



Learner Handbook

Table of contents

Foreword by the Managing Director	4
Our Commitment to You	5
Your Commitment to Us	7
Information about Hands on Skills Training.....	8
Hours of Training	9
Site housekeeping rules	9
Malpractice.....	10
Attendance and Absence	10
Authorised absence.....	11
Unauthorised absence	11
Supporting English, Maths and Basic Skills Development.....	12
Adult Education	14
Taking an English, Maths or ICT Qualification	14
Progression & Certification.....	15
Code of Conduct	16
Equality & Diversity & Safeguarding.....	17
Procedures for Complaints	18
Appeals Policy	18
HOST's Disciplinary Process.....	18
Health and Safety at HOST.....	18
Further Learning at HOST.....	19

Foreword by the Managing Director

Welcome to HOST. Thank you for choosing to study with us. I hope you will enjoy your course and it will help you to achieve your goals.

The job of everyone here is to help you to improve your skills, employability & career choices. Staff will offer you all the help you need to do this. We provide a comprehensive service to meet all your learning and assessment needs, and our Information, Advice and Guidance staff will help you with all the things you may need to build up your confidence to enter or re-enter the labour market or to progress your current career.

Delivering the service is our commitment. Your responsibility is to attend all your classes, respect your fellow Learners and our staff, to listen to the feedback you receive from your tutors, and act upon it.

We also want to know about any problems you may be having. It is our job to address these or help you to address them, so please do not be afraid to ask for help.

I would encourage you to let your views be known if you think there are things we could do better, or praise us if you think there are things that we are doing well. You can find a feedback form in your Learner Pack – please use it.

We aim to help you reach the top. Please also do your part. Good luck on your course and in your future career.

Alex Galway

Our Commitment to You

This is a summary of the service you can expect from us:

- Staff who are fully qualified in their subject and committed to passing their knowledge on to you in the most accessible way possible.
- Lessons and assessments that start on time.
- Work left or alternative staff provided when tutors are sick.
- An atmosphere that is conducive to learning.
- The necessary equipment and technology to enable you to achieve the qualifications that you have chosen.
- The chance to feedback your views on the training that is being delivered and the facilities that we provide.
- The prompt return of any work that is taken in for marking, with constructive feedback on your performance and how to improve it, with a maximum turnaround time of two weeks.

In addition, our Learning and Work Advisers can offer you the following services, if necessary:

- Impartial and unbiased advice on the courses we provide.
- Information regarding the qualifications and career paths that our programmes offer.
- Guidance and support when you are facing personal difficulties.
- Referrals to other high-quality training providers if our courses are not suitable for you, or we cannot meet all your needs.
- Assessment to make sure the course level is right for you.
- Employability support, helping you with CV writing, application forms, interview tips and your personal skills.
- Advice on progression into work or further learning.

You can also expect:

- Free access to the Internet for job-hunting, if applicable.
- Your meetings with your Tutor and Learning and Work Adviser to remain confidential where appropriate. However, where the safety of an individual is in question, or if a serious breach of the law is suspected, we may have an obligation to notify the relevant agencies.
- Us to actively promote Equal Opportunities and Diversity.
- Us to welcome the opportunity to receive your feedback on the quality of our service to you.
- That we will actively strive to improve our services based on your feedback and our own Quality Improvement measures.
- Keep you safe and ensure Health & Safety is of the highest importance.

English, Maths, and ICT Skills

HOST are firmly committed to driving up the standards of English, Maths and Information & Communication Technology skills for all of our Learners, no matter what their initial level.

English, Maths and ICT are so intrinsically important to modern life and career progression that we believe that everyone should have the opportunity to improve their skills.

You may be worried about your current skills, or you may not even feel that you need to those skills to do your job, but we are here to show you why it is so important.

There are thousands of resources available, usually for free, so that you can learn in your own time, and we can offer support if needed.

Your Commitment to Us

Your success is also down to you and the effort you put in with our support. We will encourage you to take responsibility for your own learning and success.

