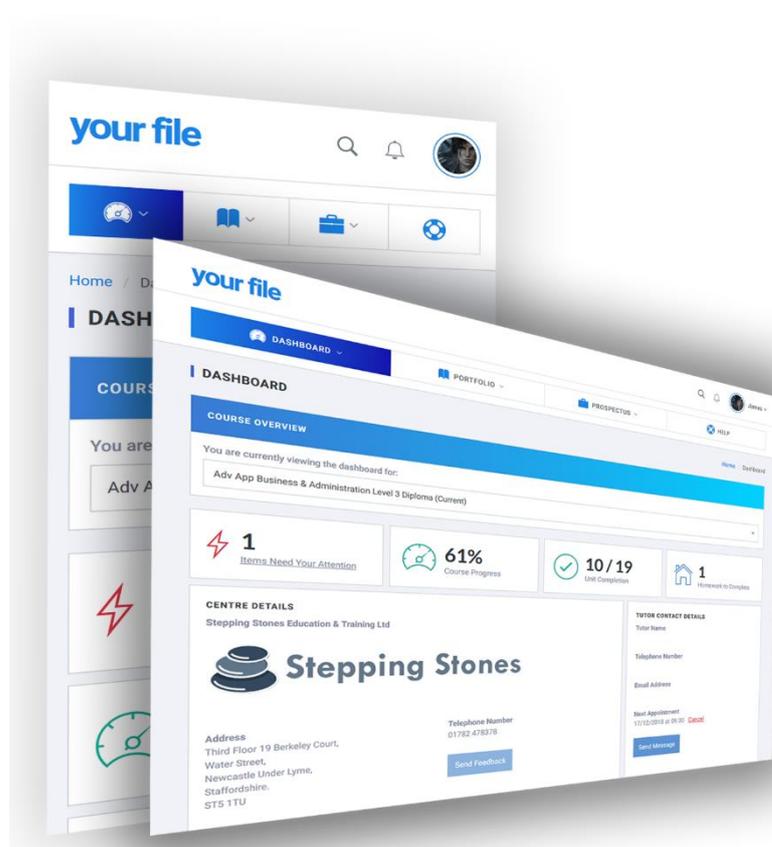


Stepping Stones

Education & Training



Apprenticeship Student Handbook



Version 3.1 (28.08.2020)

Contents

Section 1 - About Us

Section 2 - Useful Contact Details

Section 3 - Welcome to Stepping Stones Education & Training

Section 4 - Apprenticeship Information

Section 5 - Apprenticeship Broken Down

Section 6 - Who is involved in Your Training?

Section 7 - Legal Entitlements

Section 8 - Your File

Section 9 – Equality, Diversity & Inclusion

Section 10 - Health & Safety

Section 11 - Safeguarding & Prevent

Section 12 - Grievance & Appeals

Section 13 – What you need to know

Section 14 – LRS Privacy notice: guidance for training and learning providers

Section 15 - Useful Websites



1.About Us

Ideally located in the heart of Newcastle-under-Lyme, Stepping Stones Education & Training prides itself on offering a wide range of training services, helping people of all ages to progress on in their career. Our professional team has over 20 years' experience within the training and education industry, and we are specialists in several sectors, so you can be sure that you are always in safe hands.

We are committed to providing the highest standard of training. Our reputation for the innovative way in which we deliver training is based upon experience, self-assessment and candidate feedback. In short, we don't take our reputation for granted and are always looking for ways of pushing the boundaries even further. We have already successfully achieved accreditation with Matrix, Highfield, BIIAB, NCFE, AELP & VTCT, to offer a wide range of programmes. In addition, we have developed tailor made courses to support the individual needs of our clients.

Our aim is simple...

“to deliver the best training possible to meet the needs of our clients”



2. Useful Contact Details

Operations Director: Andy Talbot – 07971 074023 (ext 100)

Finance Director: Rebecca Miller – 07970 687123 (ext 101)

Business Development Director: Annetta Talbot – 07771 797950 (ext 105)

Main Reception – 01782 478378

(if you know the person that you need to speak to please call the above & enter the extension number that is below).

