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Welcome to CTS

CTS Training welcome you to your Study Programme; we will make every effort to ensure that you have a positive learning experience during your time on programme whilst achieving your qualifications.

CTS Training are committed to providing a safe learning environment for all our learners and that is always our first priority.

At CTS Training our primary focus is on you, the learner. Our team of qualified and experienced staff will support you through your Study Programme, making each step an enjoyable experience.

In this Learner Handbook you will find all the key information you will need with regards to your Study Programme, however, if you have any questions at all, please speak to any member of staff who will be happy to help you. If you have any suggestions on how this Learner Handbook can be improved for future learners, we would be delighted to hear from you.

Copies of this Learner Handbook can be made available in different colours, fonts and languages, so please ask a member of staff if you require an alternative version.

CTS Training wish you luck and success in your programme and look forward to working alongside you over the coming year.



The Learner's Charter

All our learners are entitled to expect:

- Information, Advice and Guidance throughout their programme.
- Caring, friendly, qualified staff to support your learning and career aims.
- A learning environment that is free from any form of discrimination.
- An individualised induction to agree your Individual Learning Plan and provide you with information for your learner journey.
- A range of teaching, learning and assessment strategies which match your learning aims and are appropriate to your learning style.
- High quality learning experiences delivered by professional staff.
- Regular progress reviews, guidance and support from staff to ensure you are making good progress.
- Additional support for learners with learning difficulties and/or disabilities.
- Additional support in English and Maths.
- Opportunities to express your views through surveys, questionnaires and reviews.
- Access to a formal complaint's procedure, if necessary.
- Help and advice on the progression routes and options available to support your personal and career aspirations.

Who is involved in your Study Programme?

There are many people involved in your study programme, but by far the most important person is **YOU**.

The **LEARNING MENTOR** is responsible for ensuring that your pastoral care needs are taken care of. They will work with you to ensure that your individual learning plan across your full programme meets your needs. They are there for you to discuss any issues related to your programme.

Your **TUTOR** will be responsible for identifying any learning or skills needs you may have ensuring your personal learning and assessment plan is drawn up and followed, teaching you the underpinning knowledge required in your chosen qualifications. They will also provide you with constructive feedback on assessment decisions and progress as well as advice and guidance.

The **INTERNAL QUALITY ASSURER (IQA)** is responsible for ensuring the work undertaken by tutors meets the required quality standards. They may occasionally visit with your tutor to observe the quality of teaching and learning being provided. They are checking the quality of work of your tutor, not you.

The **EXTERNAL QUALITY ASSURER (EQA)** is employed by the awarding body who provides you with the qualification certification to ensure that CTS Training are meeting the quality standards laid out. The EQA may come to see you, we will always contact you beforehand should they wish to talk to you.

The **OFFICE FOR STANDARDS IN EDUCATION, CHILDREN'S SERVICES AND SKILLS (Ofsted)** inspect and regulate services that care for children and young people, and services providing education and skills for learners of all ages. Ofsted visit CTS Training to ensure that we are providing the level of service and education expected by the government and they may wish to come and see you as part of that visit, we will always contact you beforehand should they wish to talk to you.

Safeguarding

Safeguarding is a term used in the United Kingdom and Ireland to denote measures to protect the health, well-being and human rights of individuals, which allow people, especially children, young people and vulnerable adults, to live free from abuse, harm and neglect.

CTS Training have a primary responsibility for the care, welfare and safety of all of our learners and staff. Safeguarding involves how we will keep you and others safe.

Safeguarding involves:

- What we will do if we think you are being harmed, or likely to be harmed.
- What you should do if you think somebody else is being harmed.
- What we will do if we think you are about to harm someone else.
- What we will do to keep you and others safe.
- The prevention of all types of harm, physically or emotionally, including cyber-bullying.

How we will keep you safe:

- All staff who have regular contact with learners have been vetted via the Disclosure and Barring Service.
- All staff have been appropriately trained and are qualified to deliver the work they do.
- We have an internal system for dealing with learners at risk.
- We work closely with outside agencies who can help in a variety of situations.
- There is a designated safeguarding lead who can help you in a variety of situations.

The **Designated Safeguarding Lead** at CTS Training is **Susannah Robb**. Susannah can be contacted via telephone on 0114 263 6570 or via e-mail at susannah.robbs@ctstraining.co.uk.

The **Designated Safeguarding Officer** at CTS Training is **Laura Mirfin**, supported by two Safeguarding Support Officers, **Nicola Jebb** and **Poppy Rapson**. All Safeguarding Officers can be contacted via telephone on 0114 263 6570 or via e-mail at laura.mirfin@ctstraining.co.uk, nicola.jebb@ctstraining.co.uk, and poppy.rapson@ctstraining.co.uk.


