



DH Associates Assessment Centre

Learner Handbook



Introduction

Welcome to DH Associates Assessment Centre, the team wish you every success in undertaking your programme of learning.

We are a training and consultancy company. We offer training and qualifications in Health & Social Care, Management, Business Administration, Customer Service and Learning & Development. Ofsted have graded us outstanding in all areas of delivery and we hope you find this reflects your experience with us. All our staff are experienced and qualified in their vocational area.

This handbook will guide you through our approach to assessment and compliments the guidance issued by the awarding bodies, City & Guilds and Institute of Leadership & Management.

We hope that you will find your programme enjoyable, challenging and rewarding.

Information, Advice & Guidance

Before starting your qualification your assessor will discuss with you the appropriate type and level of qualification that reflects your job role. Whilst on programme your assessor will offer you advice and support to help you progress, meet the targets set in your ILP and achieve your qualification. They will advise you on opportunities to develop your skills and knowledge and guide you in using the learning resources we provide. Towards the end of your qualification they will review your progress and achievement. You will have an opportunity to do a self evaluation of your learning and the assessor will discuss the next steps to help you move on with your personal development. This may include undertaking a higher level qualification, further training or research. If you need to access specialist advice they can give you information on how to access this.

Getting Started

Prior to starting your programme we will arrange an information session to explain the programme. These sessions take place at your worksite and can be arranged at a time to suit you. We will give you information about your programme and some resources to support you in preparing for initial assessment of English, maths and care. This meeting will be less than 30 minutes.

If you decide to start your programme we will make an appointment to carry out initial assessment and put a learning plan in place. You need to set aside a minimum of 2 hours for this meeting.

At induction you will be given a portfolio containing information on your qualification/programme, learning resources and assessment centre paperwork. We will have structured your portfolio for you to meet awarding body requirements so please do not remove anything without consulting your assessor.

Assessment

Our approach to assessment is to offer a flexible work based route for all qualifications. This means you will have all your assessment meetings at your workplace and will need to meet with your assessor for a minimum of 2 hours every month. We will agree a learning contract with you detailing the expectations your employer and our centre has off you. We will agree targets for achievement with you that are realistic and enable you to progress towards completion. Most of our learners achieve their qualification in 7- 12 months.

At each meeting your assessor will help you to identify how your work relates to specific units and will agree a plan with you identifying the evidence you need to collect to demonstrate your competence. At the next meeting you will present your evidence and your assessor will give you feedback on your achievement.

Observations of assessor practice will be completed during your assessments either in person or by Skype conducted by our observation team.

Your assessor will take your portfolio for quality assurance by the internal verifier mid way and at the end of the qualification. Assessment documents will be removed by your internal verifier and placed in the Assessment Centre file. This ensures there is evidence to show your units have been quality checked and enables your certificate to be claimed. Learners will receive their certificate within 6 weeks of completion.

Information and records

DH Associates complies with Data Protection legislation and has clear protocols on the sharing of information; a full copy of our Confidentiality policy is available on request. We will need to share information with your employer, awarding body and funding organisations.

As a learner with the awarding body and DH Assessment Centre you will be entered into a database. The information stored in the database will be personal information (address, registration number), a record of all contacts with your assessor and a record of units achieved. A manual record will also be kept of all your assessment records. These records will be kept for a minimum of 3 years to comply with awarding body requirements. If your details change while you are a candidate you will need to inform us so we can update our records e.g. address or name. These records are subject to audit and inspection by the awarding body and funding organisations.

We will share information with your employer and line manager. This will be in relation to your progress and achievement. Some records will need to be signed by your manager.

Code of Practice

DH Associates Assessment Centre personnel must comply with the Code of Practice issued by the Qualifications Curriculum Authority. The Equal Opportunities Policy is published on our website. If at any time you have concerns about the practice of your assessor you must contact your internal verifier or the Quality Assurance Co-ordinator. Our email address and telephone number are: team@dhassociates.co.uk 0151 336 6900.

Compliments & Complaints

We appreciate your comments and evaluation of our service and will use these to improve our practice. Learners will be asked to complete evaluation forms at the beginning, mid and end of programme. Your feedback will help us to ensure improvements are made to our service.

If you do have a complaint that cannot be resolved with your assessor please do contact us in the first instance. We will respond to all complaints as soon as possible, a minimum of 5 working days. The complaints procedure is published on our website.

DH Associates is committed to promoting equal opportunities and appreciating diversity. We have extensive experience of working with learners with special assessment needs and will adapt our practice to ensure your needs are met. If you feel your needs are not being met please discuss this with your assessor or internal verifier.

