always, by notifying your tutor/assessor or by email to **info@trainplus.co.uk**.

You are also reminded of the importance of keeping the details of the person you nominate as your emergency contact (the person to contact in the event of an accident) up to date.

## **Data Protection Policy**

The General Data Protection (GDPR) Came into force on the 25th of May 2018. It regulates the processing of personal data inside the EU and EU residents.

TrainPlus holds and processes information about employees, students, and other data subjects for academic, administrative, and commercial purposes. When handling such information, TrainPlus, and all staff or others who process or use any personal information, must comply with the Data Protection Principles which are set out in the Data Protection Act 2018 (the Act), also including the General Data Protection Regulation (principles) 2018. In summary these state that personal data shall:

* be processed fairly and lawfully,
* be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with the purpose,
* be adequate, relevant, and not excessive for the purpose
* be accurate and up to date,
* not be kept for longer than necessary for the purpose,
* be processed in accordance with the data subject’s rights,
* be kept safe from unauthorised processing, and accidental loss, damage, or destruction,
* not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data, except in specified circumstances.

Staff, students, and other data subjects in TrainPlus have the right to access any personal data that is being kept about them either on computer or in structured and accessible manual files. Any person may exercise this right by submitting a request in writing to TrainPlus' designated data controller.

TrainPlus will not make any charges for an official Subject Access Request under the Act.

TrainPlus aims to comply with requests for access to personal information as quickly as possible but will ensure that it is provided within 5 days unless there is good reason for delay. In such cases, the reason for the delay will be explained in writing by the designated data controller to the data subject making the request. TrainPlus must also notify you of any data breach concerning your information provided to us.



# **Examinations and Certification**

**Examinations/Assessments**

It is an inescapable fact of academic life that you will sooner or later be obliged to undergo examinations/assessments. These may take many different forms. Each tutor/assessor will advise their learners of the type to be used and notify them well in advance of the times and venues of each examination/assessment.

**Certification Process**

The centre can apply for a certificate when the Internal Quality Assurance (IQA) process is complete and award completion approved.

The learner must be registered with the awarding body prior to the commencement of the IQA process.

Learners who do not complete the full award will be certificated for the individual units achieved.

The centre is responsible for the distribution of certificates to yourself. All certificates are posted to your home address via recorded delivery. If you have not notified the centre of a change of address you may incur a fee for the reprinting of certificates from the awarding body.



# **Plagiarism**

You are reminded that all work submitted as part of the requirements for any examination (including coursework) to TrainPlus must be expressed in your own words and incorporate your own ideas and judgements. Plagiarism (the presentation of another person’s thoughts or words as though they were your own) must be avoided, with care in coursework, essays and reports written in your own time. You are encouraged to read and criticise the work of others as much as possible. You are expected to incorporate this in your thinking and in your coursework and assessments, but you must acknowledge and label your sources. Direct quotations from the published or unpublished work of others, from the internet, or from any other source must always be clearly identified as such. A full reference to their source must be provided in the correct format and quotation marks used.

Remember that a series of short quotations from various sources, if not clearly identified as such, constitutes plagiarism just as much as a single unacknowledged long quotation from a sole source. Equally, if you summarise another person’s ideas or judgements, figures, diagrams or software, you must refer to that person in your text. Tutors can give advice about the appropriate use and correct acknowledgement of other sources in your own work. The direct and unacknowledged repetition of your own work which has already been submitted for assessment can constitute self-plagiarism. You should therefore consult your tutor if you are in any doubt about what is permissible. The use of the work of another student, past or present, constitutes plagiarism. Where work is used without the consent of that student, this will normally be regarded as a major offence of plagiarism. TrainPlus may submit your coursework to an external plagiarism detection service. By registering with TrainPlus you are automatically giving your consent for any of your work to be submitted to such a service.

We advise that you use the Harvard Referencing system to reference your work – there is a guide to using the Harvard referencing system on Smart Assessor.



# **Absence**

It is your responsibility to undertake the following actions:

If you are unavailable to attend an appointment with your assessor/tutor, at the earliest possible convenience you must contact your assessor/tutor directly or via TrainPlus Head Office on **01268 574299** or **01268 767596**

If you know in advance that you are going to be absent for an extended period, then please notify your assessor/tutor who will then complete the relevant paperwork with/for you and they will notify Head Office.

TrainPlus has a procedure for Student Attendance to request a copy contact TrainPlus head office, email **info@trainplus.co.uk** or visit **www.trainplus.co.uk**

If you decide that you are withdrawing from your course, you should immediately inform TrainPlus head office and complete an Exit Form which can be found on the students’ page of our website **www.trainplus.co.uk**.

A close up of a persons hand

Description generated with very high confidence

# **Health and Wellbeing**

**Advice from your tutor/assessor**

Some problems are readily solved by your assessor/tutor. Please seek advice from him/her in the first instance.

**Advice from TrainPlus Head Office**

Further advice may be obtained from TrainPlus Head Office. If you contact head office the staff there are willing to help you or, if necessary, refer you to the appropriate member of TrainPlus staff or external organisation for further support.

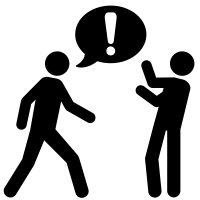
TrainPlus Tutors/Assessors have a wealth of experience on all student related issues and are available for confidential consultation. In addition there is a student support form that can be found on the TrainPlus website: [**www.trainplus.co.uk**](http://www.trainplus.co.uk), and Smart Assessor.

**Learning support**

If you are struggling with your course of study TrainPlus can help. We can advise on range of problems and provide support for learners with additional needs. We can also advise on personal issues and refer students to a counselling service.

For help and support on your physical and mental wellbeing, or any other personal issues you would like to discuss, you can contact us by phone: **01268 574299**, by email to: **info@trainplus.co.uk**, or you can fill in our Student Support form available on our website, the wellbeing tab on Smart Assessor, in your enrolment pack and at the back of this handbook.

Any information you share with us will be kept confidential and will not be shared by any unauthorised persons or third parties.

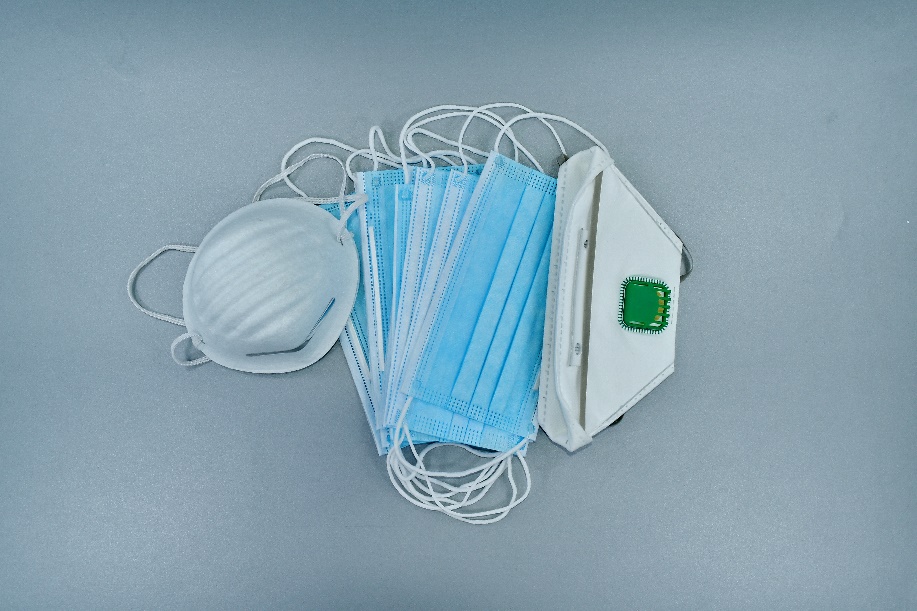


# **Resolving Sexual and Racial Harassment**

Sexual harassment includes any action or behaviour (by members of the other sex or of the same sex) that has an explicit or implicit sexual motivation, and which causes embarrassment, offence or intimidation to the individual to whom it is directed, or which creates an intimidating, hostile or offensive working and social environment. Incitement to commit such action is equally culpable.

