

APPRENTICESHIP HANDBOOK FOR LEARNERS



NLTG
NORTH LANCS TRAINING GROUP



Helping people
to discover
their future
since 1969

CONTENTS

WELCOME

- Welcome to your Apprenticeship 4
- About NLTG 4
- Our Vision 4
- Our Mission 4

APPRENTICESHIPS

- What is an Apprenticeship? 5
- How your Apprenticeship is funded 5

THE LEARNER JOURNEY

- The Learner Journey 6
- Onboarding 7
- Pretasks 7
- Occupational Initial Assessment 7
- Training Plan 7
- English/Maths Initial Assessment 7
- Apprenticeship Agreement 8

INDUCTION

- Employer Workplace Induction 8
- NLTG Induction to the Apprenticeship Programme 8

OFF-THE-JOB TRAINING 9

YOUR LEARNING JOURNEY

- Tutor Visits 10
- Resources 10
- Gateway 11
- Assessment 12
- Assessment Preparation & Support 12
- Appeals Procedure & Malpractice Policy 12

CAREERS ADVICE & PROGRESSION OPPORTUNITIES 13

NLTG LEARNER & EMPLOYER COMMITMENTS

- What you can expect from NLTG 14
- What we and your employer Expect from you 14
- What you can expect from your Employer 14

- Absence from your Apprenticeship programme 14

NLTG LEARNER & EMPLOYER COMMITMENTS 15

YOUR RIGHTS & RESPONSIBILITIES 16

KEY PEOPLE

- NLTG Occupational Tutors 17
- NLTG English/Maths Tutors 17
- Workplace Mentor/Supervisor/Manager 17

SAFE, EQUAL & WELL

- Safeguarding 18
- Prevent 19
- British Values 19
- Equality & Diversity 19
- Health & Safety 20
- Bullying & Harassment 20
- Resilience 20

LEARNER PRIVACY NOTICE & LEARNER ACCEPTABLE IT USER AGREEMENT

- Learner Privacy Notice 21
- Acceptable IT User Agreement 22

PERSONAL DEVELOPMENT

- Enrichment 23
- Citizenship 23
- Digital Skills 23

SUPPORT & EXTRAS

- Support 24
- Travel Support 24
- NUS Apprentice Extra Card 25

FEEDBACK 25

USEFUL CONTACTS 26

WELCOME

WELCOME TO YOUR APPRENTICESHIP

Whether you are just starting out in the world of work, wish to progress in your career or are looking to gain improved knowledge and skills, Apprenticeships are an excellent way to achieve your goals.

Apprenticeships are directly related to job roles and designed to improve industry knowledge and performance. Your employer and NLTG Tutor will support you through your Apprenticeship, providing professional advice and guidance to help you develop your personal and professional skills, and plan for the next step in your career.

This handbook provides a useful guide to everything you need to know about Apprenticeships and your journey as a learner, as well as containing information on getting the most out of your programme.

Whatever your goals and aspirations, we are here to support you develop, progress and achieve.



A stylized, handwritten signature in black ink that reads "Gareth Lindsay".

Gareth Lindsay
NLTG Managing Director

ABOUT NLTG

Established in 1969, North Lancs Training Group (NLTG) is one of the largest independent training providers in the country. We pride ourselves on the quality of our provision and are dedicated to total learner and employer satisfaction, with an emphasis on individuals and supporting their needs. We strive to provide a flexible approach to training by offering access to training opportunities in the workplace, combined with first-class advice, guidance and support.

We employ a fantastic team of professional people who are constantly undertaking training and development and are committed to the continuous improvement of our services.

Our aim is to make a real difference to every learner's life and every employer's business.

OUR VISION

"To be widely acclaimed as an outstanding provider of highly responsive, top quality vocational education and training, raising aspirations, preparing all learners for their next steps, and building brighter futures for them and the communities we serve."

OUR MISSION

"To engage learners and employers in vocational education and training, supporting learners to progress, enabling them to achieve their goals, and supporting employers to receive a return on investment, whilst having a positive impact on industry and the wider community."

APPRENTICESHIPS

WHAT IS AN APPRENTICESHIP?

Apprenticeships combine employment with workplace study, so you'll acquire new skills, knowledge and behaviours directly related to your job role, industry and career. During your Apprenticeship, at least 6 hours per week on average of your time will be spent learning; the rest of your time will be spent applying your knowledge and skills within the workplace. Apprenticeships:

- are occupation-focused; although some may contain a relevant qualification, they are not qualification-led.
- focus on the skills, knowledge and behaviours you will need to have learned by the end of your Apprenticeship.
- assess you at the end of your Apprenticeship via an independent End Point Assessment organisation (EPAO) to prove you can carry out all aspects of your job.

