



Learner Handbook

2024/2025



'Training Excellence for Industry'

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Author:	Lee Childs	Date produced	10/06/2024	Version Number	1
Doc Control No	GOV005	Last Revision Date:	10/06/2024	Revised By	L.Childs

Your Handbook

We have published this Induction Handbook to help you find out more about us, the training and induction support that we provide. It also outlines our policies and commitment to you.

Good training is a partnership between the learner and the trainer. Our aim is to give you a rewarding and successful learning experience. It is important that you read this handbook and keep it while you are learning with us. The handbook sets out our responsibilities to you and the standards we expect of trainers and learners.

About NC Group



We are a training, coaching and consultancy organisation who work with businesses to identify, plan, and deliver their required business change programmes.

Our qualifications are accredited, and our programmes can also support you to not only gain employment but progress through in-work skills training such as Apprenticeships or higher-level vocational learning.

Whilst we will do everything to help you progress and achieve your goals, what you achieve while on the programme is up to you – please make sure you make the most of the opportunities that are available to you. At every stage, our staff will be available to answer any questions you may have or help with any problems.

Funding

Your course can be funded in a variety of ways. These can include from the European Social Fund, devolved Adult Education Budget, Local Authorities and colleges, The Key or by your employer.

How your individual programme is being funded will be explained in your induction by your tutor. If you have any questions or are unsure contact us on 01388 737121.

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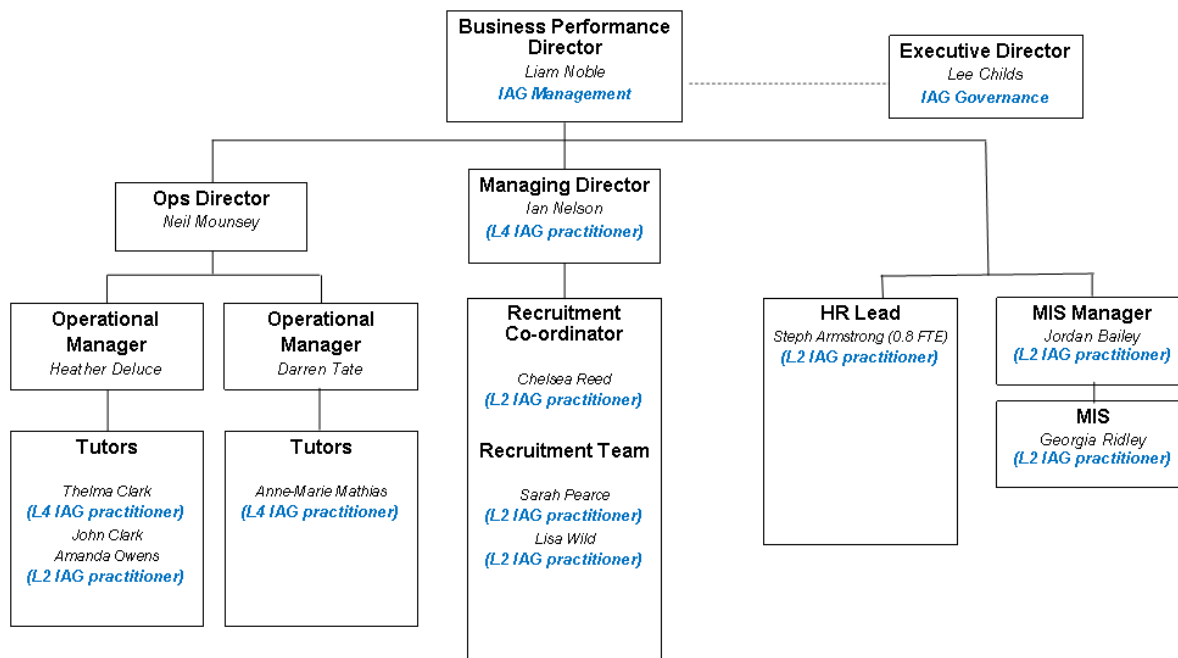
Your Journey

1: Information, Advice and Guidance (IAG) & Initial Assessment

You will be required to undertake an initial assessment of your maths and English to make sure we provide the most appropriate support for you during your programme. We can also help and guide you, should you need support with other aspects outside of your programme. We have several members of the team formally trained in IAG to provide you with the highest level of support before, during, and after your programme. If you have any questions throughout your entire journey and beyond, please speak to any member of the team who will be more than happy to help you.

