

Learner Handbook

Care First Training Head Office:

Regus Brentwood
Jubilee House, 3 The Drive,
Room 001
Great Warley
Brentwood
Essex, CM13 3FR
T+44 (0) 1277 725 966

info@carefirsttraining.co.uk
www.carefirsttraining.co.uk

Dear Learner,

I would like to take this opportunity of welcoming you to your course of study with Care First Training.

You have made a decision to undertake a new learning opportunity. Some of you will be studying to gain a qualification that you require for your work purposes to assist you retain your employment; some of you will be studying through personal choice and wish to enhance your career prospects; some will be studying for recreational purposes and enjoyment and some of you will even be studying because your employer had directed you to this course as they wish or require you to achieve the qualification. Whatever your reason for being on this programme you are more than welcome.

I hope that you find this course of study both enjoyable and educationally useful. Care First Training is fortunate to have a highly skilled and talented staff team and I am sure that you will gain from their experience and knowledge. It is their wish and desire for you to succeed with your qualifications and so please make full use of your time with them.

I wish you every success with your course. Good Luck.

Yours Sincerely,

Deola Sulola
Executive Director

Contact Details

Care First Training Head Office:

Regus Brentwood
Jubilee House, 3 The Drive,
Room 001
Great Warley
Brentwood
Essex, CM13 3FR
T+44 (0) 1277 725 966

Email: info@carefirsttraining.co.uk

Useful Staff Contacts:

Engagement Manager:
Safeguarding Officer:
Contracts Director:
Operations Director:
Exams Officer:
Lead Internal Quality Assurer

Johan Pedrono
Deola Sulola
Dáre Akosile
Kaminee Hirani
Rebecca Brice
Kaminee Hirani

Johan@carefirsttraining.co.uk
Deola@carefirsttraining.co.uk
Dare@carefirsttraining.co.uk
Kam@carefirsttraining.co.uk
Rebecca.Brice@carefirsttraining.co.uk
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Health and Safety Statement

The company has a duty to ensure so far as is reasonably practicable the health, safety and welfare of their employees at work. The company has control of non-domestic premises and therefore also has a duty towards people who are not their employees but use their premises.

The company aims to maintain a high standard of health and safety and recognises the importance of all staff, customers and visitors adhering to this policy.

Induction

During the induction process your Lecturer will explain the Health and Safety Policy and Procedure and will guide you on where to access this on smart assessor your electronic e-portfolio. Your tutor will also ensure that you receive any specific training required to undertake the course safely and that you are supervised appropriately for practical work, and given advice on any protective clothing and equipment needed.

Health and Safety - Individuals Responsibility

All individuals are required to act in a manner that does not put themselves or others into danger. Individuals should inform their Tutor of any acute or medical condition that they have so the appropriate action can be taken in the event of illness etc. A note of this information will be placed in your file.

All individuals have to:

- Co-operate with tutors on health and safety matters;
- Not interfere with anything provided to safeguard your health and safety;
- Take reasonable care of your own health and safety ;
- Report all health and safety concerns to an appropriate person (your Tutor or Care First Training Head Office)

Individuals are also required to report any unsafe practices, broken/damaged equipment and materials and potential health and/or safety hazards to your Tutor / Care First Training Head Office.

Any pregnant individual should inform their Tutor and Employer as soon as is reasonably practicable so that any increased risk within your job role can be assessed.



Health and safety - Accident/incident reporting

All individuals must report accidents injuries and any incidents, no matter how minor, to a Designated First Aider whilst on company premises, or when attending external premises to the venues designated Health and Safety Officer who will take a record of details. These details must then be passed to the designated Office Manager at Care First Training Head Office and recorded in the accident book.

Please report all accidents, injuries and incidents to our Head Office.

Office Telephone number: +44 (0) 1277 725 966



Emergencies

Your tutor is responsible for identifying exit routes, fire alarms, fire extinguisher sites and designated assembly points and will do so during the induction process. All emergency exits will be highlighted as required by local and National law.

Equal Opportunities Statement

The company welcomes the opportunity to invest in the advancement of individuals and sectors of the community and is committed to opposing discriminatory practices.