We expect you to:

- Attend all of your classes and sessions.
- Listen to the feedback and advice provided by your tutor and Learning and Work Adviser.
- Engage in constructive discussion about your learning aims and progress.
- Come to your classes on time and stay for their duration.
- Keep your work-based Assessment appointments.
- Read, understand and abide by all our policies and procedures.
- Use personal protective equipment (PPE) appropriately.
- Respect your tutor and fellow Learners.
- Refrain from using abusive or aggressive behaviour or language at any point whilst you are at our training centre or in a work environment.
- Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions.

Our aim is to give you the skills to progress in your job or get you back into work, so please feel free to come and talk to us if there are any difficulties you are experiencing; this might be welfare or personal issues, or academic difficulties.

If HOST does not have the expertise to resolve your welfare issues, we will signpost you to a relevant external organisation that will be able to help.

Information about Hands on Skills Training

Hands on Skills Training Ltd. is part of the Capital Group of Companies, and has a number of related Companies with different specialist areas.

Capital Training Group provides HOST with funding through the Skills Funding Agency (SFA), the Department of Work and Pensions (DWP), and other funding organisations to enable us to offer training to you.

For all general enquiries

Hands on Skills Training

Unit 115 CEME Centre, Marsh Way, Rainham, RM13 8EU

Telephone: 020 8596 5075

info@handsonskills.co.uk

www.handsonskills.co.uk

For construction, utilities, street works, plant, and health & safety courses

Capital Group Head Office (Funding Partner)

Worple House, 22–24 Worple Road

Wimbledon, London SW19 4DD

020 8605 2800

training@capitaltraininggroup.co.uk

www.capitaltraininggroup.co.uk

Hours of Training

Generally, classes start at 8.00am and finish at 4.00pm. However, some courses may make special arrangements to vary from this. Your tutor will discuss any such changes with you.

You must sign the Attendance sheet for each training session when you arrive and when you leave. This is for health and safety purposes.

You must also ensure that your tutor records your attendance when you are in a scheduled class or supervised learning session.

Site housekeeping rules

- Learners are not allowed to eat or drink in the classrooms.
- Mobile phones must be switched off in class.
- Learners are not allowed to use the office phones except in cases of emergency.
- Personal digital devices are not allowed in classes.
- Do not leave valuables unattended. HOST will not take responsibility for your belongings in the event of damage or theft.
- You are expected to respect your tutor and fellow Learners.
- Foul and abusive language and aggressive behaviour will not be tolerated at any time.

Failure to adhere to HOST's site rules may result in removal from your training with immediate effect.

Malpractice

HOST enforces a rigorous malpractice policy for both Learners and members of staff. Below is a non-exhaustive list of examples of malpractice by Learners:

- Plagiarism of any nature.
- Collusion or working collaboratively with other Learners to produce work that is submitted as individual Learner work.
- Copying or cheating, including the use of ICT (computers, smart phones, and other such devices) to aid copying or cheating.
- Deliberate destruction or sabotage of another Learner's work.
- Fabrication of results or evidence.
- Impersonating another Learner to complete work, sit examinations, assessments or tests or vice-versa.
- False declarations of authenticity in relation to portfolio or coursework.

If a Learner is found to have broken any of these rules then an investigation will take place, which could result in a range of sanctions, up to and including removal from the course.

Attendance and Absence

If you cannot attend on any day because of illness of yourself or a dependant, you must telephone us by 8.15am and let Reception know about your absence. The telephone number is 020 8591 8500.

If you have an on-site assessment scheduled then you must contact your Assessor as soon as possible if you cannot attend. Failure to do so may result in a charge for the Assessor's wasted journey.

Authorised absence

If you are ill and inform us or you have an appointment that is out of your control, your absence will be authorised. For any such appointments you should inform your tutor in advance and show an appointment card or letter where possible.

Appointments outside of your control may be: solicitors, job interviews, court appearances, immigration interviews, hospital appointments, external exams etc.

