



**KEY
SKILLS**

SPORTS

**LEARNER
APPRENTICESHIP
INFORMATION GUIDE**



INTRODUCTION

WELCOME TO KEY SKILLS SPORTS WE HAVE PUT TOGETHER SOME INFORMATION TO HELP APPRENTICES ON THEIR JOURNEY AND TO MAKE SURE THEY HAVE A POSITIVE AND SUCCESSFUL LEARNING EXPERIENCE WITH US.

THIS HANDBOOK WILL TAKE YOU THROUGH THE INDUCTION PROCESS, HOW APPRENTICES WILL LEARN, THE PROCEDURES FOR ON AND OFF THE JOB LEARNING, HOW OUR TUTORS AND MENTORS WILL WORK WITH YOU, AND THE COMMITMENTS APPRENTICES NEED TO MAKE TO ENSURE THEY KEEP THEIR LEARNING ON TRACK.

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SOCIALS

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WHAT IS AN APPRENTICESHIP?

AS AN APPRENTICE, YOU ARE EMPLOYED TO DO A REAL JOB WHILE STUDYING FOR A FORMAL QUALIFICATION. BY THE END OF YOUR APPRENTICESHIP, YOU'LL HOPEFULLY HAVE GAINED THE SKILLS, KNOWLEDGE AND BEHAVIOUR NEEDED TO EITHER SUCCEED IN YOUR CHOSEN CAREER OR PROGRESS ONTO THE NEXT APPRENTICESHIP LEVEL.

THE NEW APPRENTICESHIP TRAINING PROGRAMME IS SUITABLE FOR AN INDIVIDUAL AT ANY POINT IN THEIR CAREER, FROM ENTRY LEVEL, ALL THE WAY UP TO SENIOR MANAGEMENT.

THE TRAINING PROGRAMME WILL INVOLVE

A CHALLENGING AND STRETCHING TRAINING AND LEARNING PROGRAMME DEVELOPED AND DELIVERED WITH THE ACTIVE INVOLVEMENT FROM YOUR EMPLOYER, WHICH USES A RANGE OF EFFECTIVE ON AND 20% OFF THE JOB TRAINING METHODS AS WELL AS WORK ITSELF.

A MOTIVATING AND SUPPORTIVE WORKPLACE WITH COACHING AND MENTORING SUPPORT FOR THE APPRENTICE AND CONTINUOUS ASSESSMENT OF PROGRESS.

A MOTIVATING AND SUPPORTIVE PERSONAL ASSESSOR WHO WILL DELIVER TRAINING AND GUIDANCE WHICH DEVELOPS NOT ONLY THE KNOWLEDGE AND SKILLS AND BEHAVIOURS REQUIRED BUT ALSO THE ADDITIONAL TRANSFERABLE SKILLS WHICH ALLOW AN APPRENTICE TO NEGOTIATE SITUATIONS, BUILD CONFIDENCE AND PROBLEM SOLVING SKILLS.

OUR MISSION

TO ENABLE YOU TO RECOGNISE THE POWER AND VALUE OF TRAINING, WE ARE COMMITTED TO INVESTING IN YOU BY EQUIPPING YOU WITH SKILLS, KNOWLEDGE AND BEHAVIOUR TO GAIN SELF-REALISATION. WE CALL IT "UNLEASHING THE POTENTIAL", A TRULY EMPOWERING STRATEGY TO HELP INDIVIDUALS ACHIEVE THEIR PERSONAL AND PROFESSIONAL GOALS AND ORGANISATIONS TO ACHIEVE GROWTH AND BECOME A PLACE WHERE THEIR PEOPLE CAN FLOURISH.

INFORMATION, ADVICE AND GUIDANCE SERVICE

KEY SKILLS SPORTS PROVIDES A COMPREHENSIVE, INDEPENDENT AND IMPARTIAL INFORMATION, ADVICE AND GUIDANCE SERVICE WHICH IS DESIGNED TO HELP YOU MAKE AN INFORMED DECISION ABOUT YOUR FUTURE OPTIONS.