It is a fundamental belief of the company that only through a positive approach can sections of the community that have traditionally been excluded from opportunities fulfil their true potential in life.

We believe that all sections of the community irrespective of:

- gender, age, race, ethnic or national background, physical or learning disabilities,
- marital or civil partnership status, family responsibilities (including pregnancy and maternity), sexual orientation, gender reassignment, HIV status, AIDS, unemployment or trade union activities,
- religion or political beliefs, unless in exercising those beliefs an individual offends the terms or spirit of this statement
- or any other factor which may be considered to be a drawback, should have equal provision and access to employment, related services, training and advancement.

We fully understand all aspects of the issues of equality and endeavours to ensure that all those who are employed by the company or those who receive services from us both understand and abide by the general standards of good equality and diversity practices and have a healthy respect for individuals' rights and beliefs.

It is our belief that equality does not mean treating everyone in the same manner, but rather treating everyone according to their individual needs to ensure they have equal access to opportunities. This may include, but is not limited to, adapting the environment (e.g. providing additional resources, or relocating activities) to enable participation.

We make it the responsibility of all employees and individuals receiving services to fully support and abide by the terms and spirit of this statement.

Responsibility for Equal Opportunities

All staff and students: Are responsible for their own conduct and should ensure that their behaviour does not make any other person feel uncomfortable. It is the duty of all staff and students to avoid unfair discriminatory practices, to challenge them in others and to accept personal responsibility for abiding by our equality and diversity policies.

Care First Training: We are responsible for ensuring that it is aware of its responsibilities in relation to equality and diversity, and for ensuring that we fulfil our obligation under the legislation and the relevant policies and procedures.

Our Equality Principles

Diversity: Recognising, respecting and celebrating differences in needs, values, beliefs and abilities. We respond to diversity by adapting our courses appropriately and providing support to meet different needs.

Equality: Preventing and challenging discrimination so that people who participate in our courses can do so free from discrimination and harassment. This includes all our communications using images and language which promote a positive message on diversity and inclusion.

Access and Inclusion: Ensuring there are no barriers to participation in courses and meeting individual needs to enable participation and ensuring all venues are physically accessible and are culturally appropriate.

Communication: Ensuring that information about our courses is accessible through using language that is easily understood and where possible ensuring they are accessible to those with disabilities.

Safeguarding Young People and Vulnerable Adults

We believe that young people and vulnerable adults have rights as individuals and should be treated with dignity and respect.

As such, we are committed to the safeguarding of young people and vulnerable adults and will strive to provide a safe environment for any young person or vulnerable adult in our care while they are studying.

If you would like to find out more about protection issues, would like to formally raise a concern, see a copy of the company's policy and procedure or would like an informal chat about any concerns which you might have, please contact the safeguarding officer on +44 (0) 1277 725 966 or email:

Deola@carefirsttraining.co.uk

All staff and students are required to take shared responsibility for the safeguarding and safety of any young people and vulnerable adults. They must be aware of and abide by the company's code of good practice.

Code of Good Practice for Staff and Students

The following guidelines are intended to be a common sense approach that both reduce opportunities for the abuse of young people and vulnerable adults and help to protect staff and students from any false allegation.

You SHOULD:

- Treat all young people and vulnerable adults with respect and respect their right to personal privacy
- Ensure that whenever possible there is more than one adult present during activities or that you are within sight or hearing of others
- Exercise caution when discussing sensitive issues with young people or vulnerable adults
- Operate within the guidance offered by this code
- Challenge all unacceptable behaviour and report all allegations or suspicions of abuse
- Keep parents and carers fully informed of all anticipated activities.

