



2024 / 2025

Learner Handbook



'Training Excellence for Industry'

Contents:

Your Handbook

About NC Group

Funding your programmes

Code of Conduct

Your journey

1. Information, Advice and Guidance (IAG) & Initial Assessment
2. IAG Structure
3. IAG Roadmap
4. Course information/Programme details
5. Individual Learning Plan (ILP)
6. Assessment
7. Supporting your Learning
8. Useful Numbers

Safeguarding

Equality, Diversity & Inclusion

British Values

Radicalisation, Extremism & Prevent

Health & Safety

E Safety & the use of Computer Equipment

Multi-Faith Prayer Room

Appeals & Complaints

Your Feedback

Whistleblowing

Disclosure & Consent

Useful Policies & Documents

Key Staff

Location, Contact & Opening Times

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Your Handbook

We have published this Learner Handbook to help you find out more about us, the training and 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.

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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.

Our Mission

Providing training excellence for industry and investing in people

Our Ethos

Innovation, New-ideas, Value *and* Excellence *for* Skills *and* Training (*I-N-V-E-S-T*)



Innovative training which meets the needs of our customers



New-ideas and thinking to help individuals and businesses grow



Value in the skills and training we provide



Excellence in everything we do



Skills which contribute to the continuous development of individuals and their employability



Training which is bespoke to meet the needs of our customers and their industry

Core Values



PROGRESSIVE

in our thinking to make us stand out



ASPIRATIONAL

for our learners, staff and customers



COMMITTED

to continuously driving improvements in the quality of our provision



EMPOWERING

our staff to make their own decisions and our learners to take ownership of their learning

Curriculum Intent Statement

At NC Group we have two core intentions:

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- Provide people with the knowledge, skills, and behaviours to get them into work
- Further develop the existing knowledge skills and behaviours required to improve existing staff members, making them of more value to their employers and thus enabling them to stay in work.

Funding your programmes

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.

Apprentices:

All apprenticeship Programmes are funded by the Department for Education through the use of the Apprenticeship Levy and/or Digital Account System. You must be employed for a minimum of 30 hours per week and receiving 20% off the job training to qualify for this funding.



Adult Skills Learners & Skills Bootcamp Learners

Tees Valley Combined Authority

If you are on a pre-employment or skills bootcamp course and are a Tees Valley resident, your course is being funded by the Tees Valley Combined Authority in partnership with NC Group Ltd and The Education Training Collective (Stockton Riverside College)



North-East Combined Authority

If you are on a pre-employment or skills bootcamp course and are a North-East resident, your course is being funded by the North East Combined Authority in partnership with NC Group Ltd and Education Partnership North East (Sunderland College)



Education and Skills Fundday Agency

If you If you are on a pre-employment course and are resident in a non-devolved area, your course is being funded by the Education and Skills Funding Agency.



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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 advise 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.

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Your journey

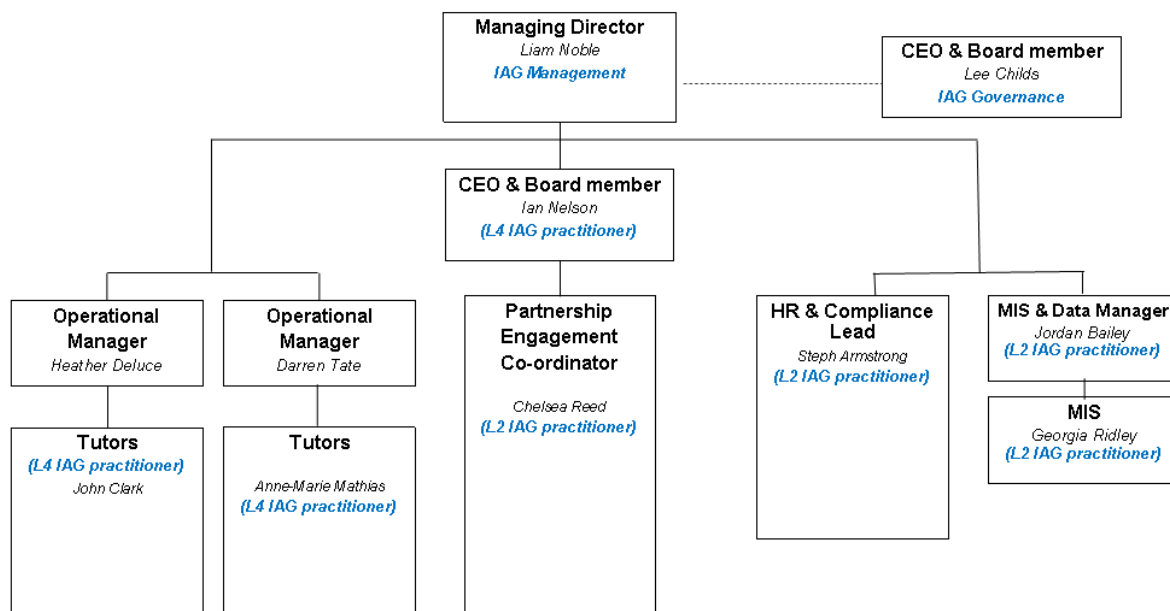
1: Information, Advice and Guidance (IAG) & Initial Assessment