HOW YOUR APPRENTICESHIP IS FUNDED

Apprenticeships are funded by the Government, and/or your employer depending on the size of employer you work for and your age.

If you are aged 16-18 and working in an organisation with less than 50 employees, your Apprenticeship is fully funded by the Government/European Social Fund (ESF).

If you are aged 19+, or aged 16-18 and working in a company with over 50 employees, your Apprenticeship is funded by the Government/ESF and/or your employer.

THE LEARNER JOURNEY

1. Onboarding

- Application
- Interview
- Eligibility checks
- Pre-tasks
- Occupational initial assessment (Including Recognition of Prior Learning and planning off the job training)
- Learning Support diagnostic assessment
- Enrolment
- Compilation of Training Plan
- Apprenticeship Agreement



2. Induction

- Employer workplace induction
- NLTG induction to the Apprenticeship Programme



3. Teaching and Learning

- Off the job training
- Delivery of learning relating to the development of Skills, Knowledge and Behaviours for the relevant Standard
- Completion of any Functional Skills
- Completion of any mandatory on-programme qualifications



4. Formative Assessment

- Tripartite signed and dated reviews of progress every 8-12 weeks:
- Checking progress versus previous actions,
- Training delivered since last review
- Checking progress versus the agreed Training Plan
- Discussing slippage versus planned off the job training
- Discussing any identified additional learning support
- Update of Training Plan
- Learner Support Reviews



5. Gateway

- Completion of Practical period of Training
- Learner Revision
- Mock End Point Assessments
- Portfolio preparation/projects



6. End Point Assessment

- Carried out by independent external End Point Assessment Organisation



7. Completion and Certification

- Achievement of the Apprenticeship



8. Occupational Competence

- Competence in chosen job role



9. Progression

- Next level if applicable
- CPD (Continuing Professional Development)



THE LEARNER JOURNEY

ONBOARDING

Undertaking an Apprenticeship is a big commitment and we want to make sure that you make the right decision, understand the dedication it will take to complete, and are able to cover all the requirements of the occupational Standard.

Prior to embarking on an Apprenticeship you will be required to complete an NLTG Application form, (including information whereby NLTG will check on your eligibility for an Apprenticeship) and an interview.

You will then undertake the following initial assessment arrangements to identify your starting point on the Apprenticeship and inform your individualised Training Plan.

PRE-TASKS

For some occupational Apprenticeships we will require you to complete some pre-tasks to gauge your commitment to the programme and provide you with an insight as to the type and level of work you will be required to produce.

OCCUPATIONAL INITIAL ASSESSMENT

In conjunction with NLTG Tutor, your employer and yourself we will complete a skills scan to identify any existing qualifications and/or skills that may exempt you from certain aspects of the Apprenticeship Standard you are undertaking. The outcome of this discussion will inform the duration of the Apprenticeship and the required off the job training hours.

TRAINING PLAN

The above thorough initial assessment arrangements will inform the content of your individualised Training Plan. The Training Plan will include your name, your job role, the title and level of the Apprenticeship Standard, your Normal working hours, the End Point Assessment Organisation, start and planned end dates, and the volume and arrangements for delivery of the off the job training requirements. The Training plan will be signed and dated and copies retained by NLTG, your employer and yourself. Reviews of your progress will include the updating of this Plan.

ENGLISH/MATHS INITIAL ASSESSMENT

All Apprenticeship Standards include a requirement to attain a certain level of English and Maths (Levels vary between Standards). If you have not already achieved the levels required* then as part of initial assessment you will be required to undertake Skills Forward English and/or maths diagnostic assessment. This assessment will identify the level that you are currently working at and provide a tailor-made plan that suits your need (Individual Skills Plan- ISP) that helps you prepare for your Functional Skills element of your Apprenticeship. Where required you will receive additional 1:1 support in your workplace from a specialist NLTG English/maths Tutor.

All learners regardless of their level will be supported during the Apprenticeship programme to develop their English and Maths “Functional Skills”.

*NLTG will require evidence of such attainment e.g. copies of certificates

APPRENTICESHIP AGREEMENT

Your employer will provide you with an Apprenticeship Agreement that summarises various aspects of your Apprenticeship. Both the employer and yourself are required to sign this document. A copy will be kept by the employer, yourself and NLTG.