Safeguarding/ Learner Welfare

Annetta Talbot

M: 07771 797950

E: annetta@stepstones-uk.com

Quality Team

Pat Gough

E: pat@stepstones-uk.com

Tutors

Admissions/ Enrolment Team

T: 01782 478378

Tracey Jones – Ext 401

E: tracey@stepstones-uk.com

Anna Lowndes – Ext 103

E: anna@stepstones-uk.com

Kerry Jones – Ext 402

E: kerry@stepstones-uk.com

Emma Hall – Ext 106

E: emma@stepstones-uk.com

Dawn Jones – Ext 404

E: dawn@stepstones-uk.com

Samuel Twigg – Ext 108

E: sam@stepstones-uk.com

Abigail Cooper – Ext 400

E: abigail@stepstones-uk.com

Stepping Stones aims to provide high quality education and training to the widest range of people nationally.

The details in this course guide were correct at the time of print. Stepping Stones however, reserves the right to alter the information contained in this publication at anytime.

For more details please call 01782 478378

Or e-mail enquiries@stepstones-uk.com

Designed and written by **Stepping Stones**

3. Welcome to Stepping Stones



As an apprentice through Stepping Stones Education & Training you get paid and train at the same time, with at least 20% of your time spent in off the job training. An Apprenticeship is a real job, with hands-on experience and a salary. You will be treated just like all the other employees, with a contract of employment and entitlement to holiday leave.

If you are 16 or over, you can become an apprentice as long as you spend at least 50% of your working hours in England - for the duration of the apprenticeship and you are not in full-time education. You will train to be fully competent in your chosen profession which will help you to progress in your working life.

There are hundreds of different apprenticeships to choose from. Whether you're at the start of your career, want to change career direction, if you're returning to work after a break or your employer wishes to upskill you.

All apprenticeships make sure you're 'job ready' for the role you have trained for.

4.Apprenticeship Information

Completing your apprenticeship means you've earned and learned. Given your training is funded by contributions from the government and your employer, and you receive a regular salary, apprenticeships are a great option for getting on the job ladder or supercharging your career.

There are a number of routes that you can take after an apprenticeship. You can use the skills that you have developed to carry on in employment. You can also use the apprenticeship programme to go on to a advanced and then a higher apprenticeship. Apprenticeships are constantly evolving and as such many now can count towards your university application if that is a route that you would like to follow.



Apprenticeship Facts:

- It's an opportunity to learn the theory and apply it practically.
 - After an apprenticeship 90% of people stay in employment
 - It's a real job, you'll work a minimum of 30 hours a week.
 - The national minimum wage for an apprentice is £4.15 an hour.
- Apprenticeships are not just for school leavers. They are for anyone who is 16 or over, including, graduates, senior managers and directors.
 - Those completing a higher apprenticeship could see increased earnings of an estimated £150,000 over their lifetimes.
 - 1 in 5 companies have a former apprentice at board level.
 - 92% of apprentices felt their apprenticeship had a positive impact on their career.

What's in it for the employer:

- Apprenticeships enable businesses to grow their skills base resulting increased profits, lower prices and better products.
- 80% of employers report that apprenticeships reduce staff turnover.
- 77% of employer believe apprenticeships make them more competitive
- 89% of employers reported that apprenticeships helped their business improve the quality of their product or service.

5.Apprenticeship Broken Down

Qualification:

To achieve your apprenticeship your tutor will visit you at regular intervals at your place of work and you will be assessed on practical work-based tasks which will be led by you. You will be set research topics and/or regular assignments, partake in guided professional discussions and complete reflective accounts of your own work practice to build up your knowledge and understanding.

Technical Certificate / Diploma (theory):

Depending on the qualification that you are working towards, you will have to complete work through a variety of formats, there will be assignments, workbooks & test-based modules.

Functional Skills:

Through completion of your apprenticeship you will also have the opportunity to upskill yourself and develop your functional skills in both math's and English, and in with some frameworks, ICT also. You will be given resources by your tutor to work through to help with completion of the functional skills and you will be encouraged to develop your functional skills further in the workplace.

Employment Rights & Responsibilities (ERR):

This explains to you your rights and responsibilities as an employed apprentice, you will have the guidance to reflect on your own contract of employment, job specification and to learn more about the sector that your company falls under.