Racial harassment includes any action or behaviour by one individual towards another based on difference in colour, culture, ethnic or national origin which causes offence, intimidation or distress to the individual to whom it is directed, or which creates an intimidating, hostile or offensive working and social environment .

Sexual and racial harassment will not be tolerated at TrainPlus and can lead to disciplinary action. Anyone who considers that they have such a grievance, which they have been unable to resolve personally, can discuss their concern confidentially with one of the following people, as appropriate, their tutor/assessor or any other member of staff at TrainPlus with whom they have confidence. You may, of course, be accompanied by a friend if you find this helpful. If a complaint is made, confidentiality will be maintained, and action may be taken informally if appropriate. Should official action be required, information and advice on the complaints procedure is available from TrainPlus head office, by email at [**info@trainplus.co.uk**](mailto:info@trainplus.co.uk), by phone **01268 574299** or by completing the students’ complaints form on [**www.trainplus.co.uk**](http://www.trainplus.co.uk) and Smart Assessor’s wellbeing tab.

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# **Student Complaints/Appeals**

**Complaints**

TrainPlus has a procedure for dealing with complaints by learners. A copy of our complaint’s procedure is readily available to download at [**www.trainplus.co.uk**](http://www.trainplus.co.uk) or on Smart Assessor’s wellbeing tab.

This Procedure is the mechanism to raise concerns or complaints about the organisation’s services or members. The aim is to prevent unnecessary delay, whilst ensuring a full and fair assessment of the circumstances of any individual complaint.

The formal complaints procedure should be a last resort in the search for a solution. Prior to entering the Complaints Procedure, the individual raising the concern (student or employer) otherwise known as the complainant should normally have raised the issue with the person concerned.

This procedure applies to all students / employers (including staff who are also students but only in their capacity as students) of TrainPlus Ltd undertaking or involved in an Apprenticeship programme of study operated by the organisation. This procedure **does not** cover academic appeals for which there is a separate procedure. (see below)

**Appeals**

If you consider an academic assessment to have been unfair, you should raise the matter with your tutor/assessor at the earliest opportunity or email **info@trainplus.co.uk**.

If you believe that your examination performance may be impaired by an illness or exceptional personal circumstances, you should ensure that you report the matter to your tutor/assessor before sitting your examinations.

Representations against decisions of Boards of Examiners (including marks and results) cannot be made on academic grounds. However, may be made on the grounds of administrative error, or where there is concern that an examination may not have been conducted in accordance with the relevant instructions, regulations and/ or requirements, or where there is new evidence of circumstances that might have adversely affected a candidate’s performance. For further information about representations against examination results, or if you wish to appeal against your withdrawal from your chosen course of study due to unsatisfactory academic progress, you are strongly advised to contact TrainPlus head office and request a copy of the Student Appeals Procedure or email [**info@trainplus.co.uk**](mailto:info@trainplus.co.uk).

# **Covid-19 Prevention Policy**

At TrainPlus we have undergone a Covid-19 Risk Assessment in order to set rules to prevent the spread of Covid-19. Listed below are the measures that have taken:

**Social Distancing:**

* A timetable of rooms is in place for staff and assessors and learners to ensure there is no crossover.
* All workstations are now fitted shields.
* All staff have been issued with PPE which must be worn when communicating with others.
* Sanitisation stations installed and all staff and learners to sanitise hands upon entry to TrainPlus.
* Ability to deliver remote teaching in place.

**Waste:**

* All PPE and personal waste should be placed in lidded bins located in toilet area and kitchen area.
* All waste in lidded bins to be double bagged in orange bags when disposed of.

**Staff/learners within the shielded group:**

* Any member of staff or learner that is within the clinically extremely vulnerable group must not attend TrainPlus as per the Government guidelines.
* Staff/learners that meet the criteria as clinically vulnerable should have a risk assessment completed to identify any suitable control measures that must be put in place before returning to work or entering TrainPlus.

**Contractors:**

* All contractors must provide a suitable and sufficient risk assessment for the activities they carry out which must include Covid-19.
* All planned/reactive maintenance to be carried out during out of hours unless seen as an emergency.

**Hygiene:**

* Promote hygienic practices at all levels and for all staff, with emphasis on handwashing and respiratory etiquette.
* Hand washing facilities are available for all staff and learners.
* Gel hand sanitisers are available for staff and learners.
* Staff and learners reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout.
* Room windows to be opened where possible.

**Accident reporting Covid-19 incidents:**

* The Health & Safety Executive have recently updated [the Reporting of Injuries, Diseases and Dangerous Occurrences regulations (RIDDOR)](https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm) to include the requirement to report possible or actual exposure to the Covid-19 virus as a result of, or in connection with, a work activity.

**Personal Protective Equipment:**

* Personal Protective Equipment should not be used as an alternative to social distancing, except where there is no other practical solution.
* All staff to be issued with gloves, face masks, face shields and antibacterial wipes to clean equipment.

**Symptoms of Covid-19:**

**Staff or learner exhibiting any symptoms of COVID-19 should not be in school.**

* If anyone, staff, or learner, becomes unwell with a new continuous cough, a high temperature or other symptoms during the day, they will be sent home and advised to follow the stay at home and testing guidance.
* Anyone presenting Covid-19 symptoms to be isolated according to protocol ideally in a well-ventilated room.
* If a distance of 2m cannot be maintained PPE including an appropriate facemask should be worn.
* If a risk assessment determines that there is a risk of splashing to the eyes, for example from coughing, spitting, or vomiting, then eye protection should also be worn.
* In an emergency if they are seriously ill call 999.
* After use ensure cleaning of the room and all areas person has been in, following government advice with first warm soapy water, usual disinfectant cleaner and a disposable cloth. Pay particular attention to frequently touched areas. If an area has been heavily contaminated use protection for the eyes, nose and mouth as well as wearing gloves and an apron.
* Wash hands thoroughly for 20 seconds after removing PPE.
* Other staff or learners to be moved to safe areas while cleaning occurs.
* All cleaning items and PPE to be double bagged, stored for 72 hours or until negative test result received and then put in normal waste.

**Behaviour:**

* Staff/learner behaviour and cooperation will be the key to implementing all of the controls.
* TrainPlus will carry out meetings to inform staff of any changes.
* Encourage staff to cooperate with government plans for contact tracing.
* Learner behaviour will be continually monitored.

**Toilets:**

* Where there are toilet lids, lids should be closed before flushing. Toilet seats and flush should be wiped with anti-bacterial wipes. Wash hands thoroughly after.

**Employer Visits:**

* Staff are not to visit employer premises unless an employer COVID-19 risk assessment has been received and approved.
* Staff must maintain social distancing and wear PPE provided.
* Staff must clean all equipment used with cleaning wipes provided after each use.
* Staff must notify TrainPlus immediately if they present Covid-19 symptoms.
* TrainPlus to notify any learner or employer that the staff member has been in face to face contact with in the preceding 10 days.
* Employers to notify TrainPlus immediately if any of their customers or staff that have been in contact with a TrainPlus member of staff present symptoms of COVID-19.



