

Scan for TrainPlus
Website

STUDENT HANDBOOK

2023-24 v13

Contents

Welcome to TrainPlus Ltd	3
Your Course	4
The Careers Advisory Service	5
Examinations and Certification	6
Plagiarism	7
Use of AI	8
Apprenticeship Time Log (Learner Journal)	9
Off-the-Job	9
Adding Off-the-Job Training to your Time Log	9
Absence	12
Health and Wellbeing	13
Smart Assessor Wellbeing tab	14
Resolving Sexual and Racial Harassment	15
Student Complaints/Appeals	16
Policies	17
Equality and Diversity Policy	17
Data Protection Policy	18
Safeguarding Policy	19
Access to Fair Assessment Policy	20
Learner Behaviour Policy	21
Health and Safety Policy	22
Pandemic Controls	23
Human Trafficking and Anti-Slavery Policy	24
Whistleblowing Policy	25
Social Media Code of Conduct	26
Oyster Cards	28
16+ Zip Oyster Card	28
Apprentice Oyster Card	29
TOTUM Apprentice Card	30
FAQ	31
Glossary of Terms	33
Help and Support Form	34
Contact Us	35

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. 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.

Our Mission Statement:

To Inspire Learners to Achieve Excellence



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.

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

Our Careers Advisory Service can 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 to arrange a visit.

You can also visit the Apprenticeships page on our website to find out more details about the apprenticeship you are interested in. www.trainplus.co.uk/apprenticeships.html



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.

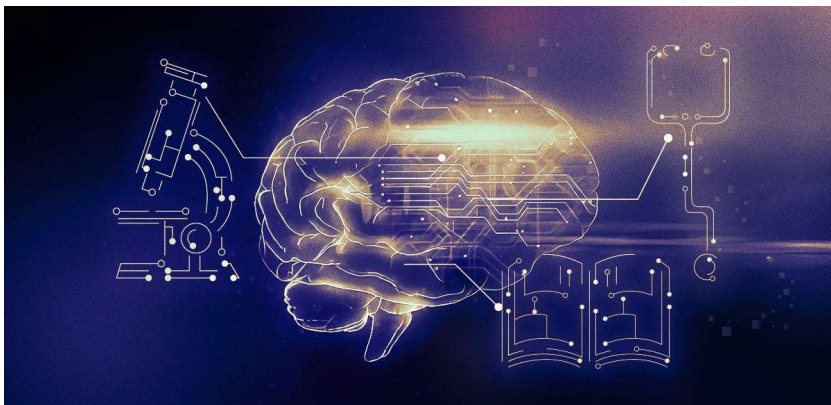


Use of AI

Within TrainPlus we understand the growth in usage of AI in the educational sector by learners, we prohibit the use of AI to complete any of your assignments. Use of AI within this way will be considered a form a plagiarism, malpractice and may attract severe sanctions from multiple education organisations.

However, we believe at TrainPlus, you should be able to use AI tools to help benefit your learning and skills. AI tools can be used in a magnitude of ways to help you understand new topics and learn new skills enabling you to learn faster and with more efficiency. For example:

- **Assessing Student Proficiency** – AI can provide diagnostic assessments to help determine strengths and developments in your knowledge base. As a result, AI can then prompt you to focus on specific learning materials best suited for your skill level and gaps in knowledge.
- **Adaptive Learning Pathways** – AI algorithms can help to create personalised learning pathways i.e., to develop a well-rounded learning pathway, and AI system could recommend learning tools that are visual in nature (infographics, videos) as well as text-based learning tools (article reviews).
- **Real Time Feedback** – AI can provide real time feedback on your performance. Thus, allowing you to understand where you are making mistakes and provide support in how to correct them.
- **Collaborative Learning Environments** – AI can be used to create collaborative digital environments, meaning you can work together with other students. AI can then act as a moderator, suggesting resources that are required, assisting with project management, and evaluating performance. You will be able to then understand how AI can facilitate developments in your own collaborative learning environments.



