



Adult Education Learner Handbook



Contents

Reach4skills	4
My Qualification:.....	4
Useful Contacts:	4
LOGIN	4
E-Assessor.....	4
Introduction	4
What will I gain from studying my course?	5
How long will the course take to complete?	5
How is my course delivered?	5
What does a Tutor do?	6
About Us	6
Waverley Training Services	7
ESFA (Education and Skills Funding Agency)	7
Initial Assessments	7
Plagiarism Policy	7
Procedures.....	8
Reach4Skills Learning Agreement.....	8
Equality and Diversity Policy	8
Racial Harassment	9
Learners with Additional Needs.....	9
Safeguarding	9
British Values	10
What are British Values?.....	10
Prevent.....	10
Aims	10
E-Safety	11
Health & Safety	11
Working Safely.....	12
Health and Wellbeing Zone	12
GDPR Regulation and Confidentiality	13
Confidentiality Procedures.....	13
Client access to Records and Procedures	13
Complaints	13
Appeals.....	14

Reach4skills

This handbook is intended to give you all the induction information that you will need to commence your short course study with Reach4Skills.

You will be assigned a Tutor to train, assess and support you through your qualification. If you have any questions please do not hesitate to contact your Tutor.

My Qualification:

My Qualification is :.....

My Tutor is:.....

I started my Qualification on:.....

Course duration:.....

Useful Contacts:

My Tutors email:.....

My Tutors mobile:.....

LOGIN

E-Assessor

www.e-assessor.co.uk

Username.....

Password.....

Introduction

Welcome to Reach4skills, congratulations on starting your short course programme with us.

What will I gain from studying my course?

All qualifications will be slightly different dependent on the level you are studying at and offer different outcomes. This could either be an Award, Certificate or Diploma for a majority of courses we offer. Gaining an Award, Certificate or Diploma will enable you to show your knowledge and understanding to your employer with a nationally recognised qualification, and further yourself professionally on your career path.

Whilst on your course you will:

- Gain vital knowledge and skills
- Improve confidence and competence in your chosen/future industry
- Gain a nationally recognised qualification or certificate
- Grow and develop professionally

How long will the course take to complete?

Each course has a different time frame for completion, but usually our courses take around 12-14 weeks to complete. Depending on the course you are taking, you will be given a log in to an e-portfolio or activity workbook to complete your study independently. Your Tutor will mark your work remotely and support you by communicating any queries or areas for improvement as you go along.

How is my course delivered?

This course is delivered online via distance learning. This means that all of your study will take place away from your Tutor and you will study independently. It helps to carefully plan your studying so that you get the most out of your course. The submission dates of your written assignments will be agreed at the start of your course to support you and keep you on track with your learning.

Your Tutor will be available to support and guide you through the programme at a previously agreed time. They're experts in your area of study and experienced in helping many different types of learners. At the start of your course you will be provided with a support and study plan that offers key information to guide you through your course.

You will be issued workbooks with several knowledge activities that help you to focus on the various topics in your chosen subject. These are informal activities that help to consolidate your knowledge. In the last section of the workbooks you are given the opportunity to complete the extension activities.

When you have completed the workbooks, you should attempt the Assessment questions. You must fully complete each question with the assessments. Your Tutor will then review your answers and give you detailed written feedback. They may ask you to amend some of your answers if they do not meet the criteria but they will explain what to do next so you can resubmit your answers again.

Once your Tutor has confirmed you have met the criteria fully they will submit your work for moderation. This will show the work has been completed to the Tutor satisfaction.

A sample of your work may be reviewed by an external moderator. Their role is not to assess your work as this is the responsibility of the Assessor Tutor but to monitor the quality and of the marking and feedback that you receive from the Tutor.

When you have successfully achieved all the assessments for the qualification your certificate will be requested from your Awarding Organisation and sent you in recognition of your achievement.

Don't forget to check our website for full information about your course, including progression and career opportunities.

What does a Tutor do?

Your assigned Tutor will support you through the duration of your qualification and help you build your e-portfolio to show your knowledge of the subject.

They will be there to support you with any concerns and will keep regular contact with you via the e-learning platform.