# **Policies**

All copies of the following policies can be located on our website, [www.trainplus.co.uk](http://www.trainplus.co.uk) and on Smart Assessor in full and can be downloaded. These will give you a greater understanding of each policy at TrainPlus.

## **Equal Opportunities Policy**

Everyone is different and has something unique to offer. At TrainPlus Ltd we respect and understand these differences and endeavour to make the most of everyone’s talents.

Valuing, respecting, and promoting the rights, responsibilities, and dignity of individuals within all our professional activities and relationships.

Equality of educational opportunity based on merit, irrespective of background, beliefs, and socio-economic context.

Diversity is about understanding, recognising, respecting, and valuing differences.

Equality is about managing differences so that everyone has equality of opportunity through a fair and consistent approach to the application of rules, policies, and procedures. We recognise that sometimes this will mean treating people differently. This commitment is relevant to all we do, how we manage ourselves and how we deliver our services.

We will promote equality and diversity across all areas.

**Funding the extra costs associated with studying with a disability**

TrainPlus staff can also assist you in applying for funding to support the additional costs associated with studying with a disability, for example, the Disabled Students' Allowances (DSAs) which is available to home domiciled students. However, all students with a disability, regardless of whether they have international status, are covered by the UK disability discrimination legislation and TrainPlus will make reasonable adjustments, so that you are not put at a substantial disadvantage compared with students without a disability.

It is the responsibility of TrainPlus staff to ensure that all students enrolled on their courses, who have declared a disability, have access to the appropriate support. Staff can advise on this and will be happy to help explore all possible forms of funding that may be available.



## **Safeguarding Policy**

TrainPlus is committed to safeguarding and promoting the welfare of learners ensuring that our learners can access premises and facilities free from fear of harm and are protected from mistreatment and abuse.

TrainPlus requires all staff to demonstrate high standards in their management of risk and in the active protection of children and vulnerable adults from discrimination and avoidable harm. Staff are required to fulfil their/our duties for young people under 18 in accordance with Keeping Children Safe in Education 2020 and our duties towards vulnerable adults in accordance with the National framework of standards for safeguarding adults, ADSS 2005.

The purpose of this policy is to provide a framework that informs procedures relating to TrainPlus’ legal obligation to safeguard and protect children and vulnerable adults who are suffering forms of abuse as defined in the Children Act 2014, through the application of principles outlined in the Children Act 2014, Children & Young Person’s Act 2008 and Safeguarding Vulnerable Groups Act 2006.

This policy provides clear direction to all members of our administration, assessing and teaching team to ensure child protection and vulnerable adult concerns, referrals and monitoring of actions are handled sensitively, professionally and in ways that promote the welfare of the learners and support their needs ensuring learners are encouraged to talk and are listened to. The policy also makes commitment to the development of good practice and sound procedures.

We recognise that the welfare of the learner is paramount and that all learners regardless of age, disability, gender reassignment, race, religion/belief, sex, sexual orientation, marriage, and maternity have the right to protection from all types of harm or abuse. Working in partnership with children, vulnerable adults, their parents, carers, and other agencies is essential in promoting the welfare of individuals.

All complaints, allegations or suspicions of abuse will be dealt with due regard to our Safeguarding of Children and Vulnerable Adults Policy.



## **Health and Safety Policy**

TrainPlus values the health, safety and welfare of its staff and students and believes that the promotion of good management of health and safety is a benefit to everyone involved, including staff, students, employers, and members of the community.

TrainPlus is committed to promoting positive attitudes to health, safety and wellbeing to all its staff. It is the policy of TrainPlus to protect the health, safety and welfare at work of all staff and others affected by TrainPlus’ undertakings. TrainPlus will comply with the Health and Safety at Work Act 1974 and other health and safety related legislation, regulations, orders, and approved codes of practice applicable to its undertakings.

TrainPlus will provide and maintain safe working conditions to ensure a healthy and safe working environment, including safe access and egress for all staff, students and visitors, adequate arrangements for the safe use, handling, storage and control of substances and maintenance of plant and equipment, so far as is reasonably practicable.

TrainPlus will ensure that hazard identification and risk assessments are carried out regularly, including workplace, fire and work-related assessments, and actions undertaken to reduce risks so far as is reasonably practicable in order to prevent accidents and cases of work-related ill health.

TrainPlus will provide suitable and sufficient information, instruction, training and supervision to ensure that all staff are competent to carry out their allocated work safely and are fully aware of their duties and responsibilities for the health, safety and welfare of themselves and others.

TrainPlus will consult with its staff on matters affecting health and safety.



## **Human Trafficking and Anti-Slavery Policy**

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels. TrainPlus Ltd strictly prohibits the use of modern slavery and human trafficking in our operations. We have and will continue to be committed to implementing systems and controls aimed at ensuring that modern slavery is not taking place anywhere within our organisation.

**Modern Slavery and Human Trafficking**

Modern slavery is a term used to encompass slavery, servitude, forced and compulsory labour, bonded and child labour and human trafficking. Human trafficking is where a person arranges or facilitates the travel of another person with a view to that person being exploited. Modern slavery is a crime and a violation of fundamental human rights. Commitments We shall be a company that expects everyone working with us or on our behalf to support and uphold the following measures to safeguard against modern slavery:

* We have a zero-tolerance approach to modern slavery in our organisation.
* The prevention, detection, and reporting of modern slavery in any part of our organisation is the responsibility of all those working for us or on our behalf. Workers must not engage in, facilitate, or fail to report any activity that might lead to, or suggest, a breach of this policy.
* If we find that other individuals or organisations working on our behalf have breached this policy, we will ensure that we take appropriate action. This may range from considering the possibility of breaches being remediated and whether that might represent the best outcome for those individuals impacted by the breach to terminating such relationships.

If you have any concerns, please contact TrainPlus via email, [info@trainplus.co.uk](mailto:info@trainplus.co.uk) or by phone **01268 574299.**

**A close up of a device

Description generated with high confidence**

## **Whistleblowing Policy**

This policy and procedure also seek to balance the need to allow a culture of openness against the need to protect other workers against vexatious allegations or allegations which are not well-founded.

The principles of openness and accountability which underpin legislation protecting whistle-blowers are reflected in this policy and procedure. TrainPlus is also committed to ensuring compliance with the Bribery Act 2010.

Learners at TrainPlus are also encouraged to raise genuine concerns about suspected wrongdoing by making a complaint to the student support services. This policy and procedure are designed for the use of workers of TrainPlus.

# **Social Media Code of Conduct**

TrainPlus recognises the importance of the internet in shaping public thinking about the organisation, our current and prospective students, staff, and partners. As a result, TrainPlus have set up a website and a Facebook page with the aim of informing stakeholders about TrainPlus activities and developments. Stakeholders include, but are not limited to, current and prospective students, staff, partner institutions and members of the community.

To ensure a positive online environment for students and staff, the following code of conduct has been produced to which all social media participants should adhere to.

**Guidelines for Social Networking**

Online communities can help TrainPlus connect with its clientele in many ways.