OUR SERVICE INCLUDES

- OFFERING ADVICE AND GUIDANCE ON LEARNING OPPORTUNITIES, CAREER GUIDANCE AND PROGRESSION AS WELL AS THE SKILLS AND QUALIFICATIONS NEEDED.
- OFFERING ENOUGH INFORMATION ABOUT TRAINING, WHAT IT INCLUDES AND THE OTHER SERVICES WE OFFER TO SUPPORT YOU IN MAKING INFORMED DECISIONS.
- ENSURING YOU ARE AWARE OF WHAT IS BEING ASKED OF YOU AS AN APPRENTICE, WE WILL EXPLAIN YOUR RIGHTS AND THE FINER POINTS OF THE AGREEMENTS YOU ARE ENTERING INTO WITH YOUR EMPLOYER AND KEY SKILLS SPORTS.
- MAKING SURE THAT LEARNERS ARE AWARE OF THE GOVERNMENT FUNDING THEY ARE ENTITLED TO AND WHAT THIS FUNDING MEANS IN RELATION TO THEIR PROGRAMME.
- IF WE ARE UNABLE TO HELP WITH ANY QUESTIONS OR QUERIES, WE WILL DIRECT YOU OR REFER YOU TO EXTERNAL AGENCIES WHO CAN OFFER ADVICE.

ROLE & EXPECTATIONS



AS A LEARNER, YOU CAN EXPECT US TO:

- EMPOWER YOU TO ACHIEVE YOUR STUDY AND CAREER GOALS AND TO DEVELOP INDEPENDENCE IN YOUR DECISION MAKING
- ACT IN YOUR BEST INTEREST, ALONG WITH THAT OF YOUR EMPLOYER AND THE BROADER COMMUNITY
- ACT ETHICALLY WHILE EXERCISING DUE CARE, SKILL AND JUDGEMENT
- ENSURE THAT OUR PRACTICES, POLICIES AND PROCEDURES ARE DESIGNED TO BE IN YOUR BEST INTEREST AND OFFER YOU THE HIGHEST OF STANDARDS OF EDUCATION, TRAINING AND ASSESSMENTS
- ENSURE THAT THE LEARNING ENVIRONMENT IS SUPPORTIVE OF YOU AND A SUCCESSFUL LEARNING JOURNEY
- TREAT COMPLAINTS FROM LEARNERS, EMPLOYERS AND THE BROADER COMMUNITY SERIOUSLY AND RESPOND TO CONSTRUCTIVE FEEDBACK TO MAKE SURE THAT WE ARE ALWAYS IMPROVING OUR SERVICES
- RESPECTING THE CULTURAL, ETHNIC AND RELIGIOUS DIFFERENCE OF LEARNERS
- MAKE SURE THAT WE SUPPORT THE INDIVIDUALITY OF EACH LEARNER AND THEIR NEEDS TO MAKE SURE THAT THEY ARE GETTING THE MOST OUT OF THEIR PROGRAMME
- REGISTERING ALL LEARNERS ON AN E-PORTFOLIO PLATFORM AS WELL AS E-LEARNING TO ALLOW THEM, THEIR MANAGER AND THEIR ASSESSOR TO TRACK PROGRESS, ACHIEVEMENTS AND GOALS.

WHAT WE EXPECT FROM YOU

WE EXPECT OUR LEARNERS TO ADHERE TO THE FOLLOWING:

- TO TREAT ASPIRE TO LEARN STAFF, YOUR EMPLOYER AND OTHER LEARNERS WITH RESPECT
- TO MAKE SURE THAT ALL INFORMATION PROVIDED ON ALL DOCUMENTS IS ACCURATE AND HONEST.
- ATTEND INTERVIEWS AND PRE-ENROLMENT VISITS AS REQUESTED, OR MAKE ALTERNATIVE ARRANGEMENTS IF YOU ARE UNABLE TO ATTEND
- TO MAKE SURE THAT YOU ATTEND ALL SCHEDULED TEACHING SESSIONS AND MAKE SURE THAT YOU HAVE COMPLETED ALL TASKS BY THE AGREED DEADLINES. IF THIS IS NOT POSSIBLE, YOU MUST INFORM YOUR ASSESSOR AS SOON AS POSSIBLE, SO THAT ALTERNATIVE ARRANGEMENTS CAN BE MADE.
- MAKING SURE YOU ARE MEETING ALL OF YOUR OBJECTIVES AND LEARNING AIMS AND, WHERE POSSIBLE, FINDING ADDITIONAL INFORMATION TO SUPPORT THEM
- IF ANY PROBLEMS ARISE OR YOU HAVE ANY CONCERNS, YOU SHOULD CONTACT YOUR ASSESSOR OR ASPIRE TO LEARN AS SOON AS POSSIBLE