At the beginning of your programme you will be required to complete an enrolment form to ensure you are registered on all of your programme aims/qualifications. To make certain this process runs as smoothly as possible, please bring along all the evidence that is discussed as part of your initial phone call with our recruitment team. See below our IAG trained staff.

IAG Structure 2022-23

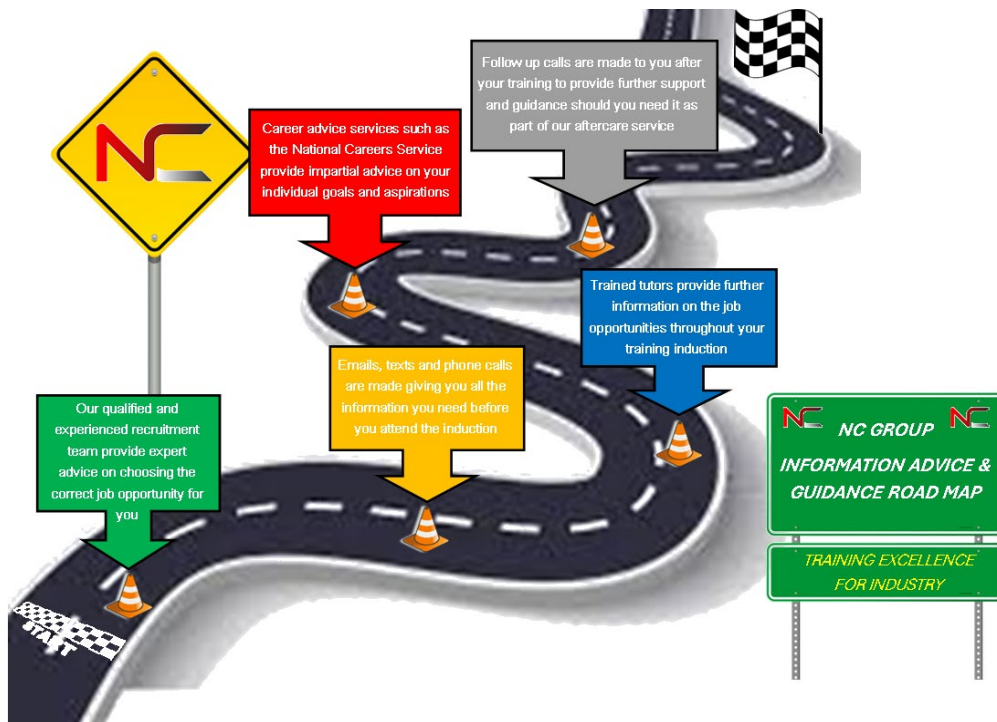


From: Applicable from 1st April 2021

Last revised on: 05/05/2023

Your IAG Road Map

Author:	Lee Childs	Date produced	10/06/2024	Version Number	1
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2: Course information/Programme details

Your Mentor/Trainer will discuss the specific details of your course or programme with you and supply you with information about the qualification and what is required in order to achieve them.

3: Individual Learning Plan (ILP)

During your programme you will create an Individual learning Plan (ILP). This is used to plan out your own specific 'learning journey' and will capture what skills and experience you already have. Your ILP helps you to recognise your own personal areas for development, enables you to contribute to the planning of your learning and agree goals and targets with your trainer/mentor. Your ILP will be reviewed and updated throughout the programme, recording your progress and agreed/revised goals and targets throughout your programme.