E-Safety and Acceptable Use of ICT

CTS Training will provide all learners with wi-fi whilst in centre. This password will change on a regular basis and will be on display around centre for learners. CTS Training reserves the right to block access to the wi-fi for learners if not used sensibly. All learners and staff are expected to:

- Behave in a safe and responsible manner.
- Treat equipment with respect.
- Check first with their tutor before using USBs on CTS equipment.
- Be polite and do not use e-mail, social media or blogs etc to make negative comments, bully or insult others.
- Use the resources provided for educational purposes only.

CTS will monitor the websites being accessed in with our **Acceptable Use of ICT Policy** and **Safeguarding and Prevent Policy**. Learners found accessing inappropriate sites will be dealt with on an individual basis.

Use of the Internet

	<p>Internet access is provided to help you with learning, it is not to be used to access anything illegal or anything that can be reasonably deemed as offensive. This includes:</p> <ul style="list-style-type: none"> • Material of a sexual, pornographic or obscene nature. • Material of a discriminatory nature. • Material which promotes an extremist or terrorist ideology. • Material pertaining to the purchase of firearms.
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Bullying and Cyber-Bullying

Bullying is behaviour that hurts someone else, such as name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere, at school, at home, in the workplace, or online. It is usually repeated over a period of time and can hurt a person both physically and emotionally.

Cyber-bullying or online bullying is an increasingly common form of bullying behaviour which happens on social networks, games and mobile phones. Cyber-bullying can include spreading rumours about someone, posting nasty or embarrassing messages, images or videos.

Those being cyber-bullied may know who is bullying them, it may be an extension of offline peer bullying, or they may be targeted by someone using a fake or anonymous account. It is easy to be anonymous online and this may increase the likelihood of engaging in bullying behaviour. Cyber-bullying can happen at any time or anywhere.

Social Media

Unless it is part of a lesson, social media platforms are not permitted on CTS equipment; personal devices should only be accessed at break times. It is requested that you do not upload photographs or videos to any social media platform of any staff member or fellow learner without their prior knowledge and consent. Be conscious of the comments made on social media about another person. Always keep your personal information private. You should never chat to somebody you do not know or recognise. Follow your instincts and if something feels wrong report it to a member of staff.

Mobile Phones

Many mobile phones function very similarly to a computer insofar as you can access social media, YouTube, e-mail and the internet. It can be a great way of keeping in touch with friends and family, however, in the same way that some internet services can be used inappropriately, the same is true with mobile phones. Remember, mobile phones should not be used in the classroom without the permission of the tutor. During lesson mobile phones should be stored in the mobile phone locker boxes provided.

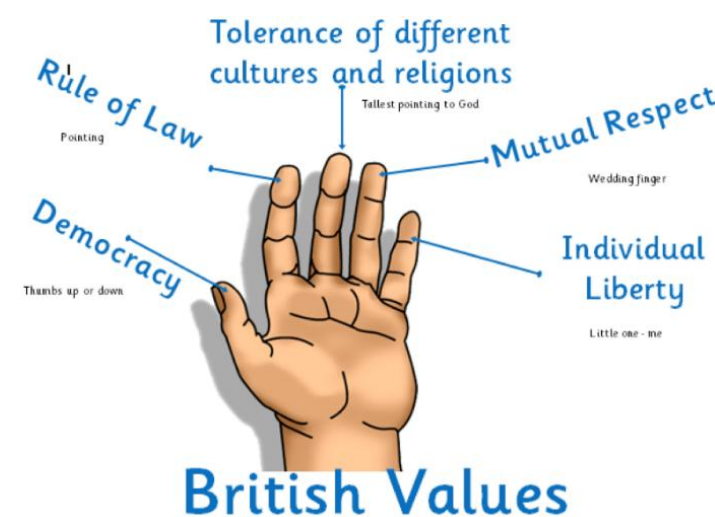
You will receive ongoing E-safety training during your time at CTS Training as part of our commitment to keep all learners safe. If you have any cause for concern or feel that you have been bullied online, then you should report this to a member of staff immediately.

Prevent

The Prevent Duty became a legal requirement in July 2015. Prevent is one of the elements of the government's counter terrorism strategy known as CONTEST. Prevent is about safeguarding learners from radicalisation and extremism by taking measures to prevent this happening in the work-based learning environment and by positively promoting British Values. It is not about preventing you from having political or religious views or concerns.