Unauthorised absence

Other appointments should be arranged outside training hours e.g. doctor, dentist, etc. You should arrange signing-on times to be outside of training hours.

If you are absent without having told us we will telephone you or your employer. For more details please see our Attendance and Punctuality Policy.

HOST expects you to maintain a 100% attendance rate throughout the duration of your course. If your attendance drops below 90%:

- Your financial support may be affected.
- You may have to pay for your course again.
- You may forfeit access to free exams.
- You may not be able to progress onto the next level course.
- You may be withdrawn from the course.

Supporting English, Maths and Basic Skills Development

Online Resources

One of the best free online resources available is the BBC Skillswise web site, which is specifically tailored for Adults. There is a wide range of workbooks, interactive learning aids, videos, and practice tests available and the site will signpost you to further learning if you want it.

www.bbc.co.uk/skillswise

There are also resources available through the Excellence Gateway, including for ESOL (English for Speakers of Other Languages). These are comprehensive and detailed, but a little more difficult to navigate.

<http://rwp.excellencegateway.org.uk/Home>

Move-On is a web site developed by LSIS, the Learning and Skills Improvement Service. In addition to English and Maths resources, there is also guidance on money management and employability advice. In addition, there are diagnostic tests so that you can see where your starting point is. <http://www.move-on.org.uk/index.asp>

Smartphone Applications

Resources available on smartphones are changing all of the time and can be extremely engaging. For example, typing 'Maths Games' into your smartphone's App Store brings up over 2000 Apps, most of which are free.

Download a few Apps and try them out whilst you are on the train or bus travelling to work. You will be amazed at how quickly you will progress. If you would like some help on how to download the Apps then just ask.

Adult Education

Most local councils will run Adult Education classes, sometimes for free. A list of local council web sites is available at the link below. Most sites will have a link to their Adult Education provision.

<http://www.oultwood.com/localgov/countries/england.php>

Learn as Part of Your Training Programme

You may be eligible for English and Maths skills training whilst you are doing your vocational training programme. The amount of time this will take will depend on your initial level, and the level that you want to achieve. Some training will take place in the training centre and some will take place at home, and the training may lead to a formal qualification. Please ask for more details.

Take a Formal Qualification

One great way to encourage yourself to progress is to enrol for a formal English, Maths or ICT qualification.

These are available at many different levels, and we can advise on the level that is most appropriate for you.

Once you have successfully achieved one level, you can be enrolled on the next, so that you really stretch yourself and achieve your full potential.

Please speak to your Learning & Work Advisor to help you choose the most appropriate route for you.

Progression

HOST is committed to enabling learners to progress into learning at a higher level.

We will discuss your progression opportunities with you at the start, during and at the end of your course. Current learners with at least 90% attendance will be given priority in progression onto courses at the next level.

If your attendance is poor, HOST may not offer you the opportunity to progress to the next level and will expect you to make a commitment to improve your attendance.

Certificates

HOST sends certificates to the address of the person or Company that has paid for the course.

If you have not received your certificates within 3 months of the completion of your course, please let us know.

If you lose your certificate you will need to contact us and pay any necessary Awarding Organisation fees for a replacement.

Unit Certification

Learners that do not fully complete a qualification, but have successfully achieved individual units, are entitled to receive certificates for these units. These individual units may be used in future to complete whole qualifications with alternative training providers and/or Awarding Organisations, where possible.

Code of Conduct

Staff and students should support effective working relationships by:

- Respecting each other and each other's opinions irrespective of sex, ethnicity, disability, sexual orientation, age, or faith.
- Challenging and refraining from behaviour which others may find discriminatory or aggressive.
- Make responsible use of computer equipment and Internet access.
- Consider the health and safety of yourself and others, maintain a clean and tidy learning environment and avoid eating and drinking in the training rooms.
- Being punctual and giving adequate notice of any form of absence to enable lessons and meetings to begin on time.
- Maintain a safe environment for all.