4: Assessment

Throughout your programme your work will be regularly assessed, and feedback provided to identify areas of good performance, and any areas for development. There will also be an opportunity to discuss your progress and review your goals and targets.

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5: Supporting your learning.

Equality of opportunity is important to us, as a result we try to provide additional support and ensure suitable information advice and guidance to all, and in particular to those with learning difficulties, health problems including mental health, disabilities and other areas that you might require help and support with. We can seek advice and support from specialist agencies, provide additional time (in line with awarding body regulations), additional 1-2-1 support from your Trainer/Mentor and adapt resources and assessment methods to help you during your programme of learning. NC Group is committed to ensuring that everyone that commences a programme with us is given an equally opportunity to achieve their fullest potential. As such, we have a dedicated Special Educational Needs Coordinator (SENCO) to provide support and guidance to whomever requires it.

If you feel you need any support during your programme, contact us on 01388 737121 or support@ncgrouppltd.co.uk

Useful numbers

Below are some numbers that you may find helpful. Should you need any support please speak to your trainer who can help you source the support and guidance you need.

Mind (Mental Health Issues)	0300 123 3393	info@mind.org.uk Text 86463
Alcoholics Anonymous	0800 9177 650	help@aamail.org Text 82111
Frank (Drug Issues)	0300 123 6600	www.talktofrank.com
Shelter (Housing Issues)	0808 800 4444	www.shelter.org.uk
Citizens Advice	0344 411 1444	www.citizensadvice.org.uk
Bullying UK	0808 800 2222	www.bullying.co.uk
Victim Support	0800 168 9111	www.victimsupport.org.uk
Step Change (Debt Charity)	0800 138 1111	www.stepchange.org

Safeguarding

We are committed to ensuring a safe and suitable environment is provided for all users of our services. We want you to feel safe and have a positive learning experience during your time with us. If you have any concerns, we will listen so please notify your Tutor/Assessor of anything you are concerned about



NC Group's safeguarding team

Designated Safeguarding Lead

Safeguarding Officer (Deputy Lead)

Liam Noble

liam.noble@ncgrouppltd.co.uk

Lee Childs

lee.childs@ncgrouppltd.co.uk

To report a concern please email: safeguarding@ncgrouppltd.co.uk or call: **01388 737121**

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NC Group Policies and Procedures

Appeals

Your tutor is required to make assessment decisions about your work and whether it meets the criteria for successful completion. If you disagree with the decision, then you have the right to express your concern and make an appeal. If you feel you are not being treated fairly, or the tutor has made an inaccurate assessment then you should follow these steps:

1: Discuss your concerns with your Trainer and ask them to take the appropriate action to appeal the assessment decision. You must appeal any decision within 10 days of the feedback provided. (If you do not wish to speak to your tutor, contact the Head of Operations and Quality – point 3)

2. NC Group will investigate your appeal and reply within 10 working days informing you of the decision to uphold or over-turn the original decision.

3: If you are still not happy then the matter can be referred to our Operations Director, Neil Mounsey on 01388 737121

4: If you are still not happy with NC Groups decision, you have the right to appeal to the Awarding Body of the qualification being delivered. To do this inform the Head of Operations and Quality that you wish to do so, and they will raise the complaint on your behalf.

Alternatively, you can appeal to the awarding body directly – see below details:

NCFE: <https://www.ncfe.org.uk/learners/complaints>

EAL: <https://eal.org.uk/support/document-library/centre-support/policies-and-important-documents/38-appeals-policy-july-2018/file>

Highfield: <http://content-web3.highfieldqualifications.com/media/1783/highfield-enquiries-and-appeals-procedure.pdf>

Your Feedback

Your feedback is important to us. We listen to your feedback, as your suggestions and ideas help us to make improvements. The ways we will ask for your feedback include:

1: Organised Learner Forums – this is where we will ask a group of learners to join us to provide feedback around the programme they're undertaking and NC Group as a whole.