Apprenticeship Time Log (Learner Journal)

Throughout your apprenticeship you are required to enter your Off-the-job hours into your Time Log at the end of each week.

Each apprentice has a Time Log that is located on their Smart Assessor portfolio, which acts as a Learner Journal.

Off-the-Job

Off-the-Job training is a requirement for all apprenticeships. It is training, which is received by the apprentice, during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills, and behaviours of the apprenticeship.

What counts as Off-the-Job?

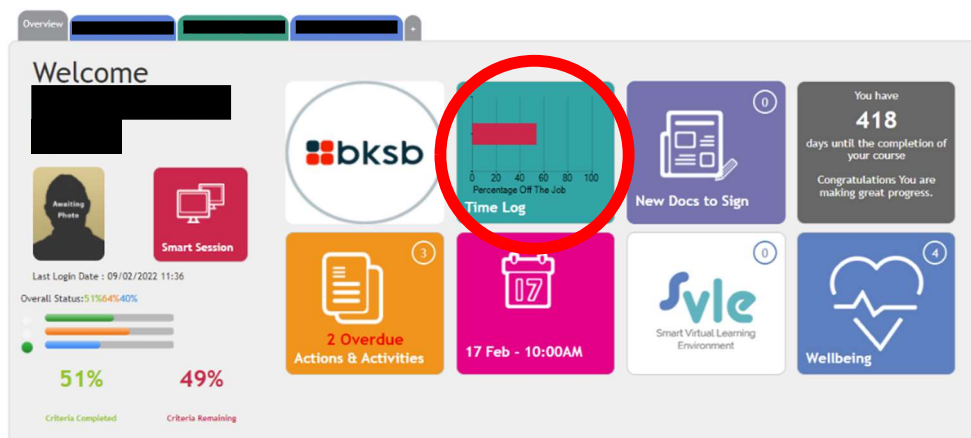
Off-the-Job training can include the following:

- The teaching of theory (for example: lectures, role playing, simulation exercises, online learning, or manufacturer training)
- Practical training: shadowing, mentoring, industry visits and participation in competitions
- Learning support and time spent writing assessments/assignments
- Learning about job tasks within your role.

Adding Off-the-Job Training to your Time Log

When you login to your Smart Assessor account, you can find the Time Log button within the 'Overview' section. This will display how much Off-the-Job training you have entered into your Time Log.

If you work at least 30 hours per week, then you must spend at least 6 hours per week of your normal working hours on Off-the-Job training. If you work less than 30 hours per week then your apprenticeship duration must be extended and then at least 20% of your normal working hours, over this extended duration, must be spent on Off-the-Job training.



Recent Activity:			
Activity Type	On/Off the Job Training	Time Taken	Date
Session Traditional face-to-face session	Off the Job	0:30	18/01/2022
Action	Off the Job	0:00	18/01/2022
Action	Off the Job	0:00	17/12/2021

Switch to Calendar View

Add New Timelog Entry

Once you are in your Time Log there will be a table labelled 'Recent Activity'. Underneath this table is a button labelled 'Add New Timelog Entry', when clicked will prompt you with the following image, which I have filled out with examples for an IT apprenticeship:

1. Select Activity Date

09/02/2022

2. Select Activity Type

Gaining technical experience by doing my job

3. Select Course

Pearson BTEC Level 5 Higher National Diploma in Computing - 603

4. Select Unit

Unit 4 - Database Design & Development

5. Select Assessor

Lisa Short

6. Was it on the Job?

Off the job

7. Time Spent on Activity

07:00

8. What impact has this activity had on your learning?

I created a new automated system for our Database to improve on productivity.
I learnt new formulas to use in excel and how to process was achieved manually in order to automate it.
This has helped me improve with excel and database software.
There is nothing I would have improved with this activity.