You SHOULD NOT:

- Spend excessive time alone with young people or vulnerable adults away from others
- Take young people or vulnerable adults, alone on a car journey, however short
- Take young people or vulnerable adults to your home
- Engage in physical or sexually provocative games including horseplay
- Allow or engage in inappropriate touching of any form
- Make over-familiar or sexually suggestive comments or approaches to a young person or vulnerable adult, even as a 'joke'
- Enter changing rooms or bedrooms that are assigned to the opposite sex unless there is an emergency
- Let allegations, over familiar or sexually suggestive comments or approaches made by a young person or vulnerable adult go unchallenged or unrecorded
- Do things of a personal nature that young people or vulnerable adults can do for themselves
- Take photographs, videos or other images of a young person without the express permission of their parents/carers

Learner Guide to Useful information

Jobs/Career Information

Qualifications & Training, Related

Services

<p>National Careers Services Helps you get on the road to improving your career prospects by learning new skills, retraining or gaining new qualifications. .</p> <p>https://nationalcareersservice.direct.gov.uk</p> <p>Job Centre Plus Services to help you find all kinds of jobs https://www.gov.uk/contact-jobcentre-plus</p> <p>Career Connect http://www.career-connect.co.uk</p> <p>National Careers Advice Service Information, advice and guidance</p> <p>Telephone: 0800 100 900 https://nationalcareersservice.direct.gov.uk</p> <p>Other Job Websites http://www.prospects.ac.uk http://www.monster.co.uk http://www.totaljobs.co.uk http://www.milkround.com http://www.fish4.co.uk/jobs http://www.reed.co.uk http://jobs.guardian.co.uk</p> <p>CV writing, Interview Techniques, Application Techniques Refer to handouts provided by your Lecturer</p> <p>Prospects The Official Graduate Careers Website http://www.prospects.ac.uk</p>	<p>Information about Higher Education Opportunities http://courses-careers.com</p> <p>ESOL/Functional skills Training Should you feel you require Support or training in this area, please see your Tutor who will provide you with details of centres' that can provide you such support in your local area.</p> <p>Funding Information on your local skills funding agency: http://skillsfundingagency.bis.gov.uk Telephone: 0845 377 5000 Email: info@skillsfundingagency.bis.gov.uk</p> <p>Student Loans In the FE sector you may be able to access a 24+ Advance Learning Loan if you are over 24 years of age and looking to access a training course at level 3 or 4 and an Advanced or Higher level Apprenticeship. These loans are the official loans organised by the Government through the Student Loans Company (SLC). To find out if you are eligible for a student loan, please contact: 0845 300 50 90 http://www.slc.co.uk</p> <p>Money Advice Service (MA) This is a free and independent service that will give you advice about money management and how to get your finances in order. If you are considering applying for one of the loans above, this service may be able to offer you guidance. https://www.moneyadvice.service.org.uk</p> <p>Childcare Services http://www.childcare.co.uk</p> <p>Child Directory http://www.childcaredirectory.co.uk Email : info@childcaredirectory.co.uk Tel : 01379 898 535 Fax : 01379 897 197</p> <p>Sure Start Services Children's centres and service facilities where children under 4 and their families can benefit from childcare services and support https://www.nidirect.gov.uk/articles/sure-start-services</p>
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Assessment Agreement

Candidate:
Apprenticeship and Level:

Assessor:
Units to be assessed:

This agreement outlines the commitments made between the candidate and the assessor, in order to ensure that smooth running of the assessment process.

We, (the assessor and candidate) agree to work to these commitments.

Target date for completion of Apprenticeship:

- We agree to make time for regular meetings,
- At each meeting we will agree a time and date for next meeting,
- We will discuss assessment issues openly,
- The assessor will only assess with the agreement of the candidate and the candidates
 - workplace/manager – that is in line with the usual daily activities of the candidate,
 - Only evidence put forward by the candidate will be assessed,
 - It is acceptable for both assessor and candidate to make mistakes,
 - We will both give and welcome positive feedback,
 - The candidate has the right to appeal against assessment decisions through the assessment centres appeals procedure.

The assessor will:

- Plan assessments and evidence gathering with the candidate,
- Give advice, support and guidance to the candidate,
- Provide positive and constructive feedback throughout the assessment process,
- Observe the candidate through their usual work practices, question the candidate, assess the evidence against the national standards and make a decision about the candidates competence,
- Ensure that all evidence is valid, authentic, reliable, current and sufficient,
- Abide by policies and procedures,
- Inform the candidate and the workplace, if an assessment or meeting needs to be rearranged,
- Ensure positive links with workplaces and minimum disruption to the usual work routines with the children/service-users,
- Gain advice and support from their internal verifier or centre co-ordinator as necessary.