INDUCTION

EMPLOYER WORKPLACE INDUCTION

If you are a new employee undertaking an Apprenticeship your employer will provide an induction into your workplace that will include:

- Company policies of Health and Safety, Equality and Diversity, Discipline and Grievances
- Welfare arrangements (e.g. toilets, washing facilities, break times etc)
- Conditions of employment
- Employee responsibilities

NLTG INDUCTION TO THE APPRENTICESHIP PROGRAMME

Your NLTG Tutor will explain:

- a) Your entitlement to receive at least an average 6 hours per week of off the job training planned over the duration of the Apprenticeship
- b) E-portfolio system that you will use to:
 - upload evidence
 - document Off the job Training hours
 - monitor your own progress towards completion
 - communicate with NLTG (via messaging system)
 - submit work (your Tutor can remotely access such work to mark and provide feedback)
 - access resources (for your Apprenticeship and other support)
 - access your Training Plan and other documentation related to your Apprenticeship
 - access your Individual Skills Plan detailing your Functional Skills development and access to resources
- c) NLTG Learning materials available via NLTG's online Learner Hub including links to NLTG partnership organisations and their online resources
- d) the content of your Apprenticeship including the types of learning that contribute towards your off the job training hours
- e) the types of learner support available, such as out of hours NLTG Tutor support, additional specialist support, maths/English support
- f) the creation of an NLTG email address and access to Office 365
- g) assessment methods including End Point Assessment (EPA) arrangements

OFF-THE-JOB (OTJ) TRAINING

During your Apprenticeship you are required to spend at least 6 hours per week on average of your time completing OTJ training during your normal working hours (i.e. during your paid working hours excluding any overtime).

OTJ training refers to anything in the workplace that is new to you, that will support your knowledge and skills development in the workplace, is directly relevant to your Apprenticeship and job role, and is undertaken 'away' from your normal working duties.

Your employer will need to ensure you are allowed time to complete this requirement and NLTG will support you and your employer in identifying suitable activities. Examples of OTJ training may include: work shadowing, industry and inter-departmental visits, individual study time to complete assignments/research, attending training with your NLTG Tutor, completing e-learning modules.

OTJ training may be undertaken in a variety of ways, for example: as part of every day; for a proportion at the beginning, middle or end of the Apprenticeship programme.

The key is to ensure that you log any OTJ training hours on an ongoing basis and reflect on the development that has taken place. An OTJ training diary is provided within your Apprenticeship resources.

YOUR LEARNING JOURNEY

TUTOR VISITS

Learning targets will be agreed, and previous targets reviewed at every visit/session with your Tutor, providing a continuous learning cycle. Each Apprenticeship has a different profile of visits and these will be agreed with you at initial assessment.

During your visit, your Tutor will hold a 'Tripartite' review discussion with you and your Workplace Supervisor/Manager/Mentor. This three-way discussion is an opportunity to acknowledge your progress and achievement towards previously set on and off-the-job training targets, and to agree planned training/further development requirements for your next visit.

The purpose of Tutor visits is to:

- review short term targets set at your previous visit, plus ongoing independent learning objectives, and provide feedback to help you develop your knowledge and skills.
- review your progress towards your mid and long-term targets at a Milestone meeting (planned at key stages throughout your Apprenticeship). Milestone meetings also give you the opportunity for self-reflection and to receive ongoing feedback from your employer, ensuring all parties are fully aware of your individual journey as a learner.
- enable your Tutor to work alongside your employer to support your development, agree targets and objectives and discuss any barriers to progress or success.
- review and record off-the-job (OTJ) training that has been completed, and OTJ training planned for the coming months.
- support your well-being and welfare, and help you with any problems you may be experiencing.
- review your full 'programme of learning'.
- update and review your individual training plan.
- discuss further continuing professional development through ongoing IAG (Information, Advice & Guidance).

Where additional English and/or maths support is identified at initial assessment, or at any point during your Apprenticeship, one of NLTG's dedicated Skills for Life (SfL) Tutors will provide you with 1:1 specialist support.

RESOURCES

We offer a range of online resources to support you throughout your Apprenticeship.

NLTG Online Resources

NLTG will provide you with access to your very own Microsoft Office 365 account, complete with online Microsoft packages, as well as access to online training modules and a large bank of learning resources, to help with research and independent learning activities. Online support and further resources to assist you in completing your Apprenticeship are also available via links to NLTG partnership organisations.

YOUR LEARNING JOURNEY

GATEWAY

Gateway takes place before an End Point Assessment can start. The employer and NLTG tutor will review your knowledge, skills and behaviours to see if you have met the minimum requirements* of the apprenticeship set out in the relevant Apprenticeship Standard and that you are ready to take the assessment.