When entering Off-the-Job hours it is similar to having a journal. To start with you want to select the following:

- **Select Activity Date:** Date the activity took place
- **Select Activity Type:** For the purpose of this example, I am doing 'Gaining technical experience by doing my job'
- **Select Course:** The course that the activity is related to. (E.g., Main Award or Personal Attributes and Behaviours)
- **Select Unit:** The unit that the activity is related to.
- **Select Assessor:** Your assessor for that course.
- **Was it on the job:** When entering Off-the-Job hours select 'Off the job'
- **Time spent on Activity:** The maximum time spent you can enter is equivalent to how many hours you work in a day. **Example 1:** If I worked 7 hours a day and spent 5 hours doing Off-the-Job training, I would enter in 5 hours. **Example 2:** If I did 4 working days of Off-the-Job training and went to enter it into my Time Log, I can't set the time spent as 28 hours (4 working days x 7 hours a day = 28 hours total). It has to be broken down into 4 separate activities each 7 hours because my typical working day is 7 hours.
- **What impact has this activity had on your learning:** This is where the Time Log becomes a Learner Journal. You want to cover a range of topics such as:
 - What the activity was?
 - What did you learn?
 - Has this helped you improve your knowledge, skills, and behaviour?
 - If any, what improvements can be implemented next time you do this activity?
- **Evidence Links:** This will provide you with a list of work you have uploaded linked to the unit you selected. If any work was uploaded that was completed during your activity, then you can select them. If there is no work, then you can leave this section blank.

Once this has been filled out you can select 'Add Activity' and it will be logged against your Off-the-Job hours. Below is an example of this activity being added into a time log:

Course / Unit ↕	Assessor ↕	Time ↕	Training ↕	Comment	Date ↕	Added By ↕	Actions
BTEC Level 5 Higher National Diploma in Computing v1 - Unit 4 - Database Design & Development	Lisa Short	07:00	Off the Job	I created a new automated system for our Database to improve on productivity. I learnt new formulas to use in excel and how the process was achieved manually in order to automate it. This has helped me improve with excel and database software. There is nothing I would have improved with this activity.	09/02/2022		

You can find a useful flowchart (created by the national apprenticeship service) located within the Wellbeing resources section on your Smart Assessor portfolio, which can be used as a guide to determine whether an activity counts as Off-the-Job Training.

Absence

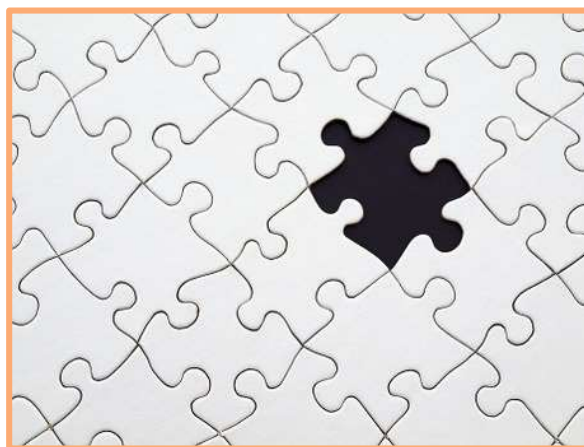
It is your responsibility to undertake the following actions:

If you are unavailable to attend an appointment with your assessor/tutor, at the earliest possible convenience you must first contact your assessor/tutor directly, however if they are not available then contact the 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**, visit www.trainplus.co.uk, or find it within the wellbeing tab on Smart Assessor.

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



Health and Wellbeing

Advice from your tutor/assessor

Some problems are readily solved by your assessor/tutor. Please seek advice from them 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, and Smart Assessor wellbeing tab.

Learning support

If you are struggling with your course of study TrainPlus can help. We can advise on a 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(see below for more info), 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.