When you submit written work, your Tutor will mark this and provide you with constructive and supportive feedback.

Your Tutor will aim to respond to you as soon as possible, but as a guide you should expect the following:

- Written work to be marked in line with your agreed submission dates
- Tutor holidays – in the event of your Tutor being on holiday or absent, you will receive an automated email from them letting you know when they will be returning, and a contact for an alternative Tutor who will be able to assist you.

About Us

Reach4Skills are an apprenticeship training provider offering formal qualifications including Early Years, Business & Administration, Customer Service, Team Leading & Management in addition to fully funded online CPD courses. Reach4Skills specialise in the recruitment and placement of apprentices.

We pride ourselves on delivering a training experience that is tailored to individuals learning styles and needs. Our learners receive top quality training using blended learning and our Tutors know how to get the best out of our learners and work with employers to ensure the learner will not only have the knowledge to fulfil the role but have the practical skills too.

Waverley Training Services

Waverley Training Services are our Lead Provider and have over 30 years' experience in delivering training and Apprenticeships. They are quality approved and based in Farnham. They cover areas such as Hampshire, Berkshire, Surrey and Sussex.

ESFA (Education and Skills Funding Agency)

The Skills Funding Agency provides the funding for your studies. They give training organisations, employers, and colleges the support they need to fund their learners to allow access to these qualifications to further themselves professionally and provide further value to companies.

If your course is government funded, failure to complete assessment in line with agreed submission dates or failure to complete the course without justifiable reasoning will result in a **£125 fee** to be paid. This is outlined in your application form.

Initial Assessments

When signing up for your qualification, you will be asked to complete initial assessments for Maths and English. This allows us to see what level you are working towards, making sure that the course you are taking is the correct level for you.

Plagiarism Policy

Plagiarism is defined as copying another person's ideas, words or work and pretending that they are your own.

Examples:

- Verbatim copying of another's work without proper acknowledgement
- Close paraphrasing of another's work by simply changing a few words or altering the order of presentation without proper referencing
- Deliberate and detailed presentation of another person's ideas as your own
- Downloading off the internet and collating without acknowledgement
- Copying class notes and hand-outs provided directly into essays
- Copying or paraphrasing other students work

Reach4Skills takes Plagiarism very seriously and all instances will be dealt with following the procedure below. All learners are expected to include the following declaration statement on each piece of work submitted; 'I declare the work submitted is entirely my own.'

Procedures

1. In the first instance, if the Tutor suspects Plagiarism they will discuss this with the learner and encourage the work to be rewritten. A written record of this conversation will be kept in the learners file.
2. Further instances will be investigated and if proven the awarding body will be notified. The Centre Manager will also be informed.
3. This can result in the learner not continuing with the qualification (please refer to Learner's Withdrawal Policy). At each stage the learner has a right to be kept informed,

Reach4Skills Learning Agreement

I, the Learner, agrees to the following:

- Complete all tasks within the timescales agreed or notify my Tutor to discuss
- Take responsibility for my own learning
- Seek support from my Tutor
- Ensure functional skills reach the required level of competence for the qualification desired
- Confidential data will be handled safely and sensitively

The Training Provider agrees to:

- Allocate each learner a Tutor
- Regularly monitor and discuss progress
- Provide well planned experiences and high-quality teaching that will support, challenge and stretch the learner
- Make reasonable adjustments to support any identified learning need and barriers to learning
- Personal data will only be disclosed to third parties in ways that support the learners progress and wellbeing or where required by law
- Provide safe and appropriate environments to support the learning
- Treat each and every learner with respect and according to need regardless of class, sex, race, ethnic origin, religion, disability, age or sexual orientation

Equality and Diversity Policy

The principles of equal opportunity for all are promoted in all areas of Reach4Skills assessment activity. The Equality Act 2010 protects certain characteristics which include gender reassignment, marriage and civil partnerships for same sex couples, pregnancy, maternity, race, religious belief and sex.

Reach4Skills works in cooperation with other organisations as appropriate, to develop Codes of Practice which can assist in ensuring that assessment materials and centre recruitment embody the principles of open access and equal opportunity.