WHAT WE EXPECT FROM YOUR EMPLOYER

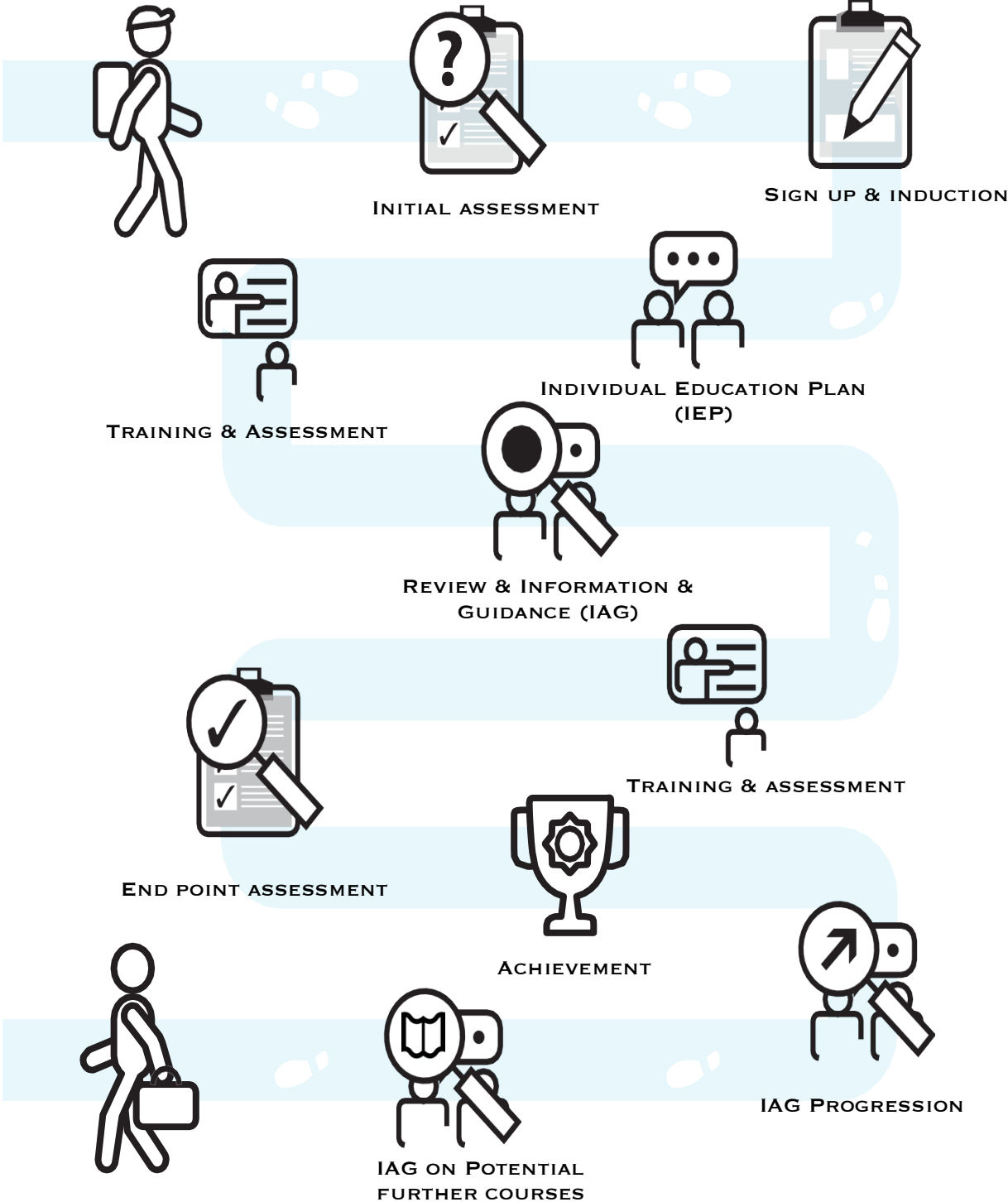
- PROVIDE A GENUINE JOB WITH A CONTRACT OF EMPLOYMENT LONG ENOUGH FOR AN APPRENTICE TO COMPLETE THEIR PROGRAMME.
- EMPLOYERS MUST PAY AN APPRENTICE'S WAGES, AND THE ROLE MUST HELP THEM GAIN THE KNOWLEDGE, SKILLS AND BEHAVIOUR THEY NEED TO ACHIEVE THE APPRENTICESHIP WITH SUPPORT FROM THE EMPLOYER.
- EMPLOYERS MUST MAKE SURE THAT THEY HAVE AN APPRENTICESHIP AGREEMENT AND A COMMITMENT STATEMENT IN PLACE WITH THE APPRENTICE AND KEY SKILLS SPORTS FOR THE DURATION OF THE PROGRAMME.
- PROVIDE SUPPORT AND MENTORING TO THE APPRENTICE
- EMPOWER THEIR APPRENTICES TO ACHIEVE THEIR STUDY AND CAREER GOALS AND TO DEVELOP INDEPENDENCE IN THEIR DECISION MAKING