The candidate will:

- Plan assessments and evidence gathering with the assessor,
- Collect evidence as outlined in the assessment plans,
- Organise evidence into a structured and indexed portfolio as recommended by your assessor,
- Work to improve performance, skills, and attitude where required to reach competence,
- Abide by any other agreements as set down by the assessor,
- Contact the assessor in advance if a meeting time or assessment needs to be rearranged,
- Agree targets with assessors for completion of work,
- Ensure the assessor is kept informed of change in circumstances e.g. address, new workplace etc.
- Abide by policies and procedures,
- Ensure that workplace manager/supervisor is kept informed of assessments and that these do not disrupt the usual work routine with the children/service-users.

Candidate signature:

Assessor signature:

Date:

Certification Statement

Certificates will be requested to the awarding body by the Internal Quality Assurer upon the completion of each award in your course. This will be completed within the guidelines set by the awarding body and in line with the requirements set by the relevant External Verifier.

All candidates will be registered with the Awarding Body at the initial stages of the Apprenticeship programme after the induction period has been completed satisfactorily. Candidates will be informed of their enrolment number as allocated by the relevant awarding body and this will be recorded on all work submitted for the Apprenticeship. A claim to competency will be completed as on going and signed off once the assessor agrees the candidate is competent for this unit and the internal verifier verifies this. Candidates will be recruited and supported to complete the full award but when necessary or specifically requested by a candidate, unit certification will be administered.

Candidates who are deemed competent and successfully complete units throughout the programme, but do not complete the full award will be offered the opportunity to have unit certificates for the units completed. It is Care First Training intention however to encourage and support candidates to complete the full award, and there may be additional charges for unit certification.

It will be Care First Training intention to withhold original copies of all certificates until all aspects of your qualification are completed and we are able to claim your full apprenticeship certificate. This could usually take up to 3 months from that date of completion.

Plagiarism Statement

Every learner should adhere to the plagiarism statement when attending training courses.

Plagiarism means using the work of others in preparing an assignment and presenting it as your own without acknowledging or referring where it came from. It is the presentation of another person's thoughts, opinions, ideas or words as though they were your own

When enrolled on a course, learners are expected to produce original work.

The following practices are prohibited:

- Copying word for word directly from a text or other source.
- Using text from the Internet
- Using diagrams produced by others.
- Copying from essays, notes and exercises of a fellow learner, from the current or previous courses.
- Preparing a piece of work with others, and then claiming it to be your own.
- Allowing someone to copy your work, which they then present as being their own.

If a learner suspects any fellow learners of cheating or plagiarism, they should report the incident to their tutor.

All learners are expected to complete the Plagiarism declaration and submit with their portfolio of evidence.

For additional support and information regarding issues of plagiarism learners are advised to use the following: www.mantex.co.uk/samples/plgrsm.htm

Definition

The Oxford Dictionary defines plagiarism as “the practice of taking someone else's work or ideas and passing them off as one's own”

There are two forms of plagiarism:

- Work submitted that was written by someone else
- Copying material from books or the internet, where there is no referencing of the source.

Consequences

If plagiarism is discovered, the work will not be accepted and you may be withdrawn from the course. Care First Training has an obligation to inform the awarding body who may also take further action.

Plagiarism declaration

I declare and confirm that all the work in this portfolio, other than the information sheets and handouts given to me by my trainer as sources of research and underpinning knowledge, will be my own work. It will not be taken or copied from another person or person's work.

If I suspect any fellow learners of cheating or plagiarism, I will report the incident to my tutor.

I declare that I will not sell or purchase assignments from internet sites such as eBay.

Candidate Name: _____

Signature: _____

Date: _____

Appeals Procedure

Any issues with regard to the Award process should in the first instance be taken to the tutor and then the internal quality Assurer at the centre. A meeting will be called in order to establish the situation and try to resolve this.

If this cannot be resolved the training manager at Care First Training would be involved and then this would progress to the relevant Awarding Body appeals and complaints procedure if the complaint cannot be resolved.