*Minimum requirements are for you to

- Be able to display occupational competency
- have evidence of or pass functional skill levels in English and maths
- complete mandatory training
- take any qualifications set out in the standard
- meet the minimum duration for their apprenticeship training

Only apprentices who complete gateway successfully can start the End Point Assessment.

YOUR LEARNING JOURNEY

ASSESSMENT

You will have your skills, knowledge and behaviours evaluated at the end of your Apprenticeship by taking an End Point Assessment (EPA). This is known as synoptic assessment and will be undertaken by an external independent assessor. Each Apprenticeship Standard has its own 'Assessment Plan' which details the criteria required to successfully achieve your Apprenticeship and the Grade you may receive (e.g. Pass, Merit, Distinction). Throughout your programme, your Tutor will discuss your progress and agree targets to stretch and challenge your learning to maximise your potential. EPA vary for different standards but may include methods such as: workplace observations, project work, portfolios, reports, practical assessments, professional discussions, interviews, presentations and multiple-choice tests.

ASSESSMENT PREPARATION & SUPPORT

External tests are required for completion of an Apprenticeship and Functional Skills qualifications, and NLTG is committed to achieving equality of opportunity in the assessment process. Learners may have individual requirements for several reasons and reasonable adjustments can be put in place to accommodate your requirements.

NLTG will assist you to prepare for external assessment during your learning journey, ensuring you build the skills necessary, and providing you with the opportunity to experience an external assessment via a mock or practice session.

Should you feel that you have any additional needs or require additional support, or just find external assessment or exam situations stressful, please advise your Tutor as soon as possible. We also have an online anxiety resource available, to alleviate any concerns you may have with assessment/exams.

APPEALS PROCEDURE & MALPRACTICE POLICY

NLTG's Appeals Procedure covers the process for raising appeals against an academic decision that has been made. A full copy of the Procedure is available in the Publications section of our website.

Malpractice is any activity or practice which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and the validity of certificates. A full copy of our Malpractice Policy is available in the Publications section of our website.

CAREERS ADVICE & PROGRESSION OPPORTUNITIES | YOUR RIGHTS & RESPONSIBILITIES

CAREERS ADVICE & PROGRESSION OPPORTUNITIES

Once you have successfully completed your Apprenticeship, you will receive relevant certificates. You will also be provided with information on progression opportunities for further training and qualifications, relevant to your work role and responsibilities. Whatever your role, we can continue to support your learner journey and help you with continuous development opportunities, just ask your NLTG Tutor for more information.

NLTG LEARNER & EMPLOYER COMMITMENTS

We are committed to helping you succeed and to help you do so, we also require you and your employer to make the commitments outlined below.

WHAT YOU CAN EXPECT FROM NLTG

- We will treat you with respect, in a friendly and professional manner.
- You will benefit from high expectations, engagement, care, support and motivation.
- Our staff will use their skills and expertise to plan and deliver the necessary teaching, learning and support to meet your own specific needs, and enable you to achieve your Apprenticeship.
- We will initially assess your starting point, monitor your progress and set challenging tasks to develop knowledge, skills and behaviours, including maths, English and ICT where such support has been identified.
- You will have training visits/meetings at regular intervals (approx every 4-6 weeks) to provide support towards the achievement of your learning goals.
- Our staff will promote equality and diversity and discuss 'Safe, Equal & Well' practices throughout your programme.

WHAT WE AND YOUR EMPLOYER EXPECT FROM YOU

- Work towards the targets agreed via your individual learning plan to achieve your Apprenticeship objectives, and keep your employer informed of your progress and any issues.
- Ensure any work you complete is on time and to the required standard.
- Monitor and manage the off-the-job (OTJ) training requirement and ensure this is documented and reviewed on a regular basis.
- Adhere to NLTG's Acceptable IT User Agreement (see p19 for details).

WHAT YOU CAN EXPECT FROM YOUR EMPLOYER

- Opportunities for you to gain significant new knowledge, skills, behaviours and the wider employment experience necessary to achieve your Apprenticeship within your normal working hours. (Normal working hours are your 'paid working hours' excluding any overtime. This will include off-the-job (OTJ) training opportunities).
- Support, encouragement and supervision and the provision of sufficient time for you to complete independent learning targets between your Tutor visits.
- Allowing regular Tutor visits with you for reviews of progress, teaching and learning sessions and support and guidance towards your learning targets.

ABSENCE FROM YOUR APPRENTICESHIP PROGRAMME

While on your programme you should follow your company requirements and report any absence as instructed by your employer. Poor timekeeping and attendance will be dealt with in line with your company disciplinary procedure.