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 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.

2: IAG Structure

IAG Structure 2024-2025



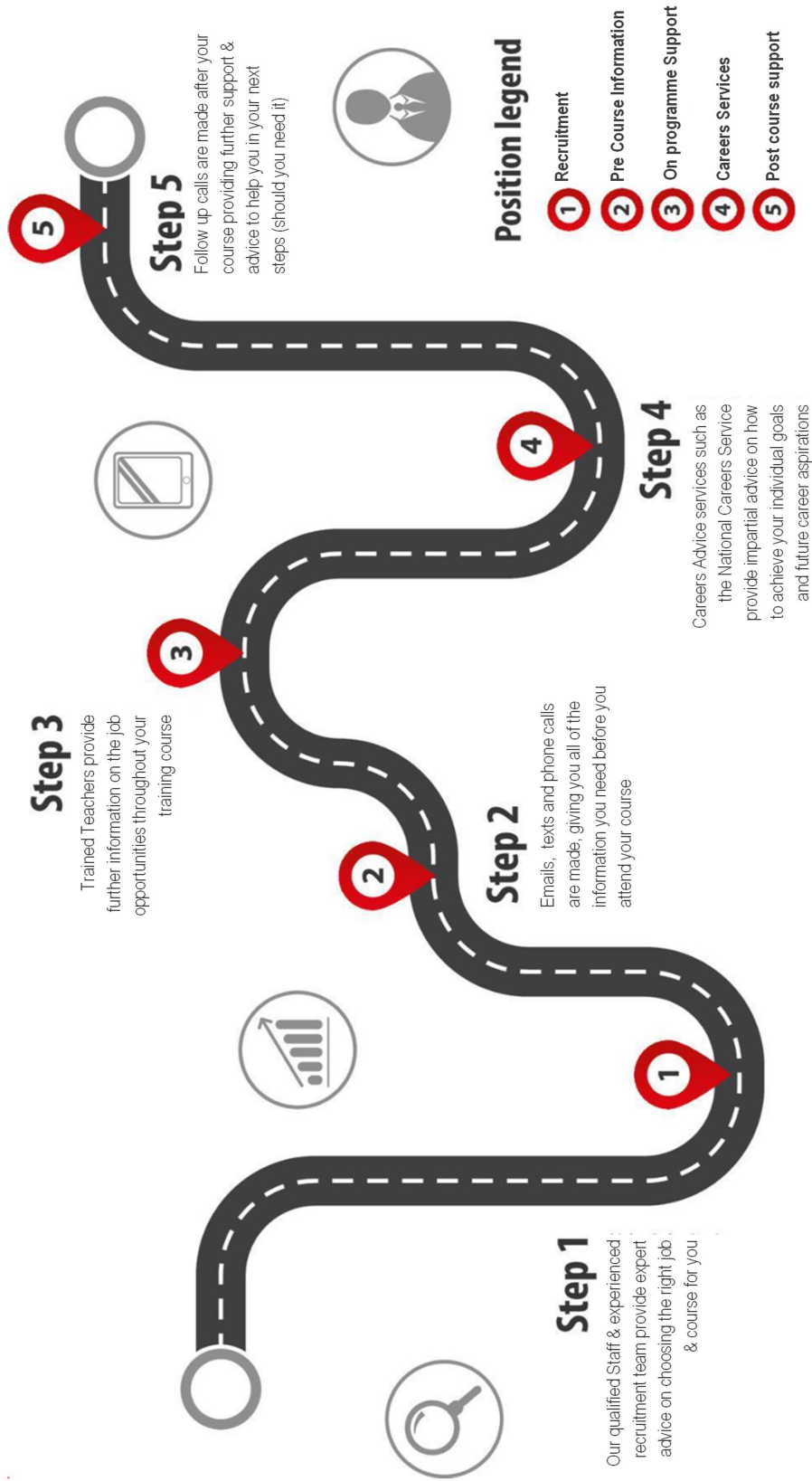
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3: Your IAG Road Map