WHAT TO EXPECT FROM A VISIT?

YOU WILL BE REQUIRED TO MEET WITH YOUR ASSESSOR AT ON A MONTHLY BASIS AND THESE MEETINGS CAN COMPRISE OF A VARIETY OF ACTIVITIES RELEVANT TO YOUR APPRENTICESHIP, INCLUDING:

- TRAINING AND COACHING
- TEACHING AND LEARNING
- OBSERVATIONS
- PROFESSIONAL DISCUSSIONS
- QUESTION AND ANSWERS
- WORKPLACE EVIDENCE
- REFLECTIVE ACCOUNTS
- PROGRESS REVIEWS
- IAG

THE LEARNER JOURNEY





THE APPRENTICESHIP PROGRAMME

APPRENTICESHIP STANDARDS ARE EMPLOYER-LED, MEANING THAT EMPLOYERS CAN SPECIFY WHAT THEY REQUIRE FROM AN APPRENTICE IN EACH SPECIFIC ROLE. EMPLOYER GROUPS DEVELOPING THESE STANDARDS ARE KNOWN AS 'TRAILBLAZERS.

APPRENTICESHIP STANDARDS OUTLINE THE SKILLS, KNOWLEDGE AND BEHAVIOURS (KSBs) REQUIRED TO CARRY OUT A CERTAIN JOB ROLE. ALL APPRENTICES MUST TAKE AN INDEPENDENT ASSESSMENT AT THE END OF THEIR TRAINING TO DEMONSTRATE THE KSBs SET OUT IN THE OCCUPATIONAL STANDARD.

SOME APPRENTICESHIP STANDARDS DON'T INCLUDE MANDATORY QUALIFICATIONS, ALTHOUGH WE DO DELIVER QUALIFICATIONS THAT REQUIRE TO BE PART OF THE STANDARDS.

FUNCTIONAL SKILLS

FUNCTIONAL SKILLS ARE AN INTEGRAL PART OF APPRENTICESHIP STANDARDS. LEVEL 2 ENGLISH AND MATHS WILL NEED TO BE ACHIEVED, IF NOT ALREADY, PRIOR TO TAKING THE END POINT ASSESSMENT.

ONLINE RESOURCE FOR ENGLISH AND MATHS

- [HTTP://WWW.SKILLSFIRST.CO.UK/INDEX.PHP?](http://www.skillsfirst.co.uk/index.php?)
- [WWW.BBC.CO.UK/SKILLSWISE](http://www.bbc.co.uk/skillswise)
- [WWW.SKILLSWORKSHOP.ORG](http://www.skillsworkshop.org)
- [WWW.BBC.CO.UK/GCSEBITESIZE](http://www.bbc.co.uk/gcsebitesize)
- [WWW.EXCELLENCEGATEWAY.ORG.UK](http://www.excellencegateway.org.uk)

OFF THE JOB TRAINING

OFF THE JOB TRAINING IS LEARNING IS UNDERTAKEN OUTSIDE OF THE NORMAL DAY-TO-DAY WORKING ROUTINE AND CONTRIBUTES TO THE ACHIEVEMENT OF AN APPRENTICESHIP. IT CAN BE DELIVERED AT THE APPRENTICE'S NORMAL PLACE OF WORK OR OFF-SITE