Reach4Skills is also committed to ensuring that its employment policies give opportunities to all, regardless of gender, marital status, age, race, colour, religion, disability, sexual orientation and national or ethnic origin of any individual concerned.

Racial Harassment

Reach4Skills will not tolerate any form of racial harassment. We will challenge racist and discriminatory remarks, attitudes and behaviours from any learners /staff.

Learners with Additional Needs

Reach4skills recognises that some learners have additional needs or physical disabilities that require particular support and assistance. Learners will be admitted providing we can meet the learners needs without jeopardising the service in accordance with the Disability Discrimination Act.

Safeguarding

Safeguarding is taking a comprehensive approach to ensuring people are prevented from any potential source of harm. At Reach4Skills, we are committed to ensuring health, safety and well-being of learners at all times throughout their qualification.

We at Reach4Skills are committed to ensuring that learners are aware of any behaviour towards them that is not acceptable and how they can keep themselves safe. We inform learners of their right to be listened to, and heard and what steps can be taken to protect them from harm. We make learners aware of these arrangements through their induction.

The following terms define abuse:

- Neglect – failure to meet basic needs of an adult or child
- Physical – causing physical harm.
- Emotional/Psychological – threatening, bullying.
- Sexual – any behaviour that is not permitted by adult directly involved (adults). Any behaviour (children).
- Discriminatory Abuse – abuse deliberately rooted to some one's race, gender, sexual orientation, cultural background, religion etc.
- Financial Abuse – controlling someone's money against their will, taking money.
- Institutional Abuse – poor professional conduct in an education or care setting.

If you are the victim of any kind of abuse, please contact the Reach4skills on 0333 577 1531 or by email at info@Reach4skills.co.uk for support.

British Values

The Prevent duty requires training providers and practitioners to exemplify British values in their practice and to use opportunities to explore British values and to challenge extremism.

Therefore, as part of your employees qualification with R4S, we will embed British Values into teaching, learning and assessment sessions and have discussions with all learners to broaden knowledge and understanding. We expect behaviour in sessions to include tolerance and mutual respect.

What are British Values?

Democracy – the belief in freedom and equality between people or a system of government based on this belief, in which power is either held by elected representatives or directly by the people themselves.

The rule of law – No one is above the law. The law is there to protect everyone. People are innocent until proven guilty.

Individual liberty - the freedom to practise their religious or political beliefs.

Respect & Tolerance – All backgrounds and cultures, all ages, genders and sexualities, All religions and beliefs. A willingness to accept behaviour and beliefs that are different from your own, although you might not agree with or approve of them.

Prevent

Prevent is part of CONTEST, the Government's strategy to address terrorism. The main aim of Prevent is to stop people becoming terrorists or supporting terrorism. Prevent focuses on all forms of terrorist threats. Terrorism is the use of violence and threats to intimidate or coerce, especially for political purposes.

The Government's Prevent strategy can be found at: www.homeoffice.gov.uk

Aims

To help prevent any future attacks by raising awareness of possible signs, what to look out for and how to report suspicious activity.

To encourage discussion and to challenge the ideologies and messages of hate which can lead to terrorism.

What could be suspicious?

Here are some examples of suspicious activity that you should report to the police or Anti-Terrorism Hotline if you come across them:

- Having multiple forms of identification in different names.
- Insisting on only cash payments.
- Refusal to give any personal details.
- Unusual holiday destinations perhaps bordering conflict zones or unwilling to talk about holiday plans.
- A change in behaviour, values, or beliefs.
- Becoming withdrawn and not interested in their usual hobbies/activities.
- To report suspicious activity, call the Anti-Terrorism Hotline on 0800 789321.
- For non-urgent enquiries call your local police on 101.
- In an emergency, when life is in danger or crime is in progress, call 999.

You can report content that you find online that you think may be illegal to the police for investigation at: direct.gov.uk/reportingonlineterrorism Examples of illegal terrorist or extremist content might include:

- ◇ Speeches or essays calling for racial or religious violence.
- ◇ Videos of violence with messages of 'glorification' or praise for the attackers.
- ◇ Chat forums calling for people to commit acts of terrorism or violent extremism.
- ◇ Messages intended to stir up hatred against any religious or ethnic group.