Appeals Procedure

An appeal is different to a complaint as it relates to assessor practice and judgement. A learner may appeal against the assessment decision of an assessor, this rarely arises but the most usual basis is when a learner believes they are being asked to do too much to achieve a unit. The appeals procedure is published on our website.

Health & Safety

DH Associates Assessment Centre is committed to ensuring that learners operate in and understand the importance of a safe working environment. Prior to induction your assessor will conduct a health & safety check to ensure your workplace meets safety requirements. If there are any concerns these will be noted at the time and reported to your manager and the Quality Assurance Co-ordinator. At induction we will do an initial assessment that includes the mandatory unit on health and safety and any training needs will be identified. All learners have access to free health & safety training through the centres open learning resource, Edmodo. The learner health & safety policy is published on our website.

Bullying and Harassment

DH Associates Assessment Centre is committed to ensuring that learners are treated with dignity and respect and that all learning takes place in a supportive environment. Bullying and harassment is not acceptable and all learners should expect to be treated with courtesy and politeness by their colleagues, managers and by the staff/ representatives of the Company. Any learner who feels they are the victim of bullying and/or harassment will have their concerns taken seriously. If you feel this applies to you please discuss with your assessor and read our full policy which is published on our website.

Safeguarding Children and Vulnerable Adults

DH Associates Assessment Centre is committed to ensuring that learners are safeguarded whilst in learning and work. We are duty bound to comply with the Skills for Care Code of Practice and will take appropriate steps to safeguard learners and service users. The company policy is included in this handbook. If you have any concerns about safeguarding please raise these with your assessor or verifier.

Prevent Duty

As an independent training provider with an SFA contract we have a statutory duty to comply with the Prevent duty and to safeguard learners. The Prevent Duty is not about discouraging learners from having political and religious views and concerns but is about supporting them to use those concerns or act on these in non-extremist ways. Any concerns about radicalisation raised by a learner or assessors must be reported.

Plagiarism and Cheating

Plagiarism is a specific form of cheating which applies to all assessment. There are many definitions but they all have in common the idea of taking someone else's intellectual effort and presenting it as one's own.

Cheating is an attempt to deceive assessors, examiners, internal quality assurers and/or external verifiers and includes use of materials in an exam that is not permitted, impersonating someone to give advantage in an exam.

Learners must sign declarations that all work is authentic and clearly reference quotes and material from other sources. If plagiarism or cheating is suspected this will be investigated and if confirmed there are a range of sanctions that can be imposed. This includes work being resubmitted, learner being withdrawn from programme, awarding body informed and certificates withdrawn.

Lead for all Policies

All policies are on our website www.dhassociates.co.uk. Any learner who needs to report or discuss any issues under code of practice, complaints, appeals, health & safety, equal opportunities, bullying/harassment, safeguarding or plagiarism/cheating can contact the Quality Assurance Manager at DH Associates:

**0151 336 6900 email: team@dhassociates.co.uk
Out of Hours number 07702726912**

Unit Certification

If you are unable to complete your qualification you can have certification for any units achieved and internally quality assured. This means you will not have to do the same units again if you want to complete your qualification at a later date. Registration for awards is for 3 years with the awarding body so you can complete your award at another assessment centre. Please inform your assessor or contact the Quality Assurance Officer if you need unit certification.

Learning Resources

Edmodo

This is our virtual learning environment that supports the delivery of Social Care qualifications at level 2, 3 and 5. Your assessor will show you how to access Edmodo.

The following books can be purchased on Amazon or from www.kirwinmaclean.com.

L2 Preparing to Work in Adult Social Care Ayling, Cape, McAleavy & Walsh £8

L3 Preparing to Work in Adult Social Care Ayling, Cape, McAleavy & Walsh £8

L2 Health & Social Care Candidate Book Yvonne Nolan, Burges & Shaw £19

L3 Health & Social Care Candidate Book Yvonne Nolan, Pritchatt & Railton £19

L5 Leadership & Management for Health & Social Care Maclean & Connors £18

L3 Management Basics in Easy Steps £9.85

Level 3 Business & Administration Parton & Watkins £22

Useful Websites

www.skillsforcare.org.uk Sector skills council for adult care

www.i-l-m.com/studying-members Awarding body for management

www.ofsted.gov.uk Safeguarding child care reviews

www.hse.gov.uk Advice and information on workplace health & safety

www.bbc.co.uk/skillswise/0/ – on line ICT, maths and English skills

www.direct.gov.uk/NationalCareersService Impartial and free careers advice for adults tel: 0800 100 900 8am-10pm 7 days a week