If your personal circumstances change during your Apprenticeship (pregnancy, accident, illness etc) and this results in a long-term absence from work, we can agree a break from your learning on condition that you fully intend to return to the programme and complete your Apprenticeship.

NLTG LEARNER & EMPLOYER COMMITMENTS

This would also apply if you leave your job and move to a different employer. Please inform your Tutor as soon as possible, so we can consider the best way to move forward and provide some advice about continuing with your Apprenticeship. If we are contacted by your employer to confirm you have left the company, we will endeavour to contact you to discuss your continuation on the programme.

Changes to funding for Apprenticeships means that in some cases, your new employer may have to agree to continue to co-fund your Apprenticeship in order for you to continue.

YOUR RIGHTS & RESPONSIBILITIES

New employees

As an Apprentice you have the same rights and responsibilities as all other employees within your company; this includes pay, working hours, holidays and sickness. Below are the main areas of rights and responsibilities.

Pay - If you are a new employee/apprentice, your employer will be responsible for paying your wage, which will be at least the minimum Apprenticeship wage appropriate to your age, i.e.

- if you are aged 16-18 your employer must pay at least the Apprenticeship minimum wage.
- if you are aged 19+ your employer may pay the Apprenticeship minimum wage, for the first year of your Apprenticeship only. After this date, your wage will need to increase to the appropriate National Living/Minimum Wage for your age.

Rights - Your hours of work, holidays and sickness pay should comply with current employment legislation.

Statement of Employment Particulars - Your employer will need to provide you with a written 'Statement of Employment Particulars'. This isn't an employment contract but will include the main conditions of employment and will need to be provided to you within 2 months of the start of your employment.

New and existing employees

Apprenticeship Agreement

Your employer will provide a copy of an 'Apprenticeship Agreement' to you and to NLTG. This is an official document setting out how your employer and NLTG will support you to achieve your Apprenticeship. It includes information on the training you'll receive, your working conditions and qualifications you may be working towards. This agreement will be completed with you and your employer at the start of your Apprenticeship.

Training Plan

You, your employer and NLTG must sign a training plan. This must include information on: the planned content and schedule for training; what is expected and offered by your employer, NLTG and yourself; how to resolve any queries or complaints.

Working Time Regulations

If you are aged under 18 you must not work more than 8 hours per day or 40 hours per week. If you are aged 18+ you must not work more than 48 hours a week on average – normally averaged over 17 weeks (this is sometimes called the 'working time directive' or 'working time regulations'). There are some exceptions to these rules, which can be found by visiting www.gov.uk/maximum-weekly-working-hours.

KEY PEOPLE

NLTG OCCUPATIONAL TUTORS

Our Tutors are industry experts and deliver tailor-made training solutions to meet the individual needs of all our learners.

Your Tutor will conduct regular visits/meetings with you to deliver teaching and learning activities, discuss and agree independent learning targets and review your progress on an ongoing basis. Visits/meetings may be held at your place of work or remotely using, Microsoft Teams etc. Tutors are experts in their field and will guide and support you towards your learning targets and provide well-being and welfare support. Your Tutor will also help you prepare for any assessments and will provide additional support via telephone, email or extra visits/meetings, should you need it.

NLTG ENGLISH/MATHS TUTORS

If it is identified at initial assessment or at any point during your Apprenticeship, that you require additional English and/or maths support, one of our specialist maths/English Tutors will provide additional 1:1 support.

Your Tutor will hold regular visits with you, helping you to develop new maths/English skills as well as providing opportunities to refresh and revisit topics where necessary.

WORKPLACE MENTOR/SUPERVISOR/MANAGER

In many cases, your workplace mentor will be your Supervisor or Manager. They will be responsible for supervising your workplace development and supporting you achieve your Apprenticeship. Your mentor will provide learning and development guidance, and support you with any problems, issues, concerns or challenges you may have.

You will meet regularly with your NLTG Tutor and Supervisor/Manager to:

- set learning/development objectives.
- review your progress towards completion of your Apprenticeship.

SAFE, EQUAL & WELL

Throughout your Apprenticeship, NLTG is committed to ensuring that you are supported, remain safe, and are treated fairly and equally.

SAFEGUARDING

Safeguarding is a term used to describe the duties and responsibilities that those providing education and training must carry out to protect individuals from harm and to ensure they feel safe. Safeguarding includes online safety, sometimes referred to as e-safety.

NLTG strive to make your learning environment a place where you can feel safe from harm, bullying or abuse and we have a zero tolerance to abuse and other harmful behaviours, including being at risk from radicalisation.