At the same time, there are some cautionary lessons that have emerged from participating in online communities. Participants should take note of the following:

* You are legally liable for anything you write or present online. Employees and students can be prosecuted for commentary, content, or images that are defamatory, pornographic, proprietary, harassing or creating a hostile work environment. No written comment should be made that could be offensive to anyone in any of the Equality and Diversity strands: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
* Before participating in any online community understand that anything posted online is available to anyone in the world.
* Do not post information, photos, or other items online that could reflect negatively on you, your colleagues, your organisation, TrainPlus or breach the Data Protection policy.
* Be discreet, respectful, gracious, and as accurate as you can be in any comments or content you post online.
* Information you post online may continue to stay on the World Wide Web even after you erase or delete that information from pages.
* Students are also referred to the Safeguarding Policy which reminds them that any form of personal relationship between staff and students IS EXPRESSLY FORBIDDEN. This would include any form of personal conversation or comment through the medium of the internet. Therefore, Staff should not be ‘Facebook friends’ with such students but can belong to the official Facebook page where information can be exchanged.

A close up of a womans face

Description generated with high confidence

**Disclaimers**

**Terms of use of Smart Assessor**

By posting content on Smart Assessor, you represent, warrant and agree that no content submitted, posted, transmitted or shared by you will infringe upon the rights of any third party, including copyright, trademark, privacy or contain defamatory, discriminatory or otherwise unlawful material.

**User Generated Content Disclaimer**

TrainPlus accepts no responsibility or liability for any data, text, software, music, sound, photographs, images, video, messages or any other materials or content generated by users and publicly posted on Smart Assessor.

**TrainPlus logos**

TrainPlus logos are registered trademarks and the use of any logo is not permitted on any content generated by a user. Permission to use the logo is only granted by a formal letter from the Director of TrainPlus accompanied by a trademark statement and style guidelines.

**Inappropriate Content**

Anyone who believes that any social media site covered by these guidelines includes inappropriate content should report it to the director of TrainPlus.

**Permission for postings**

Photos should not be posted without written consent from the person photographed or the copyright holder. E.g. Fashion show photos and photographs that have been published in any media.

**Disclaimer for Content on Linked Sites**

TrainPlus accepts no liability or responsibility whatsoever for the contents of any site linked from its website.

**A copy of our Social Media Code of Conduct at TrainPlus is available in full and online to download at www.trainplus.co.uk.**

A screenshot of a person

Description generated with very high confidence

# **Apprentice Oyster Card**

At the time of publishing, due to COVID-19 there may be suspensions on the free travel for under 18s. This will result in not being able to use/get an apprentice Oyster Card.

If you are 18 or over, live in a London borough and are in the first year of an approved apprenticeship, you may be eligible for an Apprentice Oyster Photocard.

You can save 30% off adult-rate Travelcards and Bus & Tram Pass season tickets.

To be eligible for an Apprentice Oyster Photocard you must:

* Be aged 18 or over.
* Live in a London borough.
* Be enrolled on an apprenticeship with a further education college or training organisation for a minimum of 12 months.
* Be in the first 12 months of your apprenticeship.

**You are not eligible for an Apprenticeship Oyster Photocard if you:**

* Live outside London, even if your apprenticeship is in London.
* Already have an Oyster Photocard, a Freedom Pass or a Bus & Tram Discount Photocard.
* Are on a planned break from your apprenticeship learning.
* Are on a pre-Apprenticeship Access programme.

If you are unclear about your eligibility, speak to your tutor/assessor.

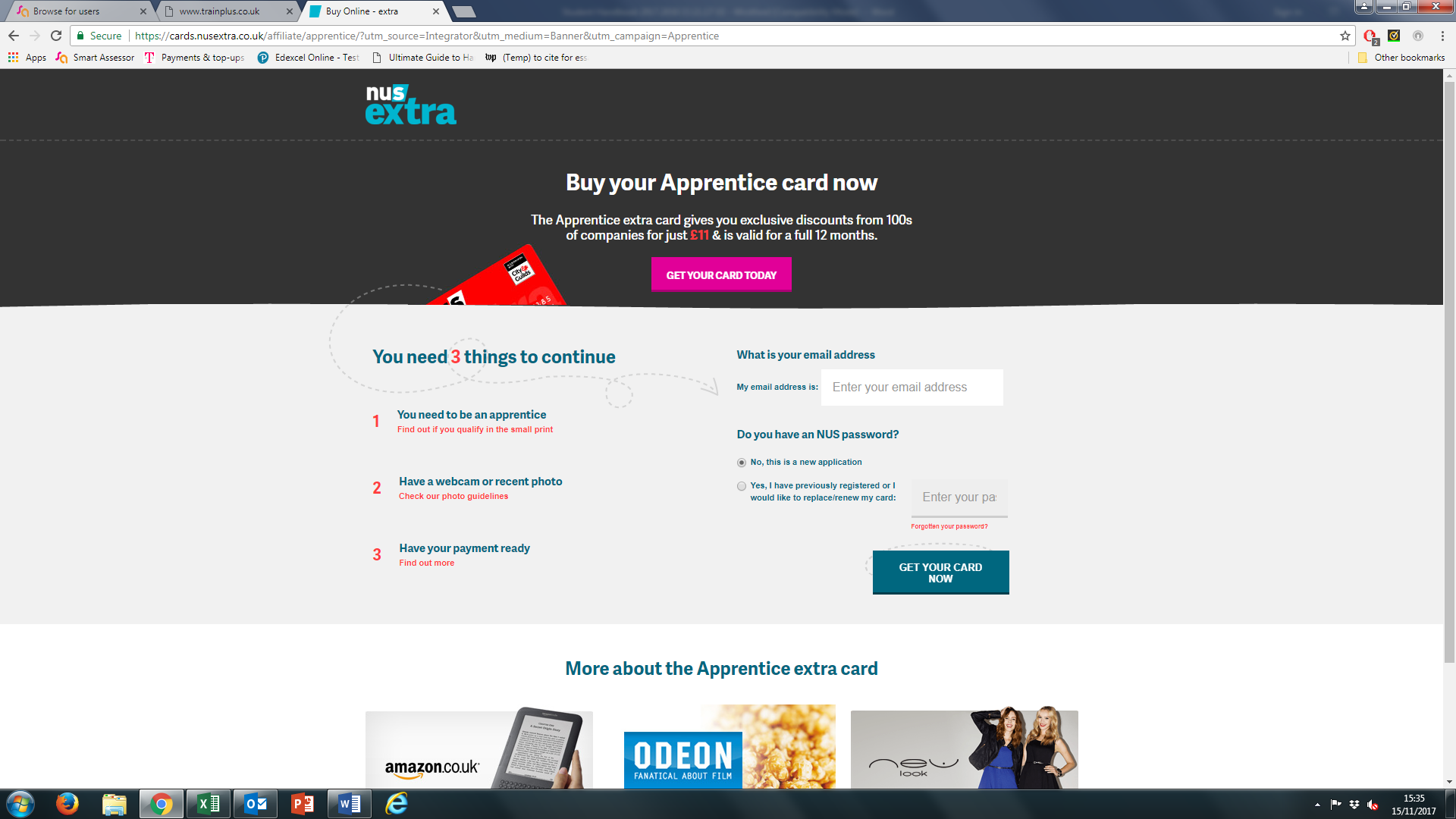
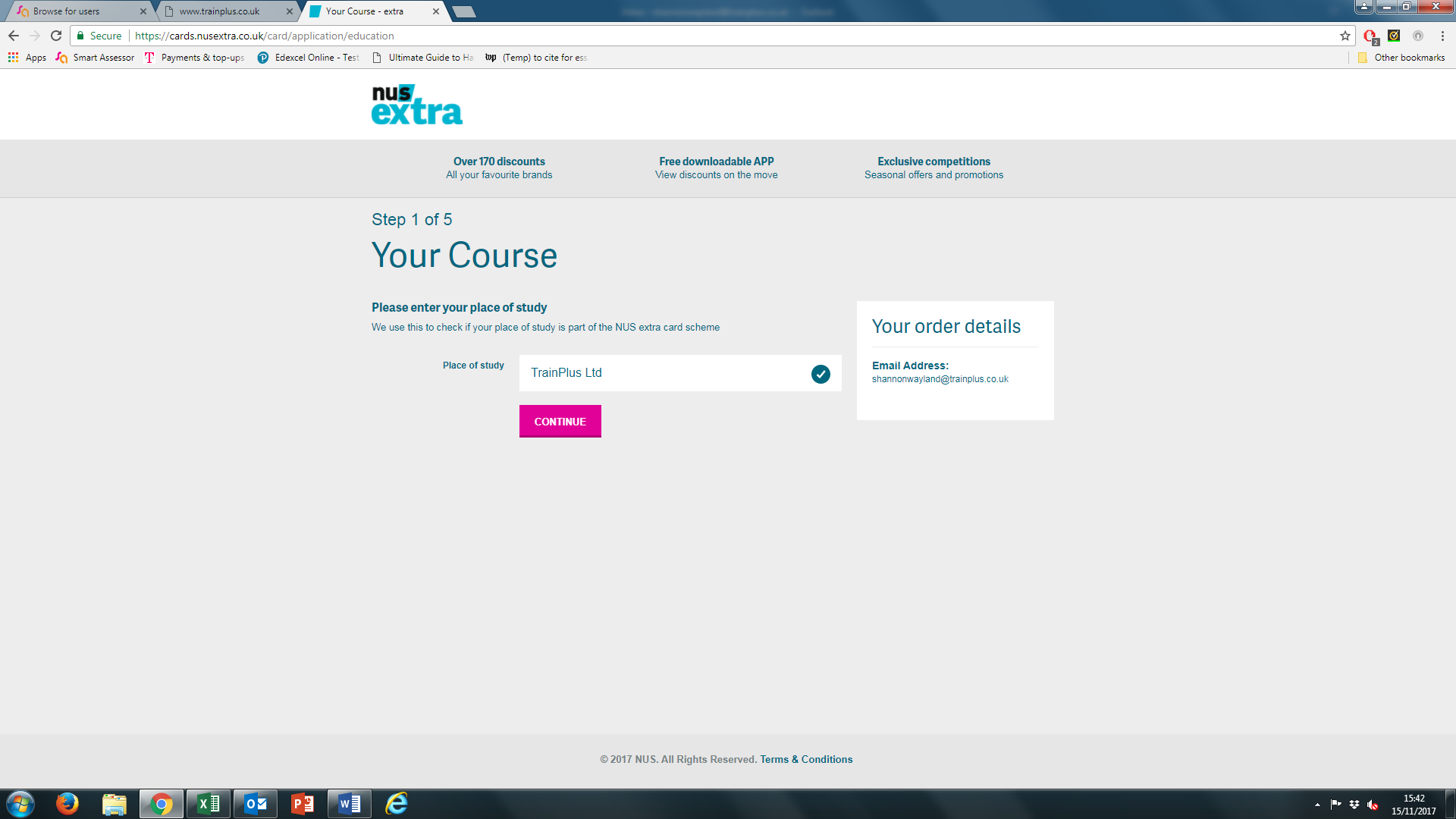
You must apply online for your Apprentice Oyster Photocard.

