

Learner handbook

Welcome to **DHA**, the team wish you every success in undertaking your Apprenticeship Standard. We are an Independent Training Provider offering training and qualifications in Health & Social Care, Child Care and Professional Services. Ofsted have graded us Outstanding in all areas of delivery and we hope you find this reflects in 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.

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

Information, Advice & Guidance

Before starting your programme your trainer will discuss with you the appropriate type and level of Apprenticeship Standard that reflects your job role. Whilst on programme your trainer will offer you advice and support to help you progress, meet the targets set in your ILP and achieve your Apprenticeship Standard. They will advise you on opportunities to develop your, knowledge, skills and behaviours and guide you in using the learning resources we provide. Throughout your apprenticeship they will review your progress and achievement. You will have an opportunity to do a self-evaluation of your learning and the trainer 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

We will arrange an information and induction session to explain your programme. These sessions may be individual or in groups. They usually take place online. We will give you information about your programme and agree an individual learning plan based on your needs and the needs of your employer.

You need to set aside a minimum of 2 hours for this meeting. Prior to your induction you will be given access to your e-portfolio containing information on your programme, learning resources and assessment centre paperwork.

We will agree a learning contract with clear expectations for you, your employer and DHA trainer. We will agree targets for achievement with you that are realistic and enable you to progress towards achievement.

If you are doing an apprenticeship you will already have been given access to initial assessment for Maths and English and should have completed these prior to induction. Completion of these enables you to access resources to support you in developing your English and Maths skills.

Learning & Assessment

Our approach to learning and assessment is to offer a flexible work-based route for all programmes/qualifications. This means you will have all your meetings at or near your workplace. Remote meetings will be facilitated through virtual classrooms on e-portfolio or by telephone. This may involve group learning and/or individual meetings with your trainer, individual meetings are for a minimum of 2 hours every month.

At each meeting or group session your trainer will deliver learning to enable you to progress in your programme. They will help you to identify how your work relates to specific units/standards 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 trainer will give you feedback on your achievement.

Your e- portfolio enables you to access resources to develop your knowledge and skills at any time. You will be able to send your trainer any work you have done and get feedback.

Observations of trainer practice will be completed during your meetings either in person or remotely. These are conducted by your trainer.

Your trainer will submit your portfolio for quality assurance by the internal verifier. This ensures there is evidence to show your evidence has been quality checked and enables your certificate to be claimed.

Gateway & End Point Assessment

If you are doing an apprenticeship you will need to meet all the requirements of the apprenticeship standard and have achieved Maths and English functional skills to go forward for end point assessment. Throughout your programme you will have had support in preparing for end point assessment and you will decide if you are ready for assessment in consultation with your trainer and employer. The methods for end point assessment vary but can include situational judgement test, professional discussions, observation of practice.

Information and records

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

As a learner with the awarding body and DHA 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 trainer and a record of progress towards gateway and EPA. A paper record will also be kept. These records will be kept for a minimum of 3 years to comply with awarding body requirements and if you are on an apprenticeship 6 years to comply with funding.

If your details change while you are a learner 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

DHA Assessment Centre personnel must comply with the Code of Practice issued by the Qualifications Curriculum Authority. The Equal & Diversity Policy is on your e portfolio. If at any time you have concerns about the practice of your trainer you must contact the DHA internal quality assurer or DHA manager. 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 trainer please do contact us in the first instance. The complaints procedure is on your e portfolio.

DHA 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 trainer or internal verifier.

Appeals Procedure

An appeal is different to a complaint as it relates to trainer practice and judgement. A learner may appeal against the assessment decision of a trainer, this rarely arises but the most usual basis is when a learner believes they are being asked to do too much to achieve or progress. The appeals procedure is on your e portfolio.

Health & Safety

DHA is committed to ensuring that learners operate in and understand the importance of a safe working environment. Prior to induction your trainer 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 manager at DH Associates. At induction we will do an initial assessment that includes health and safety and safeguarding. You will be asked to complete learning on Prevent and British values. The learner health & safety policy is on your e portfolio

Bullying and Harassment

DHA 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 trainer and read our full policy is on your e portfolio.

Safeguarding Children and Vulnerable Adults

DHA 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 trainer or quality assurer.

Prevent Duty

As an independent training provider with an ESFA 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 trainers 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 trainers, 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 being informed, and certificates withdrawn.

Lead for all Policies

All policies are in your e portfolio and on our website www.dhassociates.co.uk. To report any issues under code of practice, complaints, appeals, health & safety, equal opportunities, bullying/harassment, safeguarding or plagiarism/ cheating can contact **Kate, Director of Quality & Operations** DH Associates: **07580864473** email: team@dhassociates.co.uk

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 later. Registration for awards is for 3 years with the awarding body so you can complete your award at another assessment centre. Please inform your trainer or contact the Quality Assurance Officer if you need unit certification.