We ensure that we practice safe recruitment of staff and volunteers, raise awareness of Safeguarding issues and implement procedures for identifying and reporting issues, as well as supporting any young or vulnerable learners suffering or likely to suffer any significant harm. Further details are available in our Safeguarding Policy, which is available in the Publications section of the NLTG website.

Any specific Safeguarding concerns you have may be raised through NLTG Tutors or NLTG's Safeguarding Team. If you have a Safeguarding or Prevent (see p16) related concern, please use the contact details below to report your concern.

You will be issued with a Safeguarding card to remind you of this guidance.



If you think you are being harmed, bullied or abused or if you have a prevent related concern, you should report it as soon as possible. You could:

- 1) Talk to your Tutor
- 2) Report a Safeguarding concern via the Learner Hub
- 3) Email our Safeguarding Officers
mark.taylor@nltg.co.uk or carl.morris@nltg.co.uk
- 4) If the enquiry is URGENT then you should always call **999**.

Examples of unfair, unsafe or abusive treatment by others

Abuse or harm may occur face-to-face or online and is not always obvious. In grooming, abusers befriend and then exploit others for the purposes of criminal, sexual or financial gain.

The following list is not exhaustive and gives some examples, however there are many more which are not listed here.

- **Psychological or emotional abuse** – bullying, harassment, taunting, teasing or making belittling remarks about you. This could also be via Social Media or text.
- **Financial or material abuse** – people stealing from you or bullying you into handing over your money and possessions.

SAFE, EQUAL & WELL





- **Sexual abuse** – carrying out any sexual abuse such as harassment (unwanted and uninvited touching). Sexual violence such as being touched or being forced to touch the sexual parts of someone’s body, being forced to watch or take part in a sexual act, making suggestive sexual remarks, using sexist language or acts such as upskirting.
- **Neglect** – failure to provide access to basic living needs such as shelter, food and water, clothing and medicine.
- **Discrimination** – people should not discriminate against you because of age, sexual orientation, sex, religion or belief, race, gender/reassignment, marital or civil partnership, disability, pregnancy/maternity, ethnic background.

PREVENT

Prevent is part of the Government’s anti-terrorism strategy and is intended to stop vulnerable people being groomed, radicalised and drawn into terrorism or violent extremism. You will be introduced to this strategy and learn about someone who may be vulnerable to, or at risk of, radicalisation. If you have any information regarding suspected terrorist activity you should report this to the police or contact the Anti-Terrorist Hotline on **0800 789 321**.

BRITISH VALUES

British Values reflect life in modern Britain and are the common values that all communities share. There are four British Values which are:

<p>Democracy</p> <p>Meaning the people of Britain have the right to have their voices heard, vote for the people who make the laws and decide how the country is run.</p> 	<p>The Rule of Law</p> <p>The laws, legislation, rules and policies designed to ensure Britain is a safe and secure environment in which to live and work.</p> 	<p>Individual Liberty</p> <p>The protection of your rights and the rights of others to believe, act and express oneself freely.</p> 	<p>Mutual Respect</p> <p>Show mutual respect for and tolerance of those with different faiths and beliefs, and for those without faith.</p> 
--	---	--	---

EQUALITY & DIVERSITY

Our commitment to equality of opportunity covers all stages of your Apprenticeship. We aim to ensure that our learners do not receive less favourable treatment on the grounds of:

- sex
- religion or belief
- age
- race
- gender reassignment
- marital or civil partnership
- disability
- pregnancy or maternity
- ethnic background
- being an ex-offender with a spent crime

SAFE, EQUAL & WELL

Additionally, we don't support learners being placed at a disadvantage by imposed conditions or requirements which cannot be shown to be justified.

We also expect employers to have an Equality & Diversity Policy which sets out their commitment to ensuring equality and valuing diversity. Please ask to see a copy if you aren't already familiar with it. If you believe you have been treated unfairly at any stage of your programme, we would urge you to discuss this with your employer and Tutor. A copy of NLTG's Equality & Diversity Policy is available in the Publications section of our website.

HEALTH & SAFETY

NLTG has a legal and contractual duty to take all necessary steps to ensure you are safe at work and are covered by your employer's liability insurance while on your Apprenticeship. To help us and your employer in meeting these duties you must:

- take reasonable care of your own health and safety
- make sure you do nothing that adversely affects other people's health and safety
- co-operate with your employers on all health and safety matters
- read and adhere to the Health & Safety Law poster
- abide by your own company's rules and regulations regarding health and safety, e.g. wear protective equipment where necessary, use safety devices, report hazards and unsafe conditions to your Supervisor and NLTG Tutor
- inform your Tutor should you have an accident or suffer ill health at work, so that this can be investigated if necessary. Your Tutor can provide further guidance on health and safety matters should you need it.