E-Safety

Reach4skills is committed to e-safety and raising awareness of how you can be a victim of an activity that utilises ICT to endanger your personal safety, mental health or financial well-being or that of another individual. Infringements of the policy may include;

- Accessing inappropriate content
- Cyberbullying 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.

Health & 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. The Health and Safety Policy is available on request.

For full details of our policies and procedures, please see your e-Assessor portfolio or [our website](#).

Commented [AS1]: Link for Craft learners.

Working Safely

It is important to set up your equipment in accordance with the instructions provided by your supplier or manufacturer. Always be sure that the computer is switched off and disconnected from the mains electrical supply when you connect or disconnect any of the electrical leads.

The use of Visual Display Units and other display screen equipment has been related to various symptoms to do with sight and working posture. These symptoms are often perceived as fatigue of some kind.

Try to position the monitor to minimise glare and reflections on the screen. Suitable lighting is important; remember that glare can occur either directly or by reflection from the screen. Glare from windows can usually be eliminated by curtains or blinds, or by facing the screen in a different direction. It might be a good idea to make adjustments from time to time during the day, as light changes. You should have general lighting, by artificial or natural light or both, that illuminates the whole room adequately.

Health and Wellbeing Zone

As a government funded training provider it is our responsibility to make sure that our learners are educated and understand the importance of healthy living.

For access to our suite of information, advice and guidance please visit the Health and Wellbeing zone on our websites:

<u>Reach4Childcare Health and Wellbeing Zone</u>	<u>Reach4Business Health and Wellbeing Zone</u>
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Contact numbers for key support helplines:

<u>The Mix</u>	0808 808 4994
<u>Citizens Advice Bureau</u>	03444 111 444
<u>Child Line</u>	0800 1111
<u>Samaritans</u>	116 123
<u>TalktoFRANK</u>	0300 123 6600
<u>Smokefree National Helpline</u>	0300 123 1044
<u>NHS Sexual Health</u>	0300 300 2016

GDPR Regulation and Confidentiality

At Reach4Skills the Head office staff and Tutors often have access to confidential information regarding learners. It is our intention to respect the privacy of learners, while ensuring that they can access high quality training opportunities within their qualification.

We aim to ensure that all parties can share their information in the confidence that it will only be used to enhance their learning experience. There are record systems in place that meet legal requirements, means of storing and sharing that information take place within the framework of GDPR.

Confidentiality Procedures

- Staff are advised to check whether learners regard the information to be confidential or not.
- We inform learners when we need to record confidential information.
- We keep all records securely.

Client access to Records and Procedures

Learners may request access to any confidential records held on themselves following the procedure below.

- Any request to see the learners file must be made in writing to Reach4Skills. A written acknowledgement is sent.
- Reach4skills commits to providing access within 14 days, although this may be extended.

Complaints

If for any reason, you have a complaint about the behaviour of a Tutor, you need to follow the following procedure;

If possible discuss the issue with the Tutor, and try to come to a mutual, positive outcome.

1) If you cannot discuss the matter with your Tutor, you can contact the IQA (Internal Quality Assurer), and if the issue still hasn't been resolved, contact the Reach4skills management team.

2) If you are still unhappy with the IQA's decision, you can then contact the Group Director in writing and await a response.

3) Once a response has been received from the Group Director, if you wish to take the issue further, you can contact the EQA at the awarding body.

Reach4Skills are audited by our funding providers every three months, to ensure effective practice and competence on our part. This ensures you, as a learner, receives the best possible service and continued professional development for all involved.

Appeals

If for any reason, you are unhappy with the decision made by your Tutor regarding any aspect of your work, you need to follow the appropriate procedure to resolve the issue. This shows the line of contact to go down with the appeal, starting with your Tutor.

Tutor - resolved no further action, QA - resolved no further action, Management Team - resolved no further action, Group Director - resolved no further action
Awarding Body - resolved final decision.

For our full Withdrawal and Appeals procedure and policies please see your e-Assessor portfolio.

REACH4SKILLS
for life, for work, for you

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