There are detailed policies on Equality & Diversity, Health and Safety, Safeguarding and Safe Computer Use, Sustainability, and Complaints Procedures that provide further detail as to how this code of conduct should be applied.

These policies are available on request from the main reception, and are summarised in the following sections.

Equality & Diversity

HOST is committed to ensuring that all members of the community can participate in learning. Therefore we place strong emphasis on equality of opportunity.

HOST's aim is to ensure that no learner or worker receives less favourable treatment on the grounds of sex, ethnicity, disability, sexual orientation, age, or faith.

Safeguarding

HOST is committed to providing a safe learning environment for all its Learners, in particular young people and vulnerable adults. Our safeguarding policy is in place to ensure that the risk of incidents occurring are reduced, and a framework is in place to identify, investigate and deal with any issues that may arise.

Safeguarding issues can be defined as keeping young people and vulnerable adults safe from:

Maltreatment, neglect, violence, and sexual exploitation.

Accidental injury and death.

Bullying and discrimination.

Crime and anti-social behaviour in and out of the training centre.

In addition, young people should have:

Security, stability, and be cared for.

Parents, carers, and family that provide safe homes and stability.

If you are worried about any of these issues that involve you or a fellow Learner then contact a member of staff immediately.

The Designated Persons for Safeguarding are Garry Burnett (020 8591 8500) at HOST and Jim Gallagher (020 8605 2800) at Capital Training Group.

Appeals Policy

If you disagree with a grade, mark, or any assessment decision that you receive, then you have a right to make an appeal.

The Appeals Policy follows a specific procedure, and this is available on request from reception.

Procedures for Complaints

We hope that you will be happy with the service you receive. If you are not, please attempt to discuss the problem with your Course Tutor or Assessor or the Information, Advice and Guidance staff in the office.

However, if your complaint cannot be dealt with informally, then we would prefer if you can let us know what has gone wrong in writing. We will deal with your complaint constructively and efficiently and use it to learn from your comments and improve our service.

Please obtain a HOST Learner Complaint Form from reception. Submit this to our Managing Director, Alex Galway.

Your complaint will be acknowledged within a week and a full response will be provided to you within ten working days.

HOST's Disciplinary Process

We try our best to avoid using the disciplinary process but unfortunately sometimes it is necessary. The process has three stages and is based upon the standard practice in most colleges and companies. Below is a basic summary:

Stage One – is a formal verbal warning issued by the course tutor

Stage Two – is a formal written warning specifying the nature of the problem and the improvements required

Stage Three – is suspension or dismissal

The three stages do not necessarily follow each other consecutively. For further reference please see the Learner Disciplinary Procedure which is found in the Policies section on our Intranet.

Health and Safety at HOST

Learners sign in and out at both sites in order to establish that everyone has been safely evacuated if there is a fire.

All accidents must be reported to HOST staff and recorded in the Accident Book. There are first aid kits and first aiders available.

Learners must make responsible use of computer equipment and Internet access.

Learners must consider the health and safety of yourself and others, maintain a clean and tidy learning environment and avoid eating and drinking in the training rooms.

Further Learning at HOST

HOST are committed to encouraging all Learners to reach their full potential. Below is a list of current qualifications that we offer, many of which attract funding, so the cost is reduced to you.

If we do not offer the course that you want then please contact us and we will help you find somewhere that does.

CPCS Training & Assessment NRSWA Operative & Supervisors Confined Spaces Deep Excavation/Trench Support Safe Control of Operations (SCO) Cross-Country Pipeline Electro & Butt-Fusion Manual Handling Abrasive Wheels First Aid IOSH, SMSTS, SSSTS	L2&3 Plant Operations L2&3 NCO (Gas & Water) L2 Construction Operations L2 Highways Maintenance L3 Construction Site Supervision L3 Occupational Work Supervision L6 Construction Site Management L6 Construction Site Ops Mngmnt L7 Construction Site Management
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If you are interested in any of the courses above then please contact us on 020 8591 8500 or on info@handsonskills.co.uk.