You will need:

* Your Unique Learner Number (ULN) - You can receive your ULN by contacting TrainPlus’ head office.
* A UK Provider Reference Number - Our number is **10026331**
* A color, digital photo
* An active, valid email address
* A valid debit or credit card to pay the £20 administration fee

Both your Unique Learner Number and UK Provider Reference Number will be supplied by your apprenticeship training provider. Talk to them if you have not got these yet.

Applicants can only apply once they are fully enrolled with a training provider on an apprenticeship that is an approved standard.



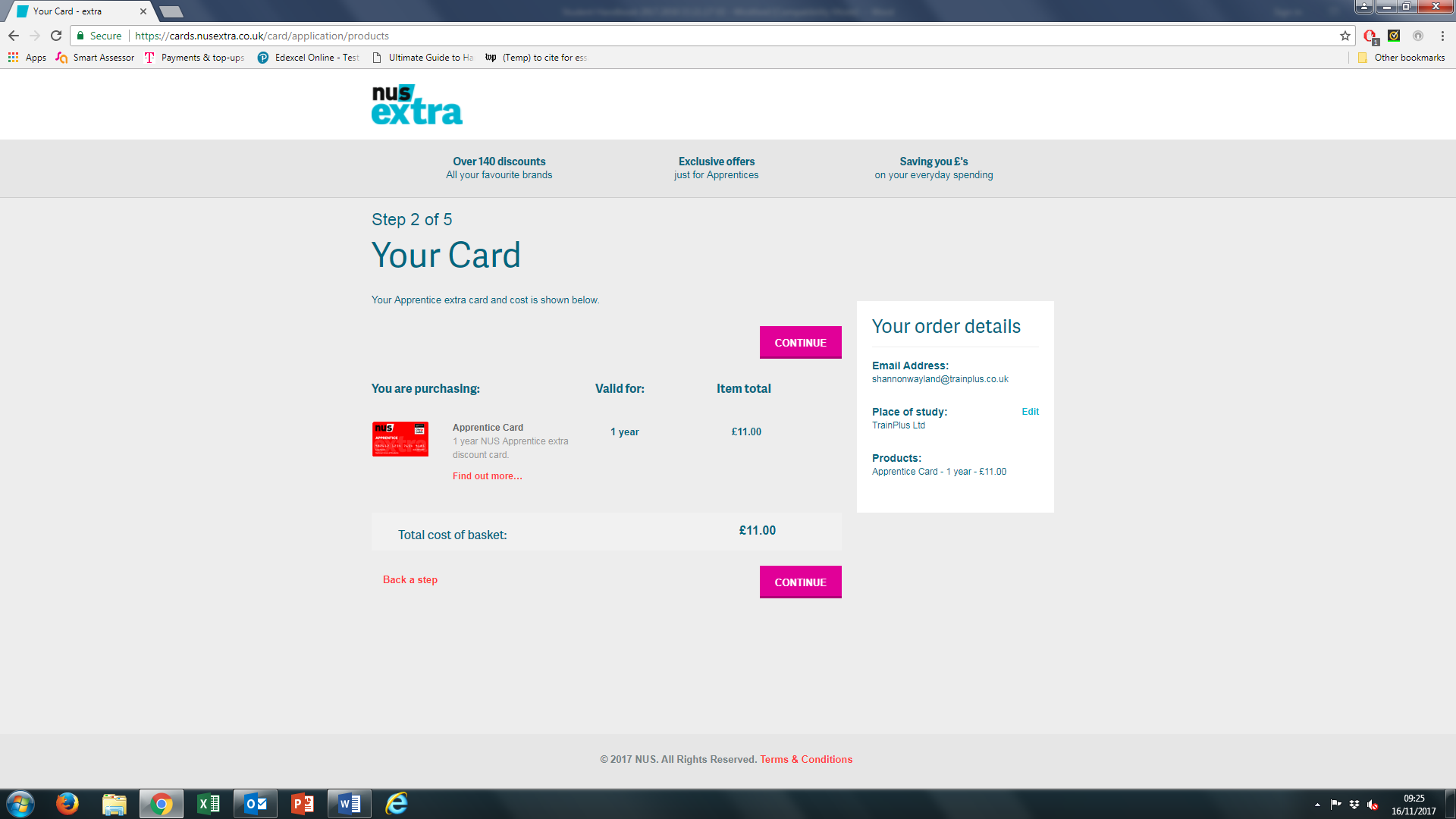
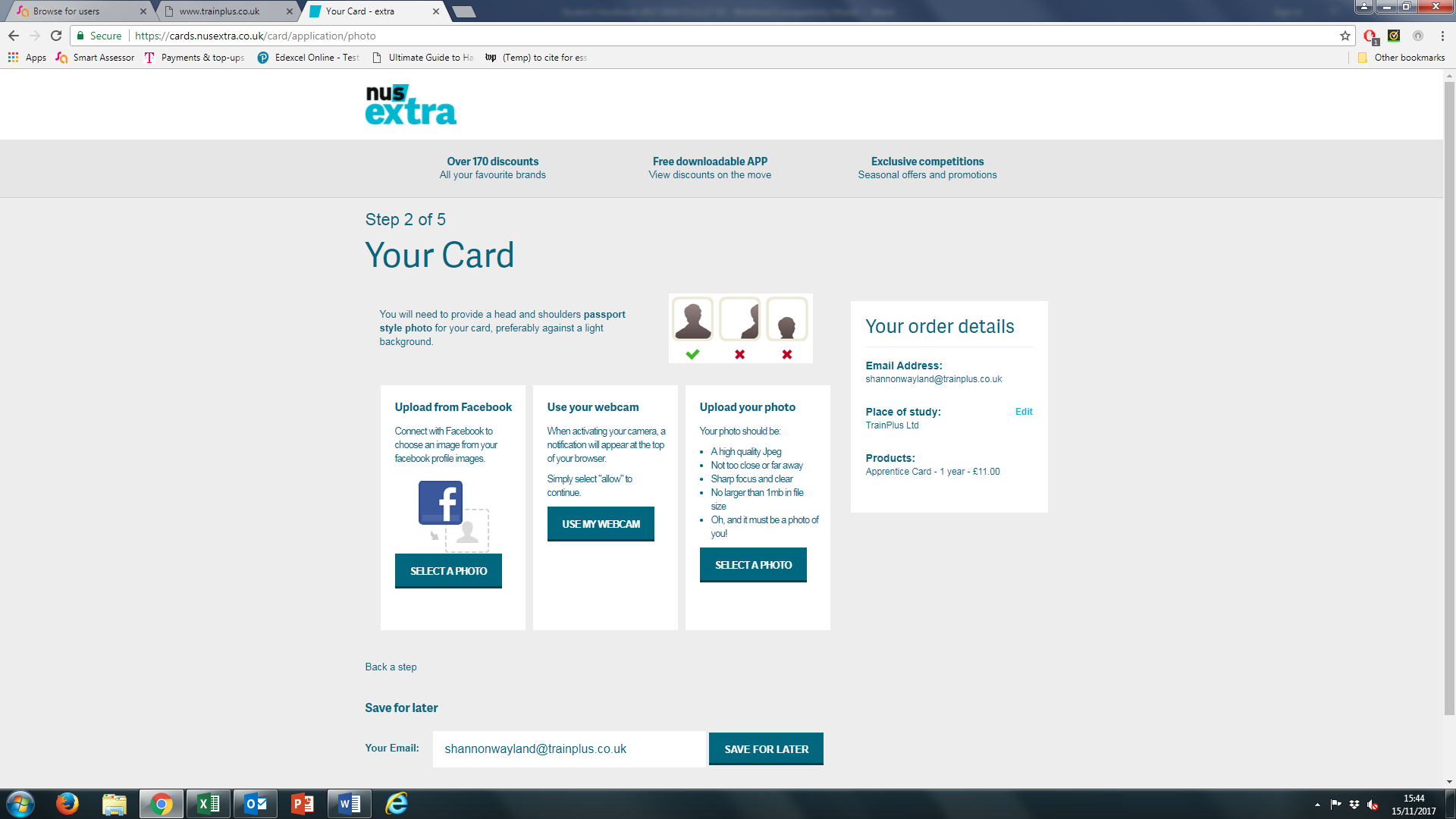
On the next page, select "TrainPlus Ltd" as your place of study by typing it into the box shown below and click 'Continue'.

# **NUS Extra Card**

For more information and to apply for a NUS Extra Card, visit:

<http://www.apprenticeextra.co.uk/buy-now.aspx>

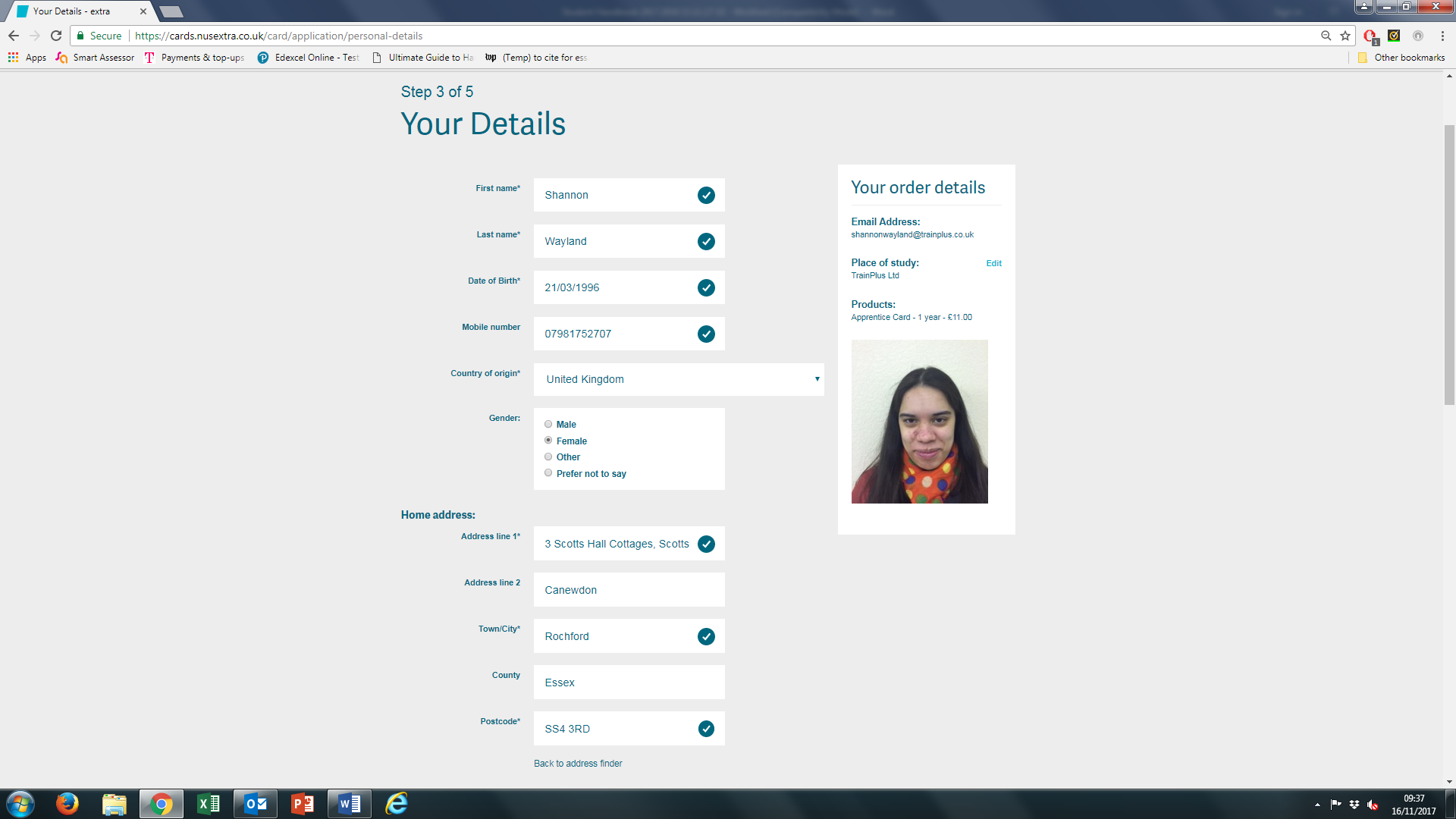
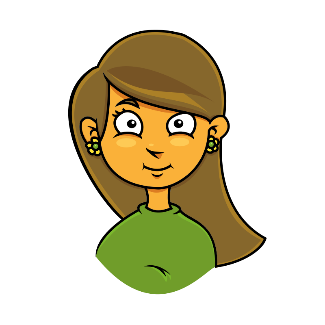
Visit the link above, enter your email address as shown, and then click 'Get Your Card Now'.