Appeals against assessment decisions

All staff are experienced and professional practitioners who are committed to providing unbiased assessment results. However, it is recognised that there may be occasions where a candidate may feel that feedback or the results awarded to a piece of work does not accurately reflect the quality of work presented.

If you feel that the assessment criteria have not been fairly applied, or are unhappy with the comments or the results awarded then in the first instance you should speak with your Tutor/ Assessor who marked the work in an attempt to resolve the issue. It is expected that in the majority of cases the matter will end at this point. If the matter remains unresolved then ask your Tutor/Assessor to refer the matter to the Internal Verifier, who will then review the assessment decision.

Lost Portfolio Statement

E-Portfolio

While electronic portfolios are generally secure, there are several opportunities for evidence to be lost. This can be in the event of DVR failure, difficulty in uploading evidence or an error on the E-portfolio system.

To guard against this, Care First Training has the following structures in place to ensure that a learner is not disadvantaged by loss of evidence which is out of their control.

Tutors submit all original contact logs and progress reviews to the Contracts Compliance Officer and this is stored in our secure office in a locked cupboard.

These documents, coupled with any remaining evidence besides what is lost (i.e. Planning, feedback, work product etc...) can be used to replace any lost evidence.

In the case where evidence is lost by an assessor who in turn, leaves the company, the above will be complimented by a Q&A session with the new assessor.

Paper Portfolio

In the case of a paper portfolio learners are responsible for their own portfolios and the documentation therein.

However, the on-going progress of the learner is recorded on the **Progress review**.

This form is completed by the tutor as an on-going document. Once completed after each visit, a copy of the form should be returned to the office immediately and will be kept by the centre in their office files.

Therefore, if the worst happens and a portfolio is lost, the Centre would be able to provide details of the learner's progress to date and may, in exceptional circumstances, be able to claim certification from the Awarding Body for the work already completed. This would only be able to happen if it is agreed by all parties that there is sufficient information / evidence recorded on the form to prove competence.

Therefore it is paramount that tutors record sufficient information on the Progress Review Monitoring form in order to claim unit/full achievement and that this form is returned to the office immediately after visits having taken place.

Complaints Procedure

From time to time candidates may wish to exercise their right to state a grievance. The Care First Training Grievance and Complaints procedure outlines the stages and process that need to be followed.

The company believes that if anyone wishes to make a complaint or register a concern regarding the service they are receiving they should find it easy to do so. We welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services.

Complaints Procedure

Prior to making a formal complaint, you should make every reasonable effort to resolve the matter informally with the person concerned.

If, having attempted to resolve the matter you feel there are still grounds for complaint you must begin the formal complaints procedure within 6 weeks of the incident which gives rise to the complaint occurring.

1. Complete the enclosed Complaints Form. This can be posted to Kaminee Hirani, Care First Training, Regus Brentwood, Jubilee House, Room 001, 3 The Drive, Great Warley, Brentwood, Essex, CM13 3FR
2. A written response from the person dealing with the complaint will be sent within 10 working days. This will include the initial decision of the person responsible for dealing with the complaint and given information on how that decision was reached or indicate what further processes will be followed if further investigation is needed.

Appeals arising from the outcome of a Complaint

If you are not happy with the outcome of our complaint then you may make an appeal. This appeal must be in writing, within 10 days of receiving notification of the decision, to the Managing Director. The Director may, at their decision, nominate another member of staff to review the appeal. You will be informed by the Director, or the nominated person, by what process the appeal will be handled within 10 days of submitting your appeal.

All appeals must be resolved within 10 working days. If further investigation is required this may be extended to a maximum of 1 month.

This complaints procedure is not intended to be used to resolve disputes about course marks or grades.

Privacy Notice

Introduction

This privacy notice explains how Care First Training Ltd uses and shares your personal data, and your rights in relation to the personal data we hold. This privacy notice concerns our processing of personal data of past, present and prospective employers, clients and learners.