Personal Development:

As part of the qualification it is important that you also develop your own personal and professional progress, your tutor will support you in this area and will help you to understand the importance of reflection on your own practice. You will be required as part of the apprenticeship to complete a set amount of guided learning hours, which will include company induction, training, workshops, seminars, team meetings, etc. This will be discussed with your tutor at the start of the qualification and you will be shown how to complete your own development plan and how to keep a diary of activities which will be used as working documents through the qualification to be monitored and updated at each appointment.

6. Who is Involved in your Training?



Your workplace employer / mentor:

This is the person within your workplace who will supervise you in all aspects of your job, they will monitor and supervise the workloads you are given and your productivity, as well as supporting you through your training and giving you guidance to help you to achieve your apprenticeship.

Your Tutor:

You will have one tutor assigned to you for the duration of the qualification and they will give you the guidance and support that you will require throughout the qualification.

They will:

- Explain the qualification and the assessment process to you
- Identify any additional training or skill needs
- Carry out assessments
- Help you to develop your portfolio of evidence
- Explain the Grievance & Appeals procedure

Both your mentor and tutor will guide you throughout the apprenticeship programme, between them they will complete your health & safety, welfare appraisal and safeguarding & prevent review, to ensure that the company complies with the Ofsted requirements and relevant employment laws. Your tutor and mentor will complete regular progress reviews with you to ensure that you are on track and to discuss any areas of improvement or concerns that you may have.

7. Legal Entitlements

Contract of Employment:

It is a legal requirement that all apprentices have a contract of employment, these give the details of the terms and conditions of your employment and your commitment from your employer, including: how long you'll be employed by them, the training that you will receive, your working conditions and the qualifications that you are working towards.

Apprentices should work for a minimum of 30 hours a week and a maximum of 40.

Pay Rates:

Your level of pay will be decided by your employer and should be detailed in your contract of employment, this can be checked on the gov.uk website. It is a legal requirement that your employer complies with minimum wage act. All employees should be given itemised pay statements.

Current rates

These rates are for the National Living Wage and the National Minimum Wage. The rates change every April.

Year	25 and over	21 to 24	18 to 20	Under 18	Apprentice
April 2019 (current rate)	£8.21	£7.70	£6.15	£4.35	£3.90
April 2020	£8.72	£8.20	£6.45	£4.55	£4.15

Apprentices are entitled to the apprentice rate if they are either:

- Aged under 19
- Aged 19 or over and in the 1st year of their apprenticeship

Holidays:

An employee is entitled to holidays from the first day of employment, the minimum entitlement is 20 days annual leave per year plus all bank holidays.

To check your holiday entitlement please visit:

<https://www.gov.uk/calculate-your-holiday-entitlement>

8. YourFile

Accessing your course and tracking your progress could not be easier!

Here at Stepping Stones we have been working really hard to make it easier for you to access your qualification any time, day or night.....Welcome YourFile.

<https://yourfile.co.uk> (www.yourfile.co.uk/login.php)

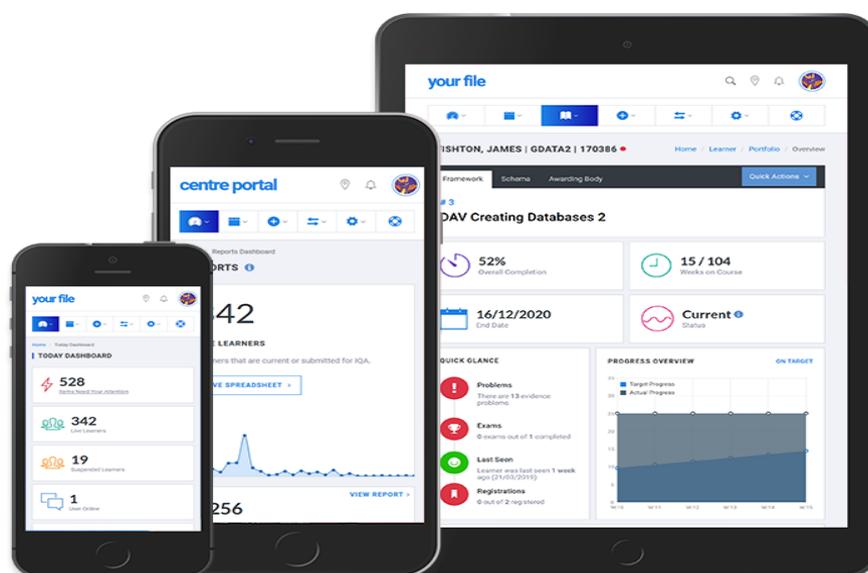
Within YourFile, you have your own dashboard, which shows both your progress over each component within the qualification and your progress for the framework, which means you can see exactly what is left to be achieved or what has already been achieved.