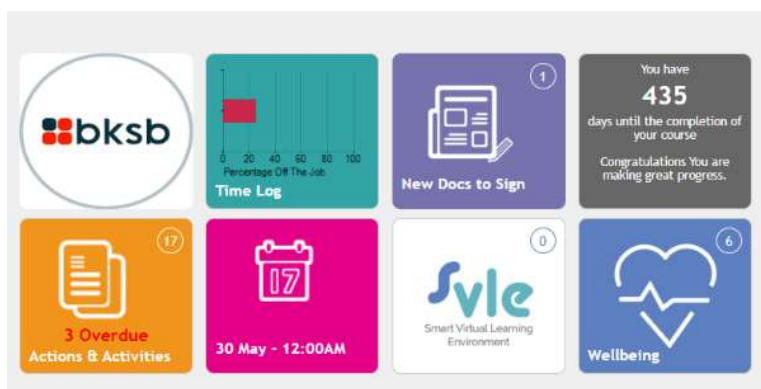
Smart Assessor Wellbeing tab

The Wellbeing section on Smart Assessor is the tab on the website with the blue panel and heart symbol. The number in the top corner of the panel indicates how many files you have not seen yet.

This section of Smart Assessor provides access to a range of useful resources, including, TrainPlus' safeguarding policy, support forms, and information documents.

This section also has an option to write feedback for us at the organisation to maybe give us recommendations for any future resources.

We highly recommend using these services if you have any personal problems at home or in the workplace and you feel like you cannot talk to anyone.



Resource
Access to Fair Assessment Policy V4.docx
Attendance Procedure V4.docx
Complaint Form 10.08.17.rtf
Complaints Policy and Procedure V4.docx
Enhanced Safeguarding Policy for Students under the Age of 18 Years.docx
http://www.trainplus.co.uk/
Off The Job Hours Criteria.docx
Smart Assessor Learner Guide 2021-22 V3.docx
Staying Safe in the UK.docx
Student Appeals Policy V5 13.12.22.docx
Student Appeals.zip
Student Handbook 2021-22 V7.docx
Student Support Form.docx
The Prevent Strategy and British Values.pptx
TrainPlus Health and Safety Booklet (version 2).docx
TrainPlus Off-the-Job Guide.pdf
TrainPlus Referral Procedures v2.pdf
TrainPlus Safeguarding Policy V11 16.08.22.docx

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, by phone **01268 574299** or by completing the students' complaints form on www.trainplus.co.uk and Smart Assessor's wellbeing tab.



Student Complaints/Appeals

Complaints

TrainPlus has a procedure for dealing with complaints by learners. A copy of our Complaints procedure is readily available to download at 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.

Policies

All copies of the following policies can be located on our website, 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.

Equality and Diversity 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.



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.

Safeguarding Policy

TrainPlus is committed to safeguarding and promoting the welfare our 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 2023, the United Nations Convention on the rights of the Child (UNCRC) 1992 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 Childcare Act 2006, Every Child Matters 2004, Education Act 2011, Children and Families Act 2014, through the application of principles outlined in the Childcare Act 2006, 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. Accordingly, all staff receive a copy of this policy and 'Keeping Children Safe in Education' 2023.

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.



SAFEGUARDING

Access to Fair Assessment Policy

Statement of Assessment

TrainPlus aim to provide a variety of qualifications which provide all students with the opportunity to achieve their full potential by the most appropriate and direct route.

Our Assessment Policy is based on the concepts of equality, diversity, clarity, consistency, and openness. We will endeavour to ensure that the assessment processes are implemented in a way which is fair and non-discriminatory.

Access

Students are made aware of the existence of this policy and have open access to it. It can be found on TrainPlus' website and within the well-being tab within each students e-portfolio.

All tutors/assessors are made aware of the contents and purpose of this policy.