How we collect your information

Whilst the majority of learner information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain information to us or if you have a choice in this. We may collect the following types of personal data about you:

your name, and contact information such as address, email address and telephone number, as well as your date of birth, country of domicile and your nationality. We will also use your unique learner number;
information relating to your education employment history (where applicable), the school(s), and other colleges you have attended and places where you have worked, the courses you have completed, dates of study and examination. We will also keep records relating to assessments of your work and details of examinations taken.

Attendance information (such as sessions/ lessons attended, number of absences and absence reasons).

Sensitive personal data and information about criminal convictions and offences, including: information concerning your health and medical conditions (e.g. disability and dietary needs);

Special Educational Needs (examination arrangements and other learning support requirements)

certain criminal convictions; and information about your racial or ethnic origin; native languages; religion or similar beliefs; and sexual orientation.

The types of information we collect

We may collect the following types of personal data about you:

your name, and contact information such as address, email address and telephone number; information connected when dealing with the Care First Training regarding learner welfare and progress.

How we use information about you

The purposes for which we may use personal data (including sensitive personal data) we collect during your association with us include:

- Emergency contact in case of medical issues;
- Academic matters, including:

learning services (e.g. reporting attendance, managing and monitoring progress, learner behaviour);

- Learner reports.
- Other administrative purposes, including:

carrying out research and statistical analysis;

- Carrying out audits (e.g. to ensure compliance with our regulatory and legal obligations);
- Preventing and detecting crime;
- Dealing with grievances and disciplinary actions;
- Dealing with complaints and enquiries;
- Assessing the quality of our services;
- To comply with the law regarding data sharing.
- Monitoring equal opportunities;
- Safeguarding and promoting the welfare of students;
- Ensuring learners' safety and security;

The basis for processing and using your information

We may process your personal data because it is necessary for the delivery of your qualification or in order to take steps at your request prior to starting the qualification. In this respect, we use your personal data for the following:

interact with you before you are enrolled as a learner, as part of the enrolment, once you have enrolled, to provide you with the services as set out in your Learning Agreement; to deal with any concerns or feedback you may have; for any other purpose for which you provide us with your personal data.

We may also process your personal data because it is necessary for the performance of our tasks carried out in the public interest or because it is necessary for our or a third party's legitimate interests (e.g. compliance with the terms of the 1996 Education Act). In this respect, we may use your personal data for the following:

- Returns to the Learning Records Service (LRS) to obtain or update Unique Learner Number (ULN) and Personal Learning Records (PLR). Details can be found at <https://www.gov.uk/government/publications/learning-records-service-the-plr-for-learners-and-parents>
- Returns to the ESFA (an executive agency of the Department for Education – DfE) for funding (ILR funding returns) and other statistical purposes. (https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/652095/ESFA_privacy_notice.pdf)
- To provide you with educational services which may not be set out in your Learning Agreement, but which are nevertheless a part of our academic and educational mission;
- To monitor and evaluate the performance and effectiveness of the Care First Training, including by training our staff or monitoring their performance;
- To maintain and improve the academic, corporate, financial, estate and human resource management of Care First Training Ltd;
- To promote equality and diversity throughout the college;
- To seek advice on our rights and obligations, such as where we require our own legal advice;
- Recovering money you owe to us;
- We may also process your personal data for our compliance with our legal obligations. In this respect, we may use your personal data for the following:
 - To meet our compliance and regulatory obligations, such as compliance with safeguarding requirements;
 - In order to assist with investigations (including criminal investigations) carried out by the police and other competent authorities.
- We may also process your personal data where:
 - It is necessary for medical purposes (e.g. medical diagnosis, provision of health or social care or treatment, or a contract with a health professional);
 - It is necessary to protect your or another person's vital interests; or
 - We have your specific or, where necessary, explicit consent to do so.

Storing student data

Subject to any other notices that we may provide to you, we may retain your personal data for a period of six years after your association with us has come to an end. However, some information may be retained indefinitely by us in order to maintain your Learner record for archiving.