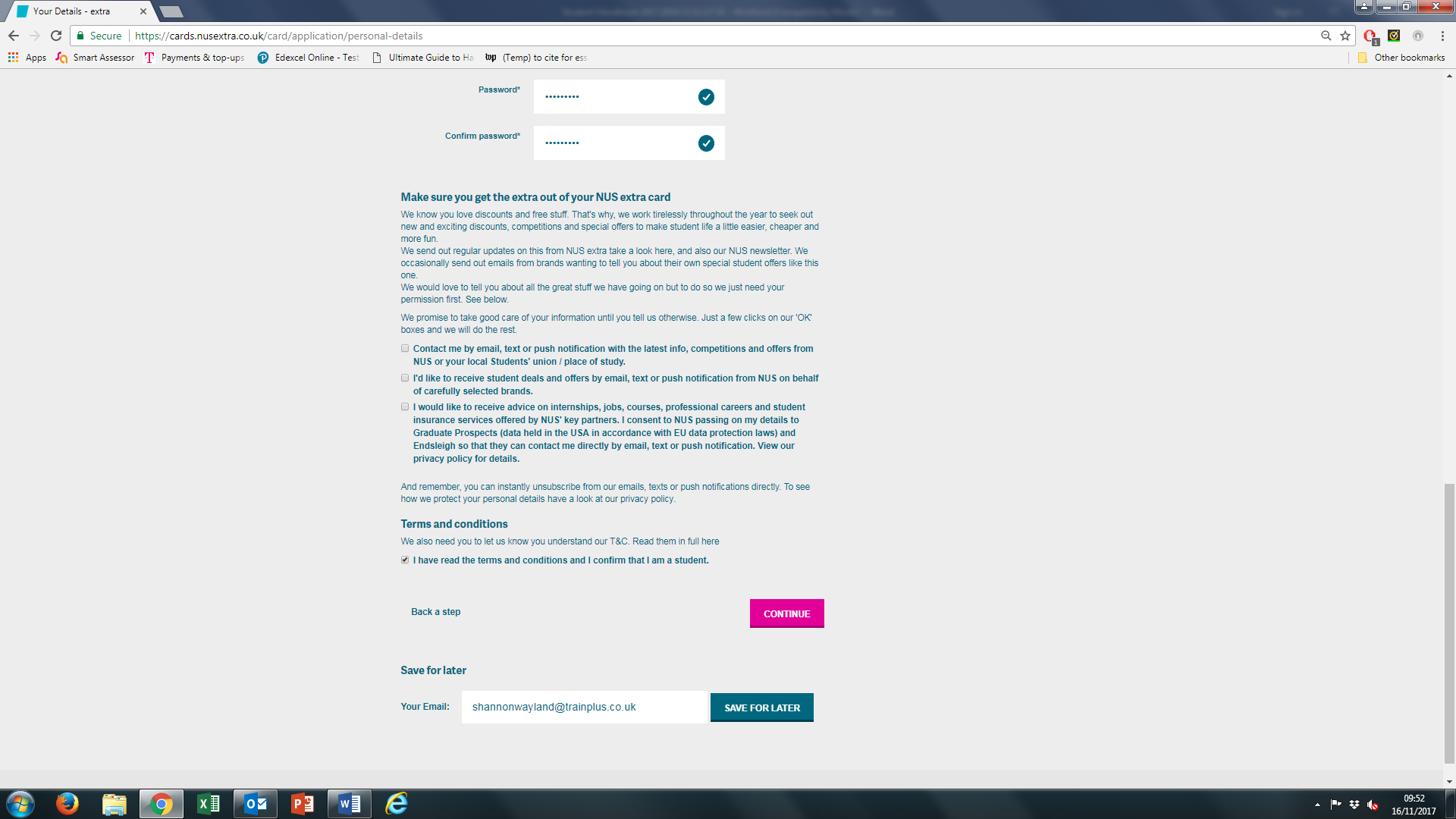
(Your photo must be passport-style, so it should be a clear photo showing your face and the top of your shoulders.)

On the next page, take a picture of yourself and upload it by following the onscreen instructions, choosing from one of three upload options below:

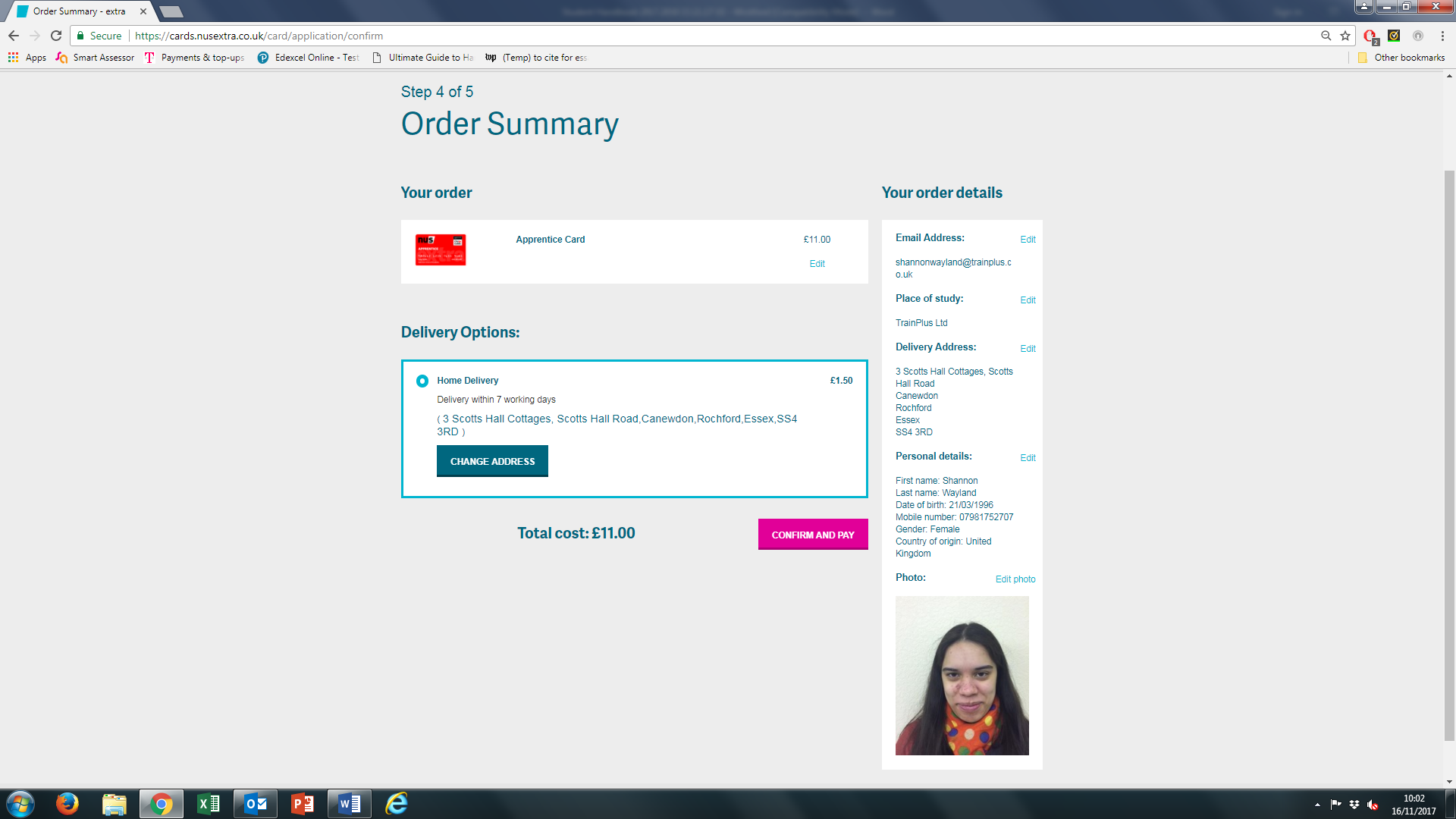
On the next page, click 'Continue'.