If you have any questions or queries, contacting your tutor couldn't be easier, you can message your tutor via YourFile.

Additionally, you can also view visit reports, reviews and action plans – so don't worry if you have forgotten what work you were set on your last visit.

The benefits of YourFile include:

- Access anytime, anywhere
- Helps you track your progress
- Enables you to contact your tutor at any given time
- Feedback can also be given any time
- Increased support for you
- Support available Monday to Friday 08.30am till 16.30pm



9. Equality, Diversity & Inclusion

Student Protection:

Stepping Stones will ensure that all learners have access to all appropriate learning provision without prejudice on the grounds of special educational needs. We celebrate diversity and challenge any form of discrimination and we strive to ensure that **ALL** have a safe and enjoyable place to work, regardless of:

1. Age
2. Disability
3. Gender Reassignment
4. Sexual Orientation
5. Religion or Belief
6. Marriage or Civil Partnership
7. Pregnancy and Maternity
8. Race
9. Sex



Helping us to get it right:

If you have any compliments, comments or complaints you should your speak to your tutor or manager in the first instance, however, if you feel uncomfortable doing this or have any immediate concerns then please email enquiries@stepstones-uk.com all queries will be dealt with in accordance with company policy and response will be issued within 15 working days.

Learning Support:

Support is available to all learners in regardless of any disabilities, learning difficulties or health related issues which may affect their learning. During the induction process, additional screening will be carried out to identify additional support that may be required throughout the qualification.

Learner Voice:

The staff at Stepping Stones are keen to listen to learners, as well as regular feedback surveys, learners are encouraged to share their views with their tutor. If any issues are identified, then your tutor will help to rectify them. All learner views, big or small, are a vital part of the development of Stepping Stones to ensure the best learning outcomes are possible.

10. Health and Safety

Everyone has the right to work and study in safe and secure surroundings, by being aware of health and safety and working together this can be achieved.

Stepping Stones ensures your health, safety and welfare by doing the following:

- Checking that your employer follows all health and safety rules and regulations
- Conducting a Health and Safety appraisal with your employer
- Ongoing monitoring and reviewing of Health and Safety practices and procedures in the workplace.



Whilst we have a responsibility for your welfare, you have a responsibility for your own health and safety.

Health and Safety standards of behavior that may be expected of you:

- Use the correct Personal Protective Equipment (PPE)
- Respect all equipment and use only as trained to do so and for their intended purpose
- Do not use equipment without prior consent or training
- Obey all health and safety rules & regulations as set by your employer
- Operate high standards of housekeeping
- Familiarise yourself with your company's health and safety policy
- Behave in a way that ensures both your own and others safety
- Make sure that you are aware of all safety procedures in the unlikely event of a fire or a workplace accident.



If you suffer a personal injury, seek assistance from a first aider who will treat you. All accidents and emergencies should be reported to your employer, who will report under RIDDOR if required.



11.Safeguarding and Prevent

The Prevent Duty is a Government strategy that was introduced to safeguard communities against the threat of extremism, radicalization and terrorism, and for the promotion of British Values. As a learner with Stepping Stones, your welfare will be our priority and your tutor will help you to understand the relevance of British Values and how you can help to safeguard yourself and others within the workplace.

Concerns and identifying possible radicalisation warning signs:

Signs of vulnerability may include:

- Loneliness or isolation
- Changes to a family situations/family tensions
- Poverty
- Political grievances
- Crime/anti-social behaviour



Possible warning signs may include:

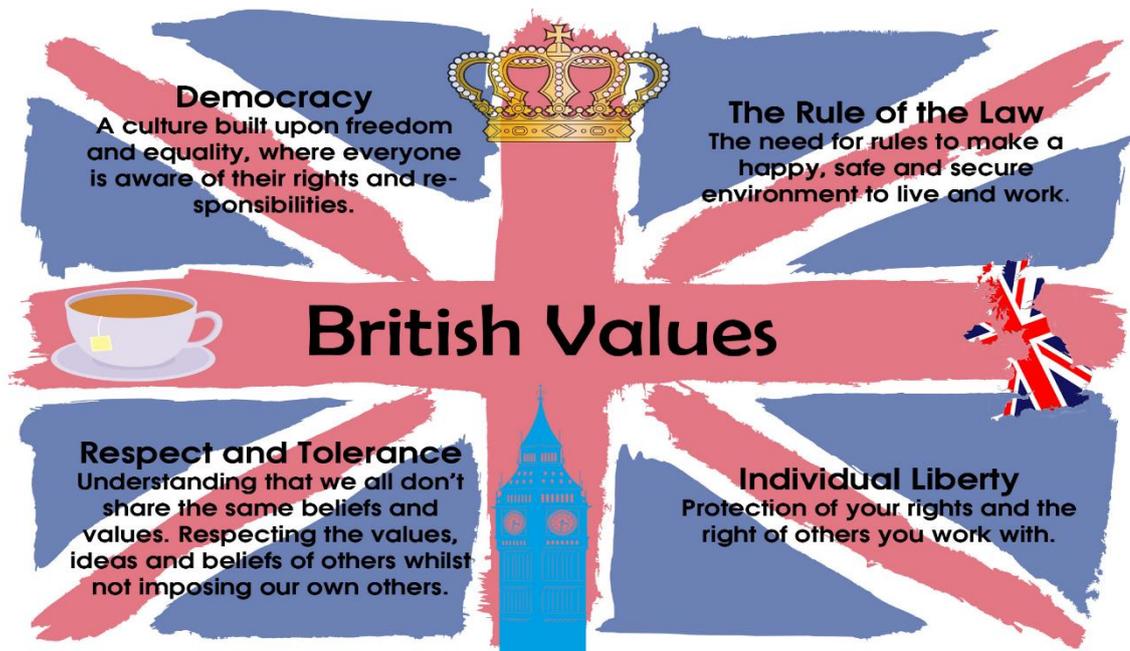
- Progressive changes in behaviour – such as significantly changing their appearance, changing peer/friendship groups
- Argumentative and unwilling to listen
- Unwilling to engage with those of different race, religion, gender etc
- Accessing extremist material, showing sympathy to extremist groups

Employer Responsibility:

- Be alert to any changes in behaviour that may give you cause for concern.
- Provide opportunities for employees to discuss their own concerns about extremism, events in the news and about British values.

Stepping Stones Responsibility:

- All staff have completed training on Prevent Duty
- Be aware when it is appropriate to refer concerns to our safeguarding teams
- All staff to undergo DBS (Disclosure and Barring Service) checks
- Provide students with information so they know how to protect themselves from extremist views contrary to British values



What is safeguarding?

Safeguarding is about keeping people safe, this includes protecting your right to live in safety, free from abuse and neglect.

What is abuse?

Abuse is a violation of someone's human and civil rights by another person or group of people.

The person causing harm may be known to the person suffering abuse, they may be in a position of trust and power. Abuse can happen anywhere, including at home or in public places. Abuse can be a single incident or repeated acts, which could fall into the following categories:

- Physical Abuse
- Emotional Abuse
- Decimation
- Sexual Abuse
- Financial Abuse
- Neglect
- Self-Neglect
- Institutional / organisational abuse
- Online abuse
- Bullying and cyberbullying
- Domestic abuse
- Grooming

If you think you have suffered/witnessed any of the above forms of abuse, you should report this to the safeguarding officer:

Annetta Talbot

Tel: 01782 478378

Email: annetta@stepstones-uk.com

12. Grievance & Appeals

We strive to deliver a high-quality service to all of our customer and learners, across all of our qualification. However, we recognize that we don't always get it right and therefore we welcome compliments, comments and complaints to allow us to develop and make changes as required to improve the delivery of our service across the board.



We want to ensure that we continue to delivery high quality training and improve our commitment of service to you. All complaints are dealt with in a confidential manner, ensuring that there will be no repercussion to you for making a compliant and it will not affect your rights as a learner.