What is radicalisation?	What is extremism?	What is terrorism?
Radicalisation is a process by which an individual or group comes to adopt increasingly extreme political, social, or religious ideas and aspirations that reject or undermine the status quo.	Extremism is an ideology that is far outside the mainstream attitudes of society, including, vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respects and tolerance of different faiths and beliefs. This also includes calls for the death of members of the British Armed Forces.	An act of terror/violence based on a political objective, whether that means the politics of nationalism, ethnicity, religion, ideology or social class.

CTS Training encourage learners to respect other people, following British Values, particularly the protected characteristics set out in the Equality Act 2010.



Information, Advice and Guidance

CTS Training are committed to providing you with high quality information, advice and guidance at all stages of your programme.

From the initial stage of your programme and throughout your programme you will receive information, advice and guidance. This will enable you to make the right choices about your programme and start and complete your programme with confidence.

Who can access IAG?

- **Current learners** who are enrolled on a programme with CTS Training.
- **Enquirers, referral partners, prospective learners** and **parents/carers** who may be interested in a programme with CTS Training.



As a learner you will meet a variety of staff members throughout your programme to discuss how you are progressing and to ensure the teaching, learning and assessment you need to progress through the programme are provided to your individual needs.

We will provide information, advice and guidance on the options available to you regarding employment opportunities, training courses, qualifications, and progression opportunities to higher level training.

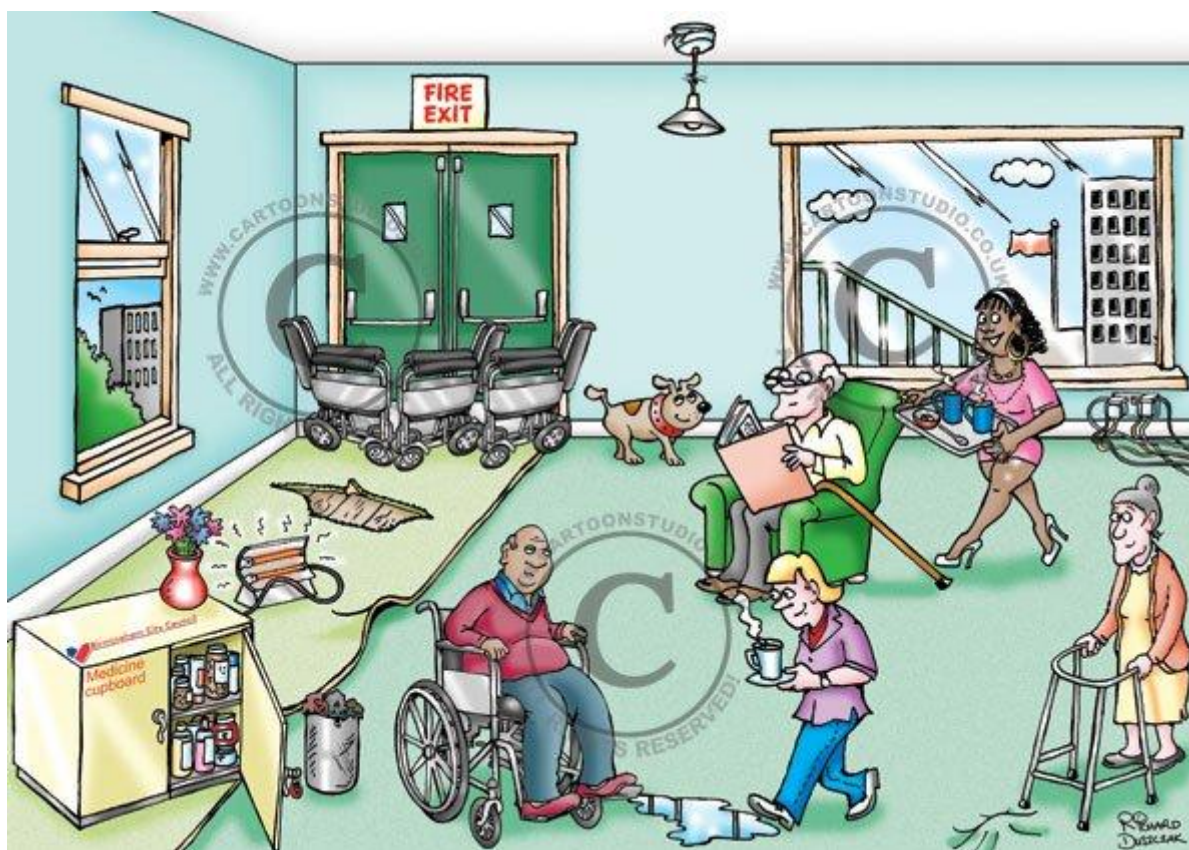
All information, advice and guidance will be provided impartially and may result in us suggesting alternative options which may be with other organisations if we feel that this is the best option for you as an individual. We will also provide you with additional support and guidance if you need specialist guidance that we are unable to provide.