BULLYING & HARASSMENT

This can take many forms at work and can include unwelcome physical, verbal or non-verbal conduct such as sexual advances, physical contact, gossip, obscene posters and gestures etc. Should you feel you are being bullied or harassed at work you should report the details to your Supervisor and your Tutor. Your Tutor can provide help and guidance should you require it. If this does not solve the problem, you will need to follow your company grievance policy, or contact your Trade Union if you are a member.

RESILIENCE

Developing emotional resilience helps us all to deal with difficult situations and pressure and enables us to bounce back and recover quickly after a setback or a stressful situation. It also affects how we adapt to different situations and we should all try to take steps to help ourselves become more able to deal with pressure and different situations.

Small changes can make a huge difference so think about the following tips and hints.

- Practice being straight forward and assertive when communicating and working with others. Be prepared to say no if you find that you are being pressured or expected to accept excessive or unacceptable demands. You can remain calm and explain the reason you are unable to agree to the person's demands.

SAFE, EQUAL & WELL | LEARNER PRIVACY NOTICE & ACCEPTABLE IT USER AGREEMENT

- Use relaxation techniques – sit quietly for 5 minutes, listen to some music, sing a song, use a colouring book, get creative or go for a short walk. Whatever gives you time to relax your mind and gather your thoughts. You will know what works for you.
- Develop an interest or hobby - something that has always been of interest or a new idea you have just discovered. Look online for local groups or courses, bring a friend along if you prefer, or start to complete your own research online.
- Find balance in life and try to focus your energy in a balanced way, that allows you to enjoy the variety of people and situations you deal with daily, while maintaining a view of both work and life that is evenly spread and doesn't create stress.

Should you feel that you are struggling to achieve a balanced focus, we are able to provide advice, guidance and support should you need it.



LEARNER PRIVACY NOTICE & ACCEPTABLE IT USER AGREEMENT

LEARNER PRIVACY NOTICE

NLTG collects and processes personal data relating to learners at enrolment and throughout their chosen programme of learning, to establish and maintain the learner/provider relationship. NLTG is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. Our Learner Privacy Notice and GDPR Data Protection Policy provide full details of the data collected and our commitment to data protection, individual rights and obligations in relation to personal data. These documents are available from the Publications section of our website.

LEARNER PRIVACY NOTICE & ACCEPTABLE IT USER AGREEMENT

ACCEPTABLE IT USER AGREEMENT

We understand the importance and benefits of emerging technologies for learning and personal development. However, we also recognise that safeguards need to be in place to ensure you and others are kept safe at all times. Detailed below are the requirements of learners on NLTG Apprenticeship programmes, in respect of IT.

As a learner you must:

- only use NLTG ICT systems, including internet, email, digital video, Microsoft teams, mobile technologies etc, for your programme and not for personal purposes (e.g. do not arrange online to meet someone unless this is part of an NLTG arrangement approved by NLTG staff).
- not download or install software on NLTG equipment.
- not attempt to bypass NLTG security measures.
- only log on to the NLTG network/e-learning platform with your own username and password.
- follow the NLTG ICT security system and not reveal your passwords to anyone.
- only use your NLTG email address on NLTG ICT systems.
- make sure that all ICT communications with other learners, NLTG staff or others are responsible and sensible.
- be responsible for your own behaviour when using the internet. This includes resources you access and the language you use.
- not deliberately browse, download, upload or forward material that could be considered offensive or illegal. If you accidentally come across any such material, you will report it immediately to NLTG (or your employer if in the workplace). This includes material related to terrorism illegal extremist groups.
- not give out any personal information such as your name, phone number or address.
- ensure that your online activity, will not cause NLTG, your employer, the staff, other learners or others distress or bring them into disrepute.
- support NLTG's approach to online safety and not deliberately upload or add any images, video, sounds or text that could upset or offend anyone.
- respect the privacy and ownership of others' work online at all times.
- not attempt to bypass the internet filtering system.
- understand that your use of the internet and other related technologies can be monitored and logged while using NLTG equipment. Action will be taken against anyone misusing the network or equipment or participating in criminal activity.
- understand that these rules are designed to keep you safe and that if they are not followed, sanctions will be applied, and your employer, and parent/carer if you are under 18, may be contacted.
- agree that the above similarly apply to you within the workplace unless otherwise specifically authorised by your employer.

PERSONAL DEVELOPMENT

Apprenticeships not only develop new skills and knowledge, they support your personal development and provide opportunities to explore a range of personal, social and ethical issues.