What students can expect from us:

- We aim to ensure that all assessment of work is carried out fairly and in keeping with the awarding bodies' requirements.
- All portfolio-based work will be assessed fairly against the qualification standards and tutors / assessors involved will be fully trained.
- Internal assessments will be carried out fairly and according to awarding body instructions.
- Externally marked tests and exams will be administered according to the requirements of the awarding body.
- Where appropriate Access Arrangements and Special Consideration requests will be made to awarding organisations to ensure that no student is unfairly disadvantaged by any disability or learning difficulty.

Students can also expect:

- To be fully inducted onto a new course and given information that can be shared with parents and carers.
- Learning outcomes, performance criteria and other significant elements of learning and assessment to be made clear at the outset of the course and when assignments are set.
- To be given appropriate assessment opportunities during the course with feedback provided on the quality of the work.
- All work to be marked within two weeks of submission by the student.
- Where equivalents and exemptions can be applied, we will ensure this is pursued with the relevant awarding body.

Learner Behaviour Policy

TrainPlus' Learner Behaviour Policy provides clarity of expected levels of behaviour of all learners when undertaking all elements of their course of study. It will assist staff to provide an environment that is welcoming to all and is conducive to effective learning whilst promoting a positive and inclusive learning environment. It will be promoted to all learners as part of their course induction programme.

Learners are required to complete and sign an enrolment form or enrol electronically. This is a "contract" with TrainPlus and commits learners to the responsibilities contained within this policy.

The responsibilities are designed to ensure that learners, individually and collectively, are able to achieve their full potential as a consequence of engaging in an effective formal and informal learning process. The responsibilities established below require that learners will:

- be respectful and courteous to all.
- participate fully in study life and shape its future direction.
- attend tutor led sessions and complete work on time to fulfil their potential.
- be responsible for their own learning and progress.
- have a student voice and be represented on the Board, and other TrainPlus committees.
- explore and enjoy their learner journey in and out of the sessions.
- build relationships to grow and develop citizenship skills.
- keep cameras on, when possible, during online lessons.
- remember that online lessons are private spaces so respect the privacy of others by not sharing content.
- take responsible care of their own health and safety and that of others.

Unacceptable or improper behaviour includes, but is not limited to:

- failure to comply with TrainPlus regulations.
- unacceptable behaviour (e.g., swearing, threatening/aggressive behaviour) towards learners and staff.
- disruptive behaviour.
- poor level of engagement or attendance.
- bringing illegal substances into TrainPlus.
- being assisted or assisting others with the preparation and/or completion of assessed work.
- theft of, or damage, to TrainPlus property.
- bringing or distributing pornographic or offensive literature into TrainPlus (including electronic material).

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.



Pandemic Controls

At TrainPlus we have undergone a Pandemic Risk Assessment in order to set rules to prevent the spread of viruses and illnesses. Listed below are the measures that will be taken in the case of a pandemic:

Social Distancing:

- A timetable of rooms will be implemented, to ensure there is no crossover of individuals.
- All workstations will be fitted with shields.
- All staff and learners will be issued with PPE which must be worn during face-to-face teaching, and when communicating with others.
- Sanitisation stations are installed, and hand sanitisers are distributed to all staff and learners, who are reminded to sanitise hands upon entry to TrainPlus.
- During lockdown TrainPlus will arrange remote teaching to reduce the contact between individuals.

Waste:

- All PPE and personal waste should be placed in lidded bins.
- All waste in lidded bins to be double bagged when disposed of.

Learners within the shielded group:

- Any learner that is within the clinically extremely vulnerable group must inform TrainPlus so that remote teaching can be arranged to reduce contact between individuals during a pandemic.
- 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 face-to-face teaching.

Hygiene:

- Gel hand sanitisers are available for learners.
- Learners are 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.

Behaviour:

- Learner behaviour and cooperation will be the key to implementing all of the controls.
- 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.

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 in line with the Modern Slavery Act 2015.

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 are 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 or by phone **01268 574299**.



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.

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 and other social media platforms (Facebook and Twitter).