If you have a complaint about any aspects of your training with Stepping Stones, or you feel that you are being treated unfairly in the workplace then you should take the following action:

- **Raise the issue with your tutor**
- **If no satisfactory solution is agreed, then the matter will be referred to Andy Talbot – Operations Director**
- **Should no satisfactory solution be reached then the matter will be referred to the relevant funding partner**
- **If you still feel that the matter remains unresolved, you may wish to further escalate your complaint to either the awarding body or the Skills Funding Agency, depending upon the nature of the complaint.**

If you do have a complaint to make, then please email andy@stepstones-uk.com or alternatively you can put your complaint in writing and send it to:

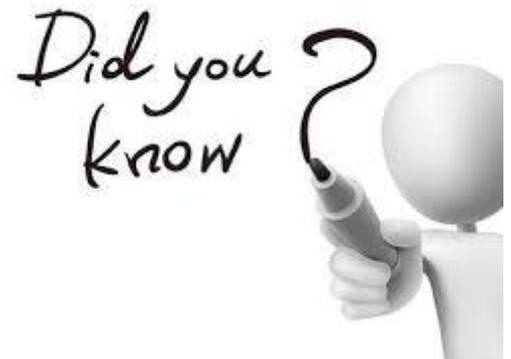
Stepping Stones Education & Training Ltd,
Unit 2, Brindley Court,
Dalewood Road,
Lymedale Business Park,
Newcastle-under-Lyme,
Staffordshire,
ST5 9QA

OVERALL RESPONSIBILITY FOR THIS PROCEDURE IS HELD BY THE DIRECTORS

13. What You Need to Know

How long will the qualification take?

The time frame differs on the type of the apprenticeship you undertake. This will be discussed at the beginning of your programme when your tutor builds you an individual learning plan. Apprenticeships generally take between 12 to 24 months. If you are unsure of the length of your programme then you can contact the Stepping Stones Office on 01782 478378.



What hours will you work?:

Most apprenticeships are based on full time working hours; however, this will not always be Monday to Friday 9am – 5pm. Your working hours will be agreed between you and your employer before commencement of employment, and your apprenticeship programme will be tailored to your individual needs.

Dress Code:

Depending on the sector that you are working/training in you may be required to follow a dress code. This will be discussed prior to starting your apprenticeship and may involve wearing safety equipment for your own safety.

Attendance:

If you are unable to attend work, you must follow your employer's procedures for reporting an absence. If you are unable to meet with your tutor you must contact them via YourFile, telephone, email or contact Stepping Stones head office.

NUS Student Card:

Being an apprentice with Stepping Stones you will be entitled to apply for a NUS card following this link: <https://www.apprenticeextra.co.uk/buy-now.aspx> you will need to provide a passport photo and pay £11.50 (£1p&p) and in return you will be offered discounts from more than 120 high street and online retail partners.



14.LRS Privacy notice: guidance for training and learning providers

Overview

To meet the requirements of the data protection legislation, schools, colleges, and learning/training organisations are responsible for issuing a copy of the privacy notice to learners and/or parents/guardians. This notice summarises the information held on record about them, why it is held and the third parties with whom the data may be shared.

The Learning Records Service provides two versions of the privacy notice text. As a minimum, tier 1 notice wording should be included in the learning providers / learning advisors / awarding organisations' own privacy notice where the organisation has a direct relationship with the learner.



Privacy notice for pupils, students, learners, and trainees

1. Tier 1 privacy notice text

The information you supply is used by the Learning Records Service (LRS). The LRS issues Unique Learner Numbers (ULN) and creates Personal Learning records across England, Wales and Northern Ireland, and is operated by the Education and Skills Funding Agency, an executive agency of the Department for Education (DfE). For more information about how your information is processed, and to access your Personal Learning Record, please refer to: <https://www.gov.uk/government/publications/lrs-privacy-notices>

2. Tier 2 privacy notice text

The Learning Records Service (LRS) Issue you an Unique Learner Number. The LRS issues ULNs to learners in England, Wales and Northern Ireland, and is operated by the Education and Skills Funding Agency (ESFA), an executive agency of the Department for Education (DfE) in England. This privacy notice explains how we use your personal information. For the purposes of relevant data protection legislation, the DfE is the data controller for personal information processed.