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Information, Advice & Guidance Road Map



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4: 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 to achieve them.

5: 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.

6: 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.

6: Supporting your learning.

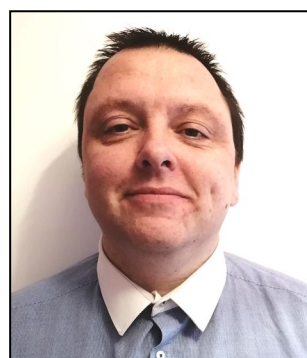
Equality of opportunity is important to us, as a result we try to provide additional support and ensure suitable information advice and guidance to all, and to those with learning difficulties, health problems including mental health, disabilities and other areas that you might require help and support 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), Darren Tate, 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



7: 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

8: 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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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.

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 & 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 & applied in the UK.

-
- Support learners to develop maths, English, ICT and Employability skills alongside vocational qualifications.

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 QR codes on the Prevent Strategy:

Mark's Story

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



Louise's Story

<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@ncgroup ltd.co.uk

[01388 737121](tel:01388 737121)

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.

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.



Appeals & Complaints

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.

Appeals Process:

When submitting an appeal, the following supporting information is required, where applicable:

- Learner(s) name and contact details
- Training/qualification/assessment or event to which the appeal refers
- Date of event to which the appeal refers
- Date(s) learner or service user received notification of NC Group decision
- Title and certificate number of the training or qualification affected Full nature of the appeal

Appeals should be made as early as possible and must be made in writing within 4 weeks of the date of the event that the appeal refers to. As much detail as possible should be submitted along with any supporting evidence available. Appeals should be submitted to the Operations Director at neil.mounsey@ncgrouppltd.co.uk

An initial response to appeals will normally be made within 5 working days, and a Director of NC Group will appoint a representative of NC Group to conduct the investigation. The representative will not have had any involvement in the training and assessment process relating to the learner or service user and will be qualified to make a final decision.

A written response will be given to all reasonable written appeals (letter or email) within a maximum of 10* working days from the date of receipt of the appeal to either:

- Amend our original decision considering the new rationale/evidence being put forward and which has now been reviewed; or
- Confirm we stand by our original decision and in doing so the rationale for this decision and where the appellant is not content with the decision made, they may appeal to the relevant regulatory body (SQA Accreditation, Ofqual, Qualifications Wales).

*If this time needs to be extended the applicant will be advised stating a predicted reply date.

Complaint's procedure and contact details for a regulator or a regulated Awarding Organisation can be obtained from the following regulators website.

- SQA Accreditation <http://accreditation.sqa.org.uk/accreditation/home>
- Ofqual <https://www.gov.uk/government/organisations/ofqual>

Where a referral is made to the regulators, we will take appropriate, preventative and/or corrective action to prevent re-occurrence as appropriate, such as:

- Identifying any other learners who have been affected to correct and mitigate, as far as possible, the effect of the failure (e.g. and amend the results for the learner(s) affected following an appropriate investigation)
- Reviewing our associated processes and policies to ensure that the 'failure' does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected
- Cooperating with any follow-up investigations required by the regulators and, if appropriate, agree any remedial action with them.

Where the appeal relates to the outcome of assessment, we will ensure independent review any assessment evidence concerned.

Where an appeal against assessment brings the outcome of other results into serious question this would be considered a potential 'adverse effect' as other learners may be affected.

Contacting the Awarding Body:

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>

Complaining to Ofqual & the Education and Skills Funding Agency

Ofqual:

- [6905 - Ofqual complaints procedure](#)
- [Complaints about Ofqual 280820](#)
- [Reporting malpractice allegations 280820](#)
- [Whistleblowing policy 280820](#)

The Skills Funding Agency

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

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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.