Health and Safety

CTS Training are committed to providing a safe and healthy learning environment for all our learners. You will receive a tour of the building and be shown the fire evacuation process as part of your induction. If you are unsure of any of the information you receive then you must speak to a member of staff. All learners have a responsibility to act and behave in a safe manner whilst at CTS Training and to comply with our Health and Safety policy.

CTS will carry out health and safety checks on all external placement providers (where relevant) before any learner is placed there. You will also receive a full induction to your placement, so you are aware of what to do in the event of an accident or fire.

See how many hazards and risks you can identify in the picture below:



The **Health and Safety Executive** is the body responsible for the encouragement, regulation and enforcement of workplace health, safety and welfare, and for research into occupational risks in Great Britain. Information can be found at <http://www.hse.gov.uk>.

Fire Safety

If the fire alarm sounds, you should leave the building immediately and safely via the nearest fire exit. This is via the main staircase. On your tour of the building, you will be shown all emergency exit routes. You should not use the lift if the fire alarm sounds.

The fire assembly point will be shown to you in your induction. You should wait there and ensure that a member of staff has seen you. You will be told when it is safe to go back inside the building.

The **Health & Safety Representatives** at CTS Training are
Chris Roberts and **Dan Beatson**.

First Aid

CTS Training have dedicated members of staff who are trained to administer basic First Aid.

The **First Aiders** at CTS Training are **Peter Humphries, Megan Hayward**
and **Poppy Rapson**.

Should you or any other learner require First Aid then you must inform a member of staff straightaway.

In the case of an emergency, you should ring 999 as well as informing a member of staff.

Mental Health

We also have Mental Health Advocates on site if you require any support. CTS Training has a dedicated 'safe space' which you can access as required.

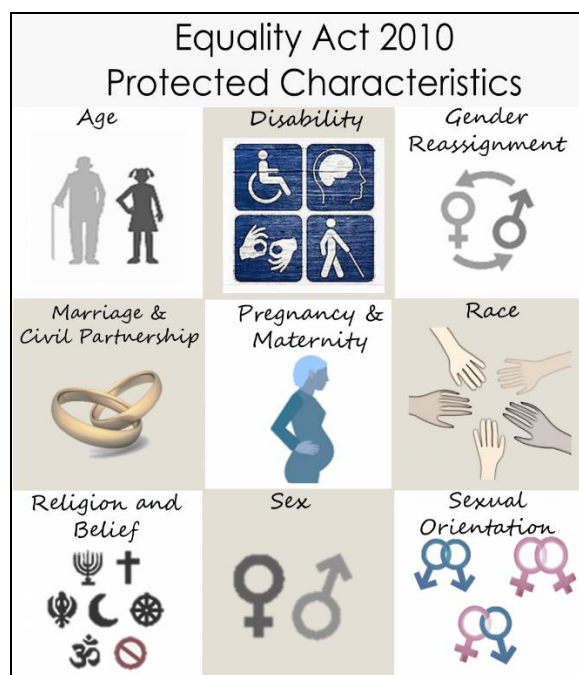
The **Mental Health Advocates** at CTS Training are **Megan Hayward,**
and **Isha Saddiq**

Equality and Diversity

CTS Training is an equal opportunity training provider and welcomes all applicants for our provision regardless of background. CTS Training believe that everyone has the right to be treated with dignity and respect and that nobody should be bullied, harassed, discriminated against or victimised on any grounds.

CTS Training have an **Equality and Diversity Policy** and any staff member can discuss what this means to you. We will take positive action to eliminate any form of discrimination or any other inequalities that are brought to our attention. We will adhere to all applicable legislation in this area, ensuring that learning and assessment materials are inclusive and promote diversity. All our staff recognise their personal responsibilities in applying this policy.

You also have responsibilities under the equal opportunities legislation. This is related to the equal opportunity of every person regardless of colour, age, race, gender, nationality, ethnic or national origin. If you are unsure about your responsibilities, please speak to any staff member.



A new Equality Act came into force on 1 October 2010. The Equality Act brings together over 116 separate pieces of legislation into one single Act. Combined, they make up a new Act that provides a legal framework to protect the rights of individuals and advance equality of opportunity for all.