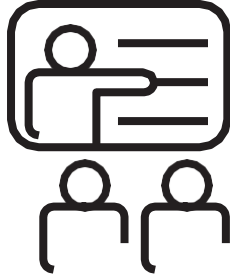
WE WILL WORK WITH AN EMPLOYER TO DEVELOP A BESPOKE PROGRAMME FOR THEM, WE MAP IN APPROPRIATE OFF THE JOB TRAINING THAT MEETS THE EMPLOYER'S AND LEARNER'S NEEDS WHILE ENSURING COMPLIANCE WITH THE GUIDANCE. EXAMPLES OF OFF THE JOB TRAINING INCLUDE:

- SHADOWING ANOTHER MEMBER OF STAFF TO LEARN A TASK
- COMPLETING AN ONLINE COURSE
- LEARNING SOMETHING NEW AT WORK
- SUPERVISIONS/APPRAISALS
- COMPLETING A TEACHING AND LEARNING SESSION WITH YOUR TUTOR
- COMPLETING UNIT RESEARCH
- COMPLETING ANY DEVELOPMENT ACTIVITIES AT WORK

YOU WILL BE REQUIRED TO LOG YOUR OFF THE JOB TRAINING ACTIVITIES ON VQ MANAGER; IT IS RECOMMENDED THAT YOU COMPLETE THIS EVERY MONTH TO ENSURE THAT YOUR WORKPLACE IS MEETING REQUIREMENTS FOR YOU TO DEVELOP.

END POINT ASSESSMENT

TRAINING & ASSESSMENT



GATEWAY TO END POINT ASSESSMENT



END POINT ASSESSMENT



ACHIEVEMENT



END-POINT ASSESSMENT IS MADE UP OF A NUMBER OF ASSESSMENT ELEMENTS WHICH THE APPRENTICE MUST PASS TO COMPLETE THE APPRENTICESHIP.

THESE ASSESSMENTS ARE DESIGNED TO GIVE THE APPRENTICE THE OPPORTUNITY TO DEMONSTRATE ALL THE REQUIRED KNOWLEDGE, SKILLS AND BEHAVIOURS OUTLINED IN THE APPRENTICESHIP STANDARD. THESE ARE THE CRITERIA REQUIRED FOR THEM TO BE FULLY COMPETENT IN THEIR ROLE.

END POINT ASSESSMENT PROCESS

WHEN THE APPRENTICE HAS COMPLETED THEIR APPRENTICESHIP, THERE WILL BE A SHORT PERIOD OF TIME WHERE THE EMPLOYER, TRAINING PROVIDER AND APPRENTICE WILL ASSESS THE APPRENTICE'S PROGRESS. THE EMPLOYER WILL THEN DETERMINE WHETHER OR NOT THE APPRENTICE IS READY TO TAKE ON THE END-POINT ASSESSMENT

GENERALLY, THE GATEWAY STAGE IS WHERE ALL ASPECTS OF THE APPRENTICESHIP MUST BE COMPLETED. THESE COULD INCLUDE:

- ANY ON-PROGRAMME QUALIFICATIONS, INCLUDING FUNCTIONAL SKILLS
- ANY FINALISED PROJECTS, SUCH AS PORTFOLIOS OR PROJECTS
- ANY OTHER REQUIREMENTS OUTLINED IN THE APPRENTICESHIP STANDARD



POLICIES & PROCEDURES

CODE OF CONDUCT

ALL POLICIES AND PROCEDURES CAN BE REQUESTED THROUGH THE OFFICE.

HEALTH AND SAFETY

YOU ARE EXPECTED TO TAKE REASONABLE CARE AND RESPONSIBILITY FOR YOUR OWN HEALTH AND SAFETY AND THAT OF OTHERS. DO NOT INTENTIONALLY OR RECKLESSLY INTERFERE WITH ANYTHING PROVIDED IN THE INTEREST OF HEALTH AND SAFETY. INDIVIDUALS ARE ALSO INVITED TO REPORT ANY UNSAFE PRACTICES, BROKEN OR DAMAGED EQUIPMENT AND MATERIALS AND POTENTIAL HEALTH AND SAFETY HAZARDS.