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



Oyster Cards

16+ Zip Oyster Card

Children aged 16-17 can get free and discounted travel on all our transport services with a Zip Oyster photocard.

Benefits

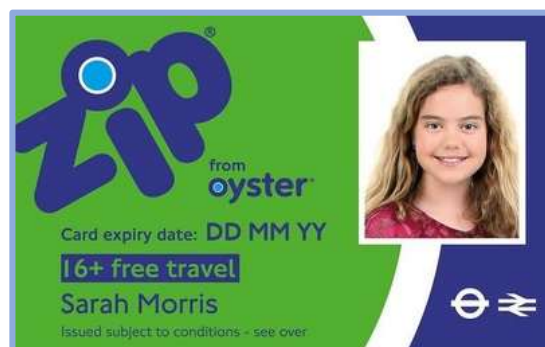
- 50% off adult pay as you go fares on bus, Tube, DLR, London Overground, TfL Rail (excluding between West Drayton and Reading) and most National Rail services in London.
- If you live in London, you get free travel on buses and trams.
- Child rate 7 Day, Monthly or longer period Travelcard and Bus & Tram Pass.

Who is it for?

- Children aged 16 and 17 can get a 16+ Zip Oyster photocard.
- If your child is 16 now but was 15 on 31 August, they can still apply for and use an 11-15 Zip Oyster photocard.
- Adults who live in a London borough who were 18 on 31 August and in full-time education, can apply for a 16+ Zip Oyster photocard to get free travel on buses and trams.

How to apply?

- A parent or guardian must apply for a 16+ Zip Oyster photocard if their child is under 18.
- If you're 18, you must apply for your 16+ Zip Oyster photocard and create your own photocard web account.
- When you apply, you agree that you or the Zip Oyster photocard holder will comply with our Young Person's Behaviour Code. If you or the photocard holder doesn't, we can withdraw the photocard.



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.



TOTUM Apprentice Card

The TOTUM apprentice card is a student discount card for apprentices. It costs £14.99 for a one-year card, £24.99 for a two-year card, or £24.99 for a three-year card. With this card, you are given access to a whole scope of discounts, ranging from food, technology, health and fitness, finance, fashion, and more. The card you acquire is unique to you, meaning in addition to the many discounts this card provides you, you can also use it as a form of student identification.

NUS Extra has been created by the National Union of Students, so all money raised selling the discount card helps to fund the National Society for Apprentices.

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

<https://www.totum.com/campaigns/apprentice-extra-is-now-totum-apprentice/>

In addition, you can also visit our website for an in-depth guide on applying:

<https://www.trainplus.co.uk/totum-apprentice-card.html>

Some of the discounts include:



FAQ

[Q] What is an Apprenticeship?

[A] An apprenticeship is a work-based training program, that is designed to help employers train people for specific job roles. Meanwhile, apprentices get a paying job, along with work experience while working towards a qualification.

[Q] How much will I earn?

[A] You need to be getting paid at least minimum wage, which depends on your age, however most employers pay more than minimum wage. You can find the rates **here**.

<https://www.gov.uk/national-minimum-wage-rates>

While being an apprentice, you are employed and therefore have the same benefits as any other employee.

[Q] What qualification will I gain?

[A] During your apprenticeship program, you will work towards gaining a nationally recognised qualification. This will depend on which apprenticeship you decide to pursue. There are many apprenticeships you can choose from, including finance, business, sports, and IT.

Depending on the business, education institution and your qualification, you may need to work towards functional skills in maths/English/IT.

[Q] How long does an apprenticeship last?

[A] The duration of the apprenticeship entirely depends on the level of apprenticeship that you are doing.