2: Course Evaluation Form – this is the survey you will be asked to complete when you finish your programme.

Complaints

We value your feedback and whilst we strive to ensure you are happy with our service and with your training programme, we accept that sometimes things might not meet your expectations and if this is the case, then we want to know.

We have a Complaints policy and process which you should follow.

You can make a complaint to your trainer or to another member of staff verbally or you can send it in writing to the address provided within the handbook.

If you would like further details of how to complain, how we will respond and resolve your complaint, please speak to your trainer who can provide this for you.

Whistleblowing

NC Group are committed to the highest possible standards of openness, honesty, and accountability. To achieve this, we encourage freedom to raise any concerns in the right manner. It is expected that everyone who has a serious concern about any aspects of our work should raise them using the correct process. It is recognised that whistleblowing may need to be dealt with in a confidential manner and we have developed a process to deal with this. Again, the full policy, including information around 'protected disclosure' is available upon request.

Equality, Diversity, and Inclusion.

Equality means everyone having the same chances to do what they can. Some people may need extra help to get the same chances.

Diversity recognises that each of us are different and unique, consequently, it makes sense that treating everyone the same is not necessarily going to work. Different people will have aspirations, expectations, opportunities, responsibilities and needs. Therefore, treating people fairly means recognising their differences, respecting them, and acting accordingly. In short, diversity is about valuing differences.

NC Group values all learners and staff and is an Equal Opportunity Employer. Our Equality & Diversity policy is to ensure that no learner, employee, or applicant receives less favourable treatment on the grounds of any of the 9 Protected Characteristics as stated in the Equality Act 2010.

Should you witness or feel this in any way please report this immediately to your trainer, The Operations Director, or the designated safeguarding lead. All of whom are trained to deal with these issues.

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Multi-faith Prayer Room

Due to the small size of the premises at NC Group, there is insufficient space to accommodate a regular space that can be used as a multi-faith prayer room, however, whenever a request is made to have a private space for prayer, NC Group will ensure that learners and guests are provided with a suitable space to be able to do this. This is both true for offsite training venues, as well as at NC Groups Training Academy base in Newton Aycliffe.

Anti – Radicalisation and Extremism Including Prevent

The Prevent Strategy, part of the governments overall Counter-terrorism strategy is to reduce the threat to the UK from terrorism and places a duty on institutions including further education to ensure robust procedures are in place to safeguard learners from being radicalised and drawn into terrorism.

The key theme of the Prevent is to NOTICE-CHECK-SHARE, remaining observant and vigilant to ensure concerns are reported early to facilitate intervention.

Our commitment is to safeguard our staff and customers from radicalisation. We acknowledge that people can hold extremist or fundamental views, and this does not necessarily make them a radical; however, if anyone holding these views tries to inflict them on others and harass, discriminate, or bully others who use our services then we will act accordingly and in line with Prevent.

Please find below some useful links on the Prevent Strategy:

<https://www.youtube.com/watch?v=q2iQxcEmkgQ>

<https://www.youtube.com/watch?v=Ho-Z6k5yNG4>

Should you witness or be subjected to extremism please report this immediately to the designated safeguarding officer, Liam Noble – liam.noble@ncgrouppltd.co.uk / 01388 737121

Disclosure and Consent

It may be necessary for us to share the information you supply to us with other organisations such as Employers, National Careers Service, Funding and Awarding Bodies. Examples of the information we may share include Initial Assessments, achievements and qualifications, support needs and risk assessment information. Images, including photographs may be required for your portfolio of evidence to complete and achieve your qualifications.

As part of your induction you will be required to complete a Disclosure and Consent form enabling NC group to share this information in line with the General Data Protection Regulations (GDPR). You will also be provided with a media consent form; this form allows us to use your image for purposes such as media and marketing. If you do not consent to the use of your image in line with the above, then please state so on this form.