UNACCEPTABLE TREATMENT

IF YOU FEEL UNHAPPY ABOUT THE WAY YOU HAVE BEEN TREATED BY A MEMBER OF STAFF WITHIN YOUR WORKPLACE, KEY SKILLS SPORTS STAFF MEMBERS OR ANOTHER LEARNER, PLEASE CONTACT ASPIRE TO LEARN TO DISCUSS YOUR CONCERNS.

YOUR RESPONSIBILITIES

YOU ARE EXPECTED TO SHOW RESPECT FOR ALL STAFF MEMBERS, BOTH AT YOUR PLACE OF WORK AND FROM KEY SKILLS SPORTS AND ALL PROPERTY BELONGING TO YOUR EMPLOYER AND KEY SKILLS SPORTS AND TO CARE FOR THE LEARNING ENVIRONMENT. IT IS THEREFORE UNACCEPTABLE TO:

REFUSE TO WORK OR COOPERATE WITH A MEMBER OF STAFF OR COLLEAGUES WITHIN THE WORKPLACE OR MAKE THINGS DIFFICULT FOR STAFF MEMBERS.

ABUSE ANY MEMBERS OF STAFF VERBALLY OR PHYSICALLY.

BEHAVE IN A MANNER TO Demean OR DEMORALISE A COLLEAGUE OR STAFF MEMBER OR TO ACT IN A WAY THAT PUTS OTHER PEOPLE AT RISK.

E-SAFETY

WE ARE COMMITTED TO E-SAFETY AND RAISING AWARENESS OF HOW YOU CAN BE A VICTIM OF AN ACTIVITY THAT UTILISES ICT THAT IN TURN ENDANGERS YOUR PERSONAL SAFETY, MENTAL HEALTH OR THE FINANCIAL WELLBEING OF THAT OF ANOTHER INDIVIDUAL. INFRINGEMENTS OF THE POLICY MAY INCLUDE:

ACCESSING INAPPROPRIATE CONTENT

CYBER-BULLYING OR HARASSMENT

FRAUD OR IDENTITY THEFT

IT IS IMPORTANT TO KEEP SAFE, RESPECT OTHERS AND REPORT ANY INCIDENTS OF CONCERN TO A MEMBER OF STAFF.

GDPR POLICY

YOUR PERSONAL INFORMATION MUST BE TREATED IN A CERTAIN WAY TO ENSURE INFORMATION DOES NOT GET INTO THE WRONG HANDS. KEY SKILLS SPORTS USES YOUR DATA IN A WAY THAT FOLLOWS THE LAW. THESE PROVISIONS ARE SHOWN IN THE DATA PROTECTION POLICY, WHICH CAN BE FOUND ON OUR WEBSITE.

EQUALITY & DIVERSITY POLICY

WE WELCOME ALL LEARNERS REGARDLESS OF AGE, RACE, COLOUR, ETHNIC ORIGIN, RELIGIOUS BELIEF, GENDER, SEXUALITY OR DISABILITY. IF YOU WOULD LIKE MORE INFORMATION ON EQUALITY AND DIVERSITY, OR FEEL YOU WOULD LIKE TO TALK TO SOMEONE ABOUT OUR EQUALITY & DIVERSITY POLICY, PLEASE CONTACT OUR OFFICE.



PREVENT INITIATIVE

PREVENT IS A CROSS-CUTTING POLICY LED ACROSS GOVERNMENT BY THE OFFICE OF SECURITY & COUNTER TERRORISM (OSCT) IN THE HOME OFFICE AND DELIVERED BY A NUMBER OF DEPARTMENTS AND AGENCIES WHICH ALL HAVE SPECIFIC POLICY INTERESTS IN THE PREVENT STRATEGY. ITS AIM IS TO STOP RADICALISATION, REDUCE SUPPORT FOR TERRORISM AND VIOLENT EXTREMISM AND DISCOURAGE PEOPLE FROM BECOMING TERRORISTS.

THE PREVENT STRATEGY:

- RESPONDS TO THE IDEOLOGICAL CHALLENGE WE FACE FROM TERRORISM AND ASPECTS OF EXTREMISM AND THE THREAT WE FACE FROM THOSE WHO PROMOTE THESE VIEWS.
- PROVIDE PRACTICAL HELP TO PREVENT PEOPLE FROM BEING DRAWN INTO TERRORISM AND ENSURE THEY ARE GIVEN APPROPRIATE ADVICE AND SUPPORT
- WORKS WITH A WIDE RANGE OF SECTORS INCLUDING EDUCATION, CRIMINAL JUSTICE, FAITH, CHARITIES, HEALTH AND ONLINE ORGANISATIONS WHERE THERE ARE RISKS OF RADICALISATION THAT WE NEED TO WORK WITH.