ENRICHMENT

Enrichment activities can develop a range of transferable skills such as communication and project management. They can be gained from volunteering/extra activities inside and outside work (e.g. fundraising and team event organisation) and used to demonstrate new skill development.

CITIZENSHIP

Citizenship develops the knowledge and skills to understand, challenge and engage with democratic society including politics, the media, civil society, the economy and the law. Through the study of British Values during your Apprenticeship, you will explore such issues and further develop your knowledge and skills.

DIGITAL SKILLS

Digital skills will be embedded as far as possible within Apprenticeship delivery. Through the use of NLTG's online resources and e-portfolio platforms your skills will be further enhanced, and we will also encourage you to record your progress on programme via a range of digital methods. These may include voice recordings and photographs of activities/items created that demonstrate your skills development.



SUPPORT & EXTRAS

SUPPORT

We provide a wide range of support and assistance with personal, social or emotional issues and welfare, and can help you with any problems you are facing. We will listen and try to help you to find effective ways to overcome problems, and signpost you to alternative specialist help and support where this is available.

If you feel you are experiencing any circumstances where you need support and advice, please contact our Quality Team on [01254 397119](tel:01254397119) or talk to your Tutor. Should you be referred to the Quality Team for learner support, and not wish to access that support, we will respect that, and would offer to signpost you to additional external agencies who might be able to help.

Should your Tutor or a member of the Quality Team believe that you are at serious risk of harm, your situation will be reported to NLTG's Designated Safeguarding Officer for their support and advice.

TRAVEL SUPPORT

As an apprentice, and depending upon your age and where you live, support with your commute to work via public transport or 'Bike to Work' schemes may be available. If you are eligible to apply, we will inform you about the options available.

NUS APPRENTICE EXTRA CARD

As an NLTG apprentice, you can apply for an NUS Apprentice Extra Card which provides discounts in-store and online with your favourite brands to help your hard earned cash go a little further. Discounts are available at hundreds of high street and online retail partners and include discounts on travel, sport, technology, mobile and broadband, as well as fashion, beauty and going out. NUS membership costs just £11 for 12 months or £19 for 2 years and can save card holders around £525 per year!

For more information visit www.apprenticeextra.co.uk



Microsoft




Virgin
EXPERIENCE
DAYS



Just
£11
for 12
months



boohoo.com
TWENTYFOUR | SEVEN | FASHION



SAMSUNG



Disney+



Frankie & Benny's
MEMBERSHIP RESTAURANT & BAR



Pizza
Hut



tastecard

FEEDBACK

Whether you have a question, suggestion, compliment, comment or complaint, you can provide us with details through a variety of channels. These include contacting NLTG directly by phone, email or through our website, ongoing feedback/discussion during Tutors visits/reviews/contact, through surveys/questionnaires and at end of programme evaluations.

NLTG is committed to providing a high-quality training and learning experience and has a variety of policies and procedures in place to ensure any complaints are resolved in a thorough, professional and timely fashion. These include our Whistleblowing Policy, Appeals Procedure and Complaints Policy. These policies are available in the Publications section of our website. Alternatively, you can contact the Quality Team directly on [01254 397119](tel:01254397119) and a member of the team will be happy to assist with your query.

“We wish you every success in your studies and look forward to celebrating your achievements.”



USEFUL CONTACTS AND WEBSITES

NLTG HEAD OFFICE

01254 397 119
info@nltg.co.uk

NLTG SKILLS FOR LIFE (MATHS AND ENGLISH) TEAM

01254 397 119

NLTG SAFEGUARDING TEAM

01254 397 119

NATIONAL MINIMUM WAGE INFORMATION

www.gov.uk/national-minimum-wage-rates

ADVISORY, CONCILIATION AND ARBITRATION SERVICE (ACAS)

www.acas.org.uk

HEALTH AND SAFETY

www.hse.gov.uk

NSPCC

www.nspcc.org.uk

SOCIAL CARE HELPLINE

0300 123 6720
0300 123 6722 (Emergency Duty Team)

ANTI-TERRORISM HOTLINE

0800 789 321

PREVENT DUTY GUIDANCE

www.gov.uk/government/publications/prevent-duty-guidance

Apprenticeships are co-funded by the ESF



Date of publication - 26/05/22





NLTG

NORTH LANCS TRAINING GROUP

THE NORTH LANCS TRAINING GROUP LTD

Founded in 1969

Head and Registered Office

Bradshawgate House, 1 Oak Street
Accrington, Lancashire, BB5 1EQ

☎ 01254 397119

🌐 www.nltg.co.uk

✉ Info@nltg.co.uk