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.

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.

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). If you do not consent to the use of your image in line with the above, then please state so on this form.

Useful policies and documents

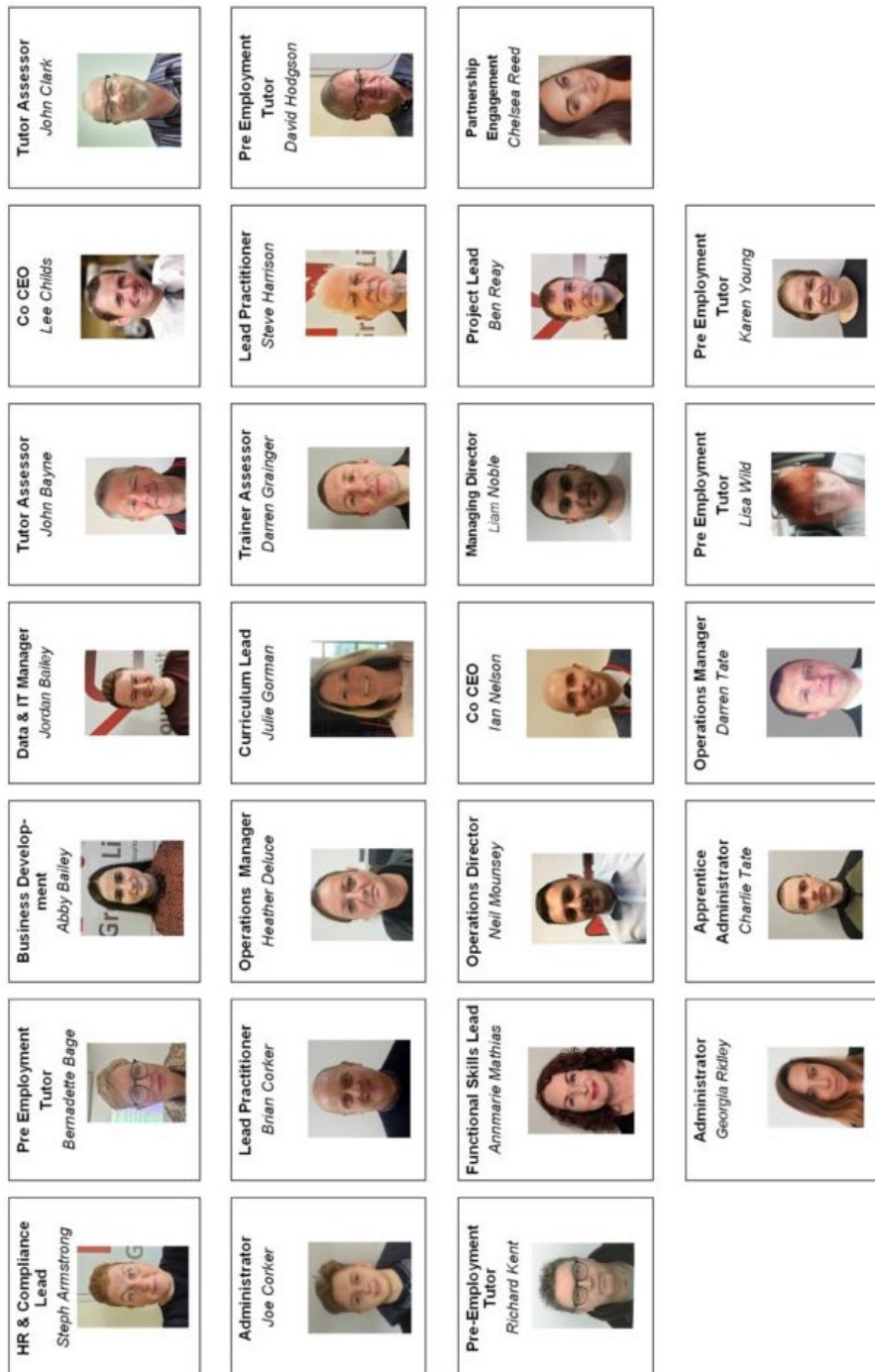
All supporting documentation and policies are available on the NC Group website:

<https://ncgroupltd.co.uk/key-policies/>

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.