BRITISH VALUES

THE 'FUNDAMENTAL BRITISH VALUES' ARE IMPORTANT TO THE UK WORKFORCE AND SOCIAL INCLUSION. IT IS IMPORTANT THAT YOU ARE AWARE OF THESE BRITISH VALUES AND HOW THEY UNDERPIN YOUR BEHAVIOURS AND BELIEFS IN BOTH THE WORKPLACE AND SOCIETY.

WE ARE DEDICATED TO SERVING ITS COMMUNITY, THROUGH RECOGNISING THE MULTI-CULTURAL AND MULTI-FAITH NATURE OF THE UK. WE UNDERSTAND THAT WE HAVE A DUTY TO EDUCATE YOUNG PEOPLE TO ENSURE THAT GROUPS OR INDIVIDUALS WITHIN AN ORGANISATION ARE NOT INTIMIDATED OR RADICALISED BY THOSE WHO WISH TO UNDULY OR ILLEGALLY INFLUENCE THEM.

BY PROMOTING EQUAL OPPORTUNITIES TO GUARANTEE THAT THERE WILL BE NO DISCRIMINATION TOWARDS INDIVIDUALS OR GROUPS BASED ON ANY PROTECTED CHARACTERISTICS. WE ARE PREPARING EACH OF YOU FOR YOUR FUTURE BY MAKING SURE WE PROMOTE AND REINFORCE THE IDEALS OF BRITISH VALUES WHICH ARE:

- DEMOCRACY
- RULE OF LAW
- INDIVIDUAL LIBERTY
- MUTUAL RESPECT
- TOLERANCE OF THOSE OF DIFFERENT FAITHS AND BELIEFS.

CONFIDENTIALITY AND SECURITY STATEMENT

PLEASE NOTE THAT PHOTOGRAPHS OF CHILDREN AND VULNERABLE ADULTS ARE NOT PERMITTED.

WHERE FUNDING IS INVOLVED, OUR CONTRACTUAL OBLIGATIONS REQUIRE US TO SHARE INFORMATION, I.E. ATTENDANCE AND PROGRESS REVIEWS. THE EMPLOYER AND THE LEARNER ARE COVERED BY THE DATA PROTECTION ACT 1998.

SAFEGUARDING POLICY AND STATEMENT

WE ARE COMMITTED TO THE SAFEGUARDING AND WELLBEING OF ALL OF OUR LEARNERS AND FULLY RECOGNISES ITS RESPONSIBILITIES FOR PROTECTING VULNERABLE GROUPS. OUR POLICY APPLIES TO ALL STAFF, LEARNERS, CONTRACTORS, VISITORS AND VOLUNTEERS WORKING ON BEHALF OF, OR IN CONJUNCTION WITH KEY SKILLS SPORTS.

IF YOU WOULD LIKE TO FIND OUT MORE ABOUT PROTECTION ISSUES OR YOU WOULD LIKE TO SEE A COPY OF THE COMPANY'S POLICY AND PROCEDURES. IF YOU HAVE ANY SAFEGUARDING CONCERNS, PLEASE CONTACT THE LEAD DESIGNATED SAFEGUARDING OFFICER: CHRIS LEWINGTON- ADMIN@KEYSKILLSSPORTS.COM

BULLYING AND HARASSMENT POLICY

WE BELIEVE THAT BULLYING AND HARASSMENT ARE UNACCEPTABLE ON MORAL GROUNDS AND AGAINST THE LAW. THEREFORE, ACTIONS WHICH FALL WITHIN THE SCOPE OF BULLYING OR HARASSMENT CAN RESULT IN AN EMPLOYMENT TRIBUNAL OR OTHER CIVIL CLAIMS AGAINST THE COMPANY OR INDIVIDUALS INVOLVED.