The Act simplifies, strengthens and harmonises the current legislation to provide Britain with a new discrimination law which protects individuals from unfair treatment and promotes a fair and more equal society.

The Equality Act 2010 has nine protected characteristics.

More information about the **Equality and Diversity Act 2010** can be found at <https://www.equalityhumanrights.com/en/equality-act/equality-act-2010>

Initial Assessments, Diagnostics Assessments, and Additional Learner Support

CTS Training are committed to accurately identify what each learner needs to learn and to find out what barriers to full engagement and successful progression may be, in order to put in place appropriate support from the start of your apprenticeship programme.

Initial assessments are used to identify your starting point in English and Maths skills. The initial assessments are completed prior to enrolment on to your programme so that we are able to establish your initial working level and to ensure that you undertake the most appropriate level of English and Maths during your programme.

Diagnostic assessments are used to identify your strengths and weaknesses in both English and Maths and allow us to focus on the areas for development throughout your time on programme. Diagnostic assessments are completed at set intervals during your programme, this is to demonstrate your progress and to refocus your areas for development.

The results of the initial assessments and diagnostic assessments are used to plan your individual learning plan. Learners support needs are met through diverse teaching and learning strategies, including differentiation, incorporation of preferred learning styles in teaching methods, provision of additional and specialist learning support, teaching and learning resources, and use of technology.

Additional learning support is available to learners with disabilities or learning difficulties.

Additional learning support is also available to learners who may require further help with their English and Maths skills. We have dedicated Functional Skills Tutors who can provide additional sessions to offer extra advice and support to help you learn and achieve your functional skills qualifications in English and Maths.



If you think you require **Additional Learning Support** then just ask a Learning Mentor and they can provide you with the relevant information, advice and guidance.

Marking and Feedback

CTS Training believe that developmental feedback and constructive marking help raise standards. In providing, meaningful, purposeful and accurate marking and feedback decisions, learners are able to develop and extend learning. We believe that marking that results in high quality constructive feedback will lead to engaged and high performing learners, preparing them for further study in education and equipping them with the skills they will need and use in employment and society. Our approach to marking and feedback aims to consider the learner's individual needs to ensure that each learner achieves their potential.

As a learner you will agree to:

- Read any comments written by your tutor and respond appropriately to the comments made.
- Ask questions to clarify your understanding of any comments made so as to avoid any misinterpretation.
- Self-assess work when advised to.
- Ensure that your work is completed timely in line with your qualification start and end dates.
- Keep standards of presentation of work high and take pride in the work you produce.

Why marking is important -

- M** Motivation – learners will be more inclined to complete work set, comply with timescales set and make improvements if marking is informative and regular.
- A** Assessment of Learning – documents the detail so that learners know what achievements they have made and how they have improved and that they have received guidance for improvement.
- R** Regular Feedback – provides motivation and inspiration to the learners to continue with their work and keep on track with their expected progress in their learner journey.
- K** Knowledge and Understanding – is checked and monitored to allow learners programmes to be more individualised and provide opportunities for change.
- I** Independent Learning – promotes learner autonomy, ownership, individuality and a more personable approach to learning.
- N** Needs of Learners – recognition and appropriate support is put in place if needed, targets are monitored and enables learners to be stretched and challenged.
- G** Gain – learners feel motivated, recognised as individuals and receive a sense of achievement when feedback is given.

Compliments, Suggestions and Complaints

CTS Training is committed to providing a quality service for you and working in a transparent and accountable way that builds trust and respect for all our stakeholders.

One of the ways in which we can continue to improve our service is by listening and responding to the views of our learners, staff and stakeholders. This can be done through the submission of compliments and suggestions, and on occasion through the submission of complaints.

All feedback is welcome, and any complaints will be looked into fully and without prejudice. Where reasonable and applicable, complaints will be put right, and feedback will be utilised to improve our service.

CTS Training provides a confidential channel which meets the needs of all who require it and every effort will be made to address concerns, in order for learners to continue to successfully progress through their programme. We will endeavour to address any barriers which may affect the successful completion of your programme.

CTS Training is committed to providing all learners with access to fair and reliable assessment and any individual who is in disagreement has the right to appeal against assessment decisions which are unclear or seem unfair.

Key Contacts

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Chris Roberts	MIS , Admin & Compliance Manager CTS Training 24-26 High Court Chambers S1 2EP Tel: 0114 263 6570 E-mail: chris.roberts@ctstraining.co.uk
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Kim Hodgson	Quality & Curriculum Manager CTS Training 24-26 High Court Chambers S1 2EP Tel: 0114 263 6570 E-mail: kim.hodgson@ctstraining.co.uk