Sharing information with others

For the purposes referred to in this privacy notice and relying on the bases for processing as set out above, we may share your personal data with certain third parties. You are given the opportunity to opt out of some of these data sharing arrangements, for example when you enrol with us, but you should carefully consider the possible impact of doing this. Unless an opt-out is in place, we may disclose limited personal data to a variety of recipients including: agents where there is a legitimate reason for their receiving the information, including:

- third parties who work with us to provide student support services (e.g. counselling, mental health and Safeguarding agencies);
- internal and external auditors.
- those with an interest in tracking student progress and attendance, including: current or potential employers (to provide references)
- government departments and agencies where we have a statutory obligation to provide information (e.g. the ESFA, the Home Office (in connection with UK visas and immigration), Council Tax and Electoral Registration Officers at relevant local authorities (for the purpose of assessing liability for Council Tax and for electoral registration purposes));
- crime prevention or detection agencies (e.g. the police, the Department for Work and Pensions and Trading Standards);

- parents and carers (where there is a legitimate reason for disclosure);
- third parties conducting surveys, e.g. ESFA – Employer and Learner Satisfaction Survey

Why we share student information

We do not share information about our Learners and Employers with anyone without consent unless the law and our policies allow us to do so.

We share learner's data with the ESFA on a statutory basis.

We are required to share information about our learners with our local authority (LA) and the Department for Education (DfE) using their powers under section 14 Education Act 2002, through the Education and Skills Funding Agency (ESFA).

Data collection requirements:

To find out more about the data collection requirements placed on us by the Department for Education (for example; via the college ILR returns) go to: <https://www.gov.uk/education/data-collection-for-further-education-providers>

Changes to your personal data

Please tell us promptly about any changes to the information we hold about you. This is particularly important for your contact details. You can do this via your Account Manager or Tutor/Assessor.

Contact

If you would like to discuss anything in this privacy notice, please contact our Data Protection Officer by email: dare@carefirsttraining.co.uk

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

How We Use Your Personal Information

This privacy notice is issued by the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE). It is to inform learners how their personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations. For the purposes of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA.

Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). Your information will be securely destroyed after it is no longer required for these purposes.

Your information may be shared with third parties for education, training, employment and wellbeing related purposes, including for research. This will only take place where the law allows it and the sharing is in compliance with data protection legislation.

Further information about use of and access to your personal data, details of organisations with whom we regularly share data, information about how long we retain your data, and how to change your consent to being contacted, please visit:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

STUDENT'S COMPLAINT FORM

Your Details Name: Address:	Course: Phone Number: Tutor:
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YOUR COMPLAINT (Please complete all sections)

Name of persons(s), course/service the complaint is about:

Specific complaint:

Please identify the issue you are complaining about and provide factual evidence, for example, name of witnesses, dates, times, supporting statements. Add an extra sheet if necessary and clearly mark it with your name.

What informal steps have you taken to resolve the issue?
Please give the names of people you have sought help from and say what the outcome was

If your complaint is upheld, what remedy would be acceptable to you?
Remedies must be appropriate to the nature of the complaint

Your signature:

Date:

When you have completed this form please return it to:
Care First Training, Regus Brentwood, Jubilee House, Room 001, 3 The Drive, Great Warley, Brentwood, Essex, CM13 3FR

Induction Checklist

The following items have been discussed with the Learner at Induction stage:	Please Tick (✓)
1. Introduction to the apprenticeship from the assessor.	
2. Information, advice and guidance	
3. Learner has been told who their assessor and IQA are.	
4. Learner is informed of the qualification(s) they are attempting to gain the level and awarding body.	
5. Programme content, delivery model and assessment arrangements, understanding of programme learning hours	
6. Learner has been led through how evidence is generated and assessed.	
7. Loss of portfolio policy	
8. Terms and conditions of learner/learning agreement	
9. Contacts details and personnel involved in delivery, including workplace mentor	
10. Person responsible for Safeguarding. Information on how to report a safeguarding and/or equality and diversity incident and emergency contacts.	
11. Health & Safety, Equality & Diversity, Safeguarding Legislation including College/Employer policy.	
12. Information on how to report a workplace accident and who to contact if there are issues with the programme of study.	
13. Disciplinary and grievance procedures	
14. Learner Handbook has been sign posted and/ or viewed.	