THE COMPANY DOES NOT ACCEPT HARASSMENT AND BULLYING FROM ANYONE; THIS INCLUDES STAFF AND LEARNERS. WE CONSIDER BULLYING AND HARASSMENT A SERIOUS BREACH OF OUR EQUAL OPPORTUNITIES POLICY.

IF ANY LEARNER HAS A COMPLAINT OF HARASSMENT, THEY SHOULD UTILISE THE LEARNER'S COMPLAINTS PROCEDURE. COMPLAINTS WILL BE TREATED IN THE STRICTEST CONFIDENCE AND, INVESTIGATED PROMPTLY AND THOROUGHLY.

PLAGIARISM

AT THE START OF EACH PROGRAMME, LEARNERS SHOULD BE ADVISED AS TO THE DIFFERENCE BETWEEN ACCEPTABLE AND UNACCEPTABLE FORMS OF WORK. PLAGIARISM IS ONE OF THE MOST SERIOUS FORMS OF ACADEMIC THEFT AND SHOULD BE REFLECTED ON BEFORE SUBMITTING ANY WORK FOR ASSESSMENT.

USEFUL CONTACTS



Cruse Bereavement Care National Helpline	https://www.cruse.org.uk/get-help/helpline	0870 167 1677
Victim Support	https://www.victimsupport.org.uk/	0845 303 0900
Relate	https://www.relate.org.uk/	0845 130 4010
National Debt Line	https://www.nationaldebtline.org/	0808 808 4000
Women's Aid Helpline (Domestic Violence)	https://www.womensaid.org.uk/information-support/helpline/	0808 2000 247 24
Release Emergency Service	https://www.release.org.uk/	020 7603 8654
(Drugs related issues)		
Turning Point (Drugs related issues)	https://www.turning-point.co.uk/	020 7702 2300
Gingerbread (support for lone parents)	https://www.gingerbread.org.uk/	0207 428 5400
National Council for One Parent Families		0800 018 5026
Gamblers Anonymous	https://www.gamblersanonymous.org.uk/	08700 50 88 80
Shelter (Homelessness)		0808 800 4444
London Lesbian and Gay Switchboard	https://switchboard.lgbt/	020 7837 7324
Samaritans	https://www.samaritans.org/	08457 90 90 90
NHS Smoking Helpline	https://www.nhs.uk/live-well/quit-smoking/nhs-stop-smoking-services-help-you-quit/	0800 169 0169
Alcoholics Anonymous	https://www.alcoholics-anonymous.org.uk/	0845 769 7555
Learning Disability Helpline	https://www.mencap.org.uk/advice-and-support/earning-disability-helpline	0808 808 1111
NSPCC FGM Helpline	https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/female-genital-mutilation-fgm/	0800 028 3550
Better Mental Health	https://www.mind.org.uk/information-support/helplines/	0300 123 3393
Education Support Partnership	https://www.educationsupportpartnership.org.uk/	08000 562 561
Family Lives	https://www.familylives.org.uk/	0808 800 2222
Young Minds	https://youngminds.org.uk/find-help/for-parents/parents-helpline/	0808 802 5544
Drink Aware	https://www.drinkaware.co.uk/alcohol-support-services/	020 7766 9900
The National Rape Crisis Helpline	http://www.rasasc.org.uk/helpline/	0808 802 9999
Gambling Therapy	https://www.gamblingtherapy.org/en/our-problem-gambling-support-helpline	
Drugs	https://www.talktofrank.com/	0300 1236600
Narcotics anonymous	http://ukna.org/	0300 999 1212
Improving life for families with affected by drugs and alcohol	https://adfam.org.uk/	020 3817 9410
Anxiety	https://www.nopanic.org.uk/	0844 967 4848
Families anonymous	http://famanon.org.uk/	0207 4984 680
Alcohol Change	https://alcoholchange.org.uk/	020 3907 8480
The Neuroblastoma Society	https://www.neuroblastoma.org.uk/	020 8940 4353
MacMillan Cancer Care	https://www.macmillan.org.uk/	0808 808 00 00
Cruse Bereavement Care	https://www.cruse.org.uk/	0808 808 1677
The Compassionate Friends	http://www.tcf.org.uk/	0345 123 2304
Anxiety UK (formerly National Phobics Society)	http://www.anxietyuk.org.uk/	08444 775 774
Anxiety Alliance	http://www.anxietyalliance.org.uk/	01277 211300