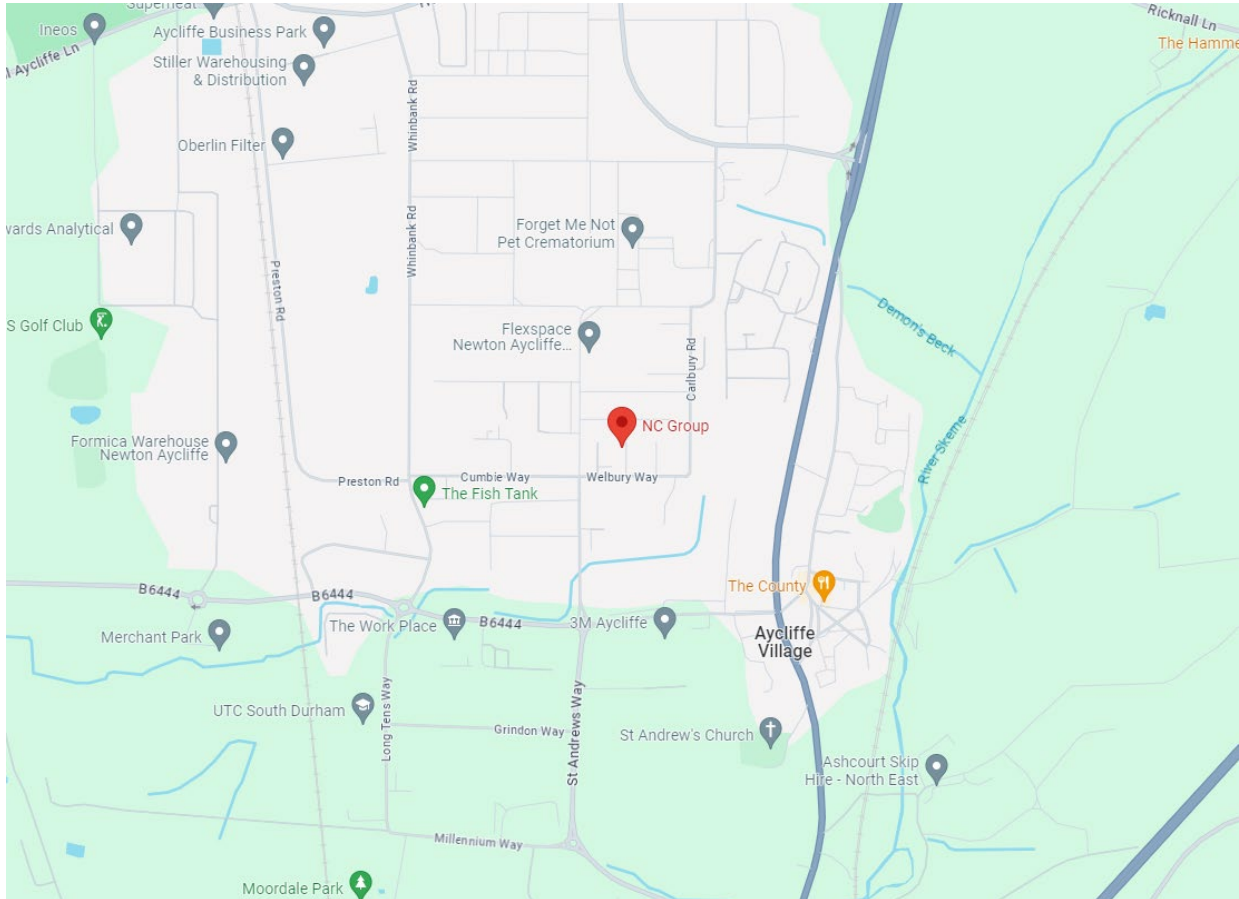
Key Staff

Below are some staff members you will see throughout your time at NC Group.



Location, Contact Information & Opening times

NC Group Limited Training Academy
Unit 3 & 4 Parsons Court, Welbury Way
Aycliffe Business Park
County Durham
DL5 6ZE



Open Monday to Friday 09:00 -17:00

Tel: 01388 737121

Email: training@ncgrouppltd.co.uk

Opening Times: Monday – Friday 9am - 5pm

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.

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