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British Values

At NC Group we believe in doing our best to promote 'British Values':

- Democracy
- The Rule of Law
- Individual liberty
- Mutual respect and tolerance



We believe in doing our utmost to empower and prepare our learners to become responsible citizens who can contribute to wider society and life in Britain. We believe that all learners have the right to a positive learning experience where everyone feels safe and respected. We will:

- Enable learners to develop their self-knowledge, self-esteem, and self-confidence.
- Enable learners to distinguish right from wrong and to respect the civil law of the United Kingdom.
- Encourage learners to accept responsibility for their behaviour, show initiative and to understand how they can contribute positively to those around them and to society.
- Enable learners to acquire a broad general knowledge of and respect for public institutions and services in the United Kingdom
- Further tolerance and harmony between different cultural traditions by enabling learners to acquire an appreciation for and respect for other people and their own and other cultures
- Encourage respect for democracy and support for participation in the democratic process, including respect for the basis on which the law is made and applied in the UK.
- Support learners to develop maths, English, ICT and Employability skills alongside vocational qualifications.

E-Safety and the use of computer equipment

The Internet and electronic and social media are an excellent educational resource and NC Group encourage and promote its use.

However, the internet also contains information that is inaccurate, illegal and offensive.

We have a duty of care to ensure you are provided with information, advice and guidance to help you recognise risks and to protect you from danger. We aim to ensure that all learners, staff, and customers are protected from the risk of Radicalisation and extremism when using any IT/WIFI systems. You can find more information about this in our IT policy, which is available upon request.



Health and Safety



NC Group is committed to provide a safe working environment for all learners. This includes systems which will ensure (so far as reasonably practical) the health, safety and welfare of all our learners while studying or training with us.

Information and instruction relating to specific health and safety requirements will be given to you during your course. A full risk assessment is complete ahead of your programme start. This can be requested by speaking to your trainer.

You have a responsibility to ensure that you do not put yourself or others at risk of injury through your actions or behaviour: for example - misuse of equipment, not following safety instructions you have been given or foolhardy behaviour. If you do have an accident, you must let us know.

Useful policies and documents

All supporting documentation and policies are available on Google Classroom. If you require any of these in paper format or any other format to support your needs, for example large print, please ask your trainer.

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Your Rights and Responsibilities

Code of Conduct

At the start of your programme, NC Group as your training provider and you as the learner will agree your programme of study and the responsibilities of each party whilst on programme.

We ask that you:

- Enjoy your training; the more you give to it the more you and others will get out of it.
- Work with us to promote and embrace equality and diversity. We value and respect everyone and we ask that you do the same.
- Are committed – this is your chance to show us what you can do. Attend the sessions and make sure your work reflects what you can do
- Make the most of your Trainer/Mentor expertise, they are there to help you reach your potential and can help you to stretch yourself further.
- Attend all sessions and inform us if there is as a reason you cannot.
- Please attend your sessions ready to participate. Please inform your tutor if you are taking any prescription medication as this may affect your ability to operate equipment or machinery.
- Don't attend your session under the influence of illegal drugs or alcohol as this may result in your removal from the programme. If you are experiencing problems with these, please let your tutor know who can then advice of where you can get support with this.
- Never forget health and safety requirements for yourself and others. Please report any incidents, accidents and near misses. Be aware of using equipment, entering unauthorised areas and safety equipment.
- Let us know if you are unwell or are required to be absent for any reason.
- Talk to us if you need any more information, need any extra help or support, or are unhappy about anything.

We agree to:

- Provide targets that are agreed with you and that are realistic, achievable, and challenging.
- Ensure the teaching, learning and assessment are of the highest quality.
- Ensure all learners are treated fairly.
- Ensure that you are protected from discrimination.
- Provide mentoring, guidance, and support.