How we use your personal information

The Learning Records Service (LRS) is operated by the ESFA. The LRS collects information about learners registering for relevant post-14 qualifications, for example:

- GCSEs and A-Levels
- Entry to Employment Certificates
- Regulated Qualifications Frameworks

- Welsh Baccalaureate and associated units

The LRS uses your information to:

- issue you with a Unique Learner Number (ULN)
- create your Personal Learning Record (PLR)

The ULN enables education and training sector organisations, and Awarding Organisations regulated by Ofqual in England, Qualifications in Wales (QiW) in Wales and CCEA in Northern Ireland, to share information about participation and achievement in a consistent and approved manner, promoting good information management practice, and helping to improve accuracy and efficiency. It benefits you through enhancing the application processes to Awarding Organisations, learning providers, learning advisors and other third parties.

The PLR stores your education and training participation and achievement information collected directly from educational institutions and other bodies.

How we collect your personal information

The LRS collects information from:

- DfE, schools and training / learning providers
- information provided by you when enrolling with the training/learning provider
- participation and achievement data held by the Welsh Government
- accredited achievement data supplied by awarding organisations

How we share your personal information

All organisations that have control of personal data about you and that we store in the LRS are required to register with the Information Commissioner's Office and to handle your information in accordance with the latest data protection legislation.

The LRS is accessible by organisations under agreement with the DfE (England). Your personal information is only accessed through the LRS by organisations specifically linked to your education and training, including those organisations specified in Regulations made under section 537A of the Education Act.

Awarding organisations can access limited achievement data that we hold about you, in order to verify its accuracy.

How long we will keep your personal information

We will only keep your personal information for as long as we need it after which it will be securely destroyed. Your personal information stored in the Personal Learning Record is retained for 66 years. We may need to keep your other personal information where held indefinitely for research and statistical purposes.

Your data protection rights

You have the right:

- to ask us for access to information about you that we hold
- to have your personal data rectified, if it is inaccurate or incomplete
- to request the deletion or removal of personal data where there is no compelling reason for its continued processing
- to restrict our processing of your personal data (i.e. permitting its storage but no further processing)
- to object to direct marketing (including profiling) and processing for the purposes of scientific/historical research and statistics
- not to be subject to decisions based purely on automated processing where it produces a legal or similarly significant effect on you

Contacting us about your information

If you would like:

- more information about how we process your personal information
- to make a request about your information – for example to request a copy of your information or to ask for your information to be changed

Please follow the guidance on the [how to access your personal learning record](#).

If you wish to complain about our handling of your information or contact our Data Protection Officer, you can use our secure [online contact form](#) or write to:
Ministerial and Public Communications Division

Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

Correspondence for the Data Protection Officer should be marked for the attention of Emma Wharram, Data Protection Officer.

14-19curriculumteam@education-ni.gov.uk

15. Useful Websites

Booklets and Advice on Employment Matters

Advisory, Conciliation and Arbitration Services (ACAS)

www.acas.org.uk

Helpline:

T: 0845 47 47 47

(Mon-Fri 08:00-20:00, Sat 09:00-13:00)

Minicom

08456 06 16 00 (Mon-Fri 08:00-20:00)

Head Office:

Euston Tower
286 Euston Road
London
NW1 3JJ

T: 0207 396 0022

ACAS Publications:

T: 08702 42 90 90

F: 020 8867 3225

E: acas@ecgroup.co.uk

National and local advice services

www.careerswales.com

Information about Modern Apprenticeship Frameworks & National Occupational Standards

Cfa Business Skills at work:

www.cfa.uk.com

6 Graphite Square Vauxhall Walk

London

SE11 5EE

T: 020 7091 9620

General Advice

Citizens Advice

www.citizensadvice.org.uk

Advice guide

www.adviceguide.org.uk

England

www.adviceguide.org.uk/index/life/employment.htm

Wales:

www.adviceguide.org.uk/wales.htm

Anti-Terrorist Hotline

T: 0800 789321 / 999

Stepping Stones aims to provide high quality

education and training to the widest range of local people.

The details in the course guide were correct at the time of print. Stepping Stones however, reserves the right to alter the information contained at any time.

Please call us with any queries you may have on 01782 478378.

Stepping Stones prides itself on being a green organisation, which has undertaken a series of initiatives designed to reduce the size of our carbon footprint.

We promote the use sustainable resources and discourage wasteful, or damaging, environmental practices and continue to raise awareness and understanding of environmental issues amongst all staff and students.