As a guide, an Intermediate Level 2 apprenticeship normally takes around 12-18 months to complete; an Advanced Level 3 apprenticeship may take from 12-24 months; a Higher Level 4/Foundation/First year of university may take around 12-18 months; a higher Level 5 (equivalent to second year of university) may take around 12-24 months; a Higher Level 6 (equivalent to third year of bachelor's degree) may take from 12-24 months; a higher Level 5 and 6 (equivalent to a degree)/a degree apprenticeship may take 3-6 years; and a Level 7/Masters apprenticeship can take around 3-6 years.

[Q] How will training be delivered?

[A] Training will depend on your employer and training institution. You may need to go to your education centre one or two days a week, while working rest of the weekdays, or you may attend in blocks and then work in blocks as well. Additionally, you may need to build a portfolio of evidence. Your regional trainer may visit your workplace to assess you regularly.

If you are completing a Standard towards the end of your apprenticeship, you may have a meeting with your teacher/assessor to determine whether you are ready for your End Point Assessment (EPA). The EPA is completed to assess knowledge, skills, and behaviours that you have learned during your apprenticeship, and you will only need to take the final assessment when you feel you are prepared. The content of the EPA will depend on the course/apprenticeship that you are completing.

[Q] What types of apprenticeships are available?

[A]

- Intermediate - Level 2 (equivalent to a GCSE) - 12-18 months
- Advanced- Level 3 (equivalent to A Levels) - 12-24 months
- Higher Level 4/5/6 (equivalent to a foundation/degree) 12-72 months
- Level 7 (equivalent to a Masters) - 3-6 years.

[Q] If I've already got a job, can I do an apprenticeship?

[A] Yes. If you have a job, then you can do an apprenticeship with your employer if it is okay with them and if it's in the sector you would like to become an apprentice in. You can also do an apprenticeship with another company if you wish, as long as:

- Your hours at both workplaces don't conflict
- You have time to complete your coursework
- You attend your education institution

[Q] If I have a qualification at the same level, can I still do an apprenticeship?

[A] Yes, as long as it isn't in the same sector (e.g. you cannot do a level 3 apprenticeship in business if you have already done one or you have a level 3/a level qualification in business).

[Q] Can I get a NUS extra card as an apprentice?

[A] Yes, you can get an NUS apprentice card as an apprentice. You will need to fill out a form and get it signed by your college/university.

For more information. Visit the NUS page on our website for a guide on how to apply:

www.trainplus.co.uk/nus-extra-card-application.html

[Q] What happens if I leave my company?

[A] Apprentices need to be employed to continue their learning/apprenticeship. It is possible to transfer the learning from one company to another, as long as both employers agree to do this, and your new employer is willing to pay any applicable fees.

[Q] What happens at the end of my apprenticeship?

[A] At the end of your apprenticeship, you can progress onto the next stage of your course (eg level 3 to level 4/degree). Depending on your quality of work and the vacancies available, you may be offered a full-time role in the business.



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.

Obligated - 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 form 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.**



TrainPlus

Improving your future

Contact Us

Head Office:

TrainPlus Ltd
73a High Street
Wickford
Essex
SS12 9AQ

Email: info@trainplus.co.uk

Telephone one of the following numbers: 01268 574299
01268 767596

Then choose one of the following options:

- 1 = To enquire about our courses or our apprenticeships.
- 2 = If you are currently employing an apprentice with us.
- 3 = If you are a student and wish to discuss your course.
- 4 = To discuss a safeguarding concern.
- 5 = For IT, apprenticeship service, or online portfolio support.
- 6 = For accounts.

Search 'TrainPlus Ltd' on Facebook

TrainPlus Office Opening Times:

Monday:	8am-4pm
Tuesday:	8am-4pm
Wednesday:	8am-4pm
Thursday:	8am-4pm
Friday:	8am-3pm
Saturday:	Closed
Sunday:	Closed

For Safeguarding Concerns

Safeguarding Contacts:

Safeguarding Lead:

Lisa Short

Email: lisashort@trainplus.co.uk

Mobile: 07904 410581

James Chance

Email: jameschance@trainplus.co.uk

Mobile: 07943 376010