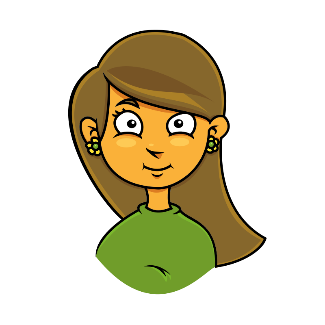


Enter your details on the next page, you will need to create a NUS account for this step by creating a password.



(Make sure you tick the Terms and Conditions box located at the bottom of the page, otherwise you will not be able to continue with the application). Click 'Continue'.





Make sure your home delivery address is correct on the next page, and then click 'Confirm and Pay' to finalize payment of your new card.

(The card will come to a total of **£12.50**, this includes a **£1.50 delivery charge**.)



# **FAQ**

**[Q]** How do I inform TrainPlus of any details that may change?

**[A]** Contact TrainPlus’ head office and provide them with the new details. In addition you can email you assessor or [info@trainplus.co.uk](mailto:info@trainplus.co.uk) with the new details.

**[Q]** How do I find my ULN?

**[A]** Contact TrainPlus’ head office or Assessor and request your ULN.

**[Q]** What happens if my career is not relevant to the course?

**[A]** Contact ourCareers Advisory team who willhelp make sure you make an informed career decision to plan for your best future. You can contact them on **01268 574299** between 10am – 3pm, Monday to Thursday. Or email – **info@trainplus.co.uk**.

**[Q]** What happens if I cannot access Smart Assessor?

**[A]** Contact your Assessor/TrainPlus head office to resolver access issues.

**[Q]** What happens if I am unable to work on my course?

**[A]** If there was an incident that occurred which meant you were unable to work on your course then you can contact TrainPlus’ head office. They will be able to discuss with you about different options: either a suspension on your course which can resume at a later date or arrange the ending your course.

**[Q]** How do I access my resources for my course, track time for me course or upload files onto

Smart Assessor?

**[A]** Refer to your Smart Assessor guide, which is available on the TrainPlus website, wellbeing tab, or contacting your tutor/TrainPlus.

**[Q]** Will I get support for my additional needs?

**[A]** Complete the student support form available on Smart Assessor/the Website.

**[Q]** What should I do if I cannot attend a session?

**[A]** Contact your assessor or notify TrainPlus.

**[Q]** What happens to my course if I am made redundant?

**[A]** We will work with you to find further employment whilst continuing to study.

**[Q]** Will I have to pay for my apprenticeship?

**[A]** Students will not be requested to pay for any part of their apprenticeship.

# **Glossary of Terms**

**Acknowledge -** accept or admit the existence or truth of.

**Adversely -** in a way that prevents success or development; harmfully or unfavorably.

**Confidential -** intended to be kept secret.

**Constitutes -** be (a part) of a whole.

**Culpable -** deserving blame.

**Defamatory -** (of remarks, writing, etc.) damaging the good reputation of someone; slanderous or libelous.

**Domiciled -** treat a specified country as a permanent home.

**Endeavour -** try hard to do or achieve something.

**E-Portfolio –** this refers to Smart Assessor which is a portfolio of your work that helps you keep track and receive support.

**Exempt -** free from an obligation or liability imposed on others.

**Explicit -** stated clearly and in detail, leaving no room for confusion or doubt.

**Imperative -** of vital importance; crucial.

**Implicit -** suggested though not directly expressed.

**Incitement -** the action of provoking unlawful behaviour or urging someone to behave unlawfully.

**Incorporate -** take in or contain (something) as part of a whole; include.

**Inevitably -** as is certain to happen; unavoidably.

**Inquiry -** an act of asking for information.

**Invaluable -** extremely useful; indispensable.

**Legislation -** laws, considered collectively.

**Obliged -** make (someone) legally or morally bound to do something.

**Paramount –** more important than anything else; supreme.

**Permissible -** permitted; allowed.

**Premises -** a house or building, together with its land and outbuildings, occupied by a business or considered in an official context.

**Proprietary –** relating to an owner or ownership.

**Remediated -** provide a remedy for; redress or make right.

**Seminars -** a conference or other meeting for discussion or training.

**Vexatious -** causing or tending to cause annoyance, frustration, or worry.

# **Help and Support Form**

For help and support on your physical and mental wellbeing, or any other personal issues you would like to discuss, you can contact us by phone: **01268 574299**, by email to: **info@trainplus.co.uk**, or fill in our support from below.

Your information on this form will be kept confidential and will not be shared by any unauthorised persons or third parties.

Full Name:

Tutor:

Employer:

Message:

Please either email your completed form to **lisashort@trainplus.co.uk**, or send it by post to:

**Lisa Short,**

**TrainPlus,**

**73a High St,**

**Wickford,**

**SS12 9AQ.**



# **Contact Us**

**Head Office:**

TrainPlus Ltd

73a High Street

Wickford

Essex

SS12 9AQ

**Telephone:** 01268 574299

**Email:** info@trainplus.co.uk

**Search** 'TrainPlus Ltd' **on Facebook**

**For Safeguarding Concerns**

**Safeguarding Lead:**

Lisa Short

*lisashort@trainplus.co.uk*

**Safeguarding Contacts:**

James Chance

*jameschance@trainplus.co.uk*

Cory Short

*coryshort@trainplus.co.uk*

**For Safeguarding Concerns**

**Safeguarding Lead:**

Lisa Short

**Email:**[*lisashort@trainplus.co.uk*](mailto:lisashort@trainplus.co.uk)

**Mobile:** *07904 410581*

**Safeguarding Contacts:**

James Chance

**Email:** *jameschance@trainplus.co.uk*

Cory Short

**Email:** *coryshort@trainplus.co.uk*

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01268 767596