

# APPRENTICESHIP PROGRAMME HANDBOOK

Version 1.3



# TABLE OF CONTENTS

Welcome from The TESS Group	4
Meet the team	5
Apprentice Promise	6
Commitment and Responsibilities	8
About the Standard Delivery	12
Additional Apprenticeship Information	17
Improve your Safeguarding/E-Safety and Prevent Knowledge	18
Improve your Equal Opportunities and British Values Knowledge	22
Know your Health and Safety	24
TESS Appeals and Complaints Procedure	28
Information Advice and Guidance – Sources of Information	29
Apprenticeship Voice – It's time to talk	32
Useful Websites	33
Declaration	34
Log in Details	

Apprentice Name:

---

Company:

---

Mentor:

---

Trainer Name:

---

Standard/Qualification working towards:

---



We are the training experts

# WELCOME

## About us

We are a learning and development provider who take pride in delivering real learning throughout all our programmes. We were established in 2009 when businesses were focused on finding solutions that were cost effective, high quality and sustainable – we thrived under the conditions and quickly grew into one of the UK's most innovative training providers. In short, we provide real training and coaching solutions that can be digested and applied to your real-life jobs, with a reputation for integrity, innovation and quality, our vision is to work with you to aspire, achieve and sustain your objectives through our training, employment and support services. The TESS Group employs a wealth of dedicated and experienced team members across the country to ensure that our learners and business partners benefit from an innovative and high-quality service throughout the programmes we deliver.

## Welcome to The TESS Group

*We understand that first and foremost you are an employee and your apprenticeship is a 3-way relationship between you, The TESS Group and your employer. This is a fantastic opportunity to improve your long-term career prospects whether you are starting out in your first job or progressing up the career ladder, along with also gaining confidence to achieve more in your career. Here at The TESS Group we believe that outstanding teaching and learning, when combined with first class on and off-the-job training, offers people the real opportunity to fulfil their potential. We are totally committed to ensuring that you achieve your objectives and that we exceed your expectations. An apprenticeship gives you the chance to gain new skills and knowledge which we really value here at The TESS Group. You are embarking on a learner journey with The TESS Group and in addition to what you will learn on your programme, we aim to provide you with other useful advice and guidance.*

*If you would like The TESS Group to direct you to other sources of information that are not contained in this booklet, then you can email us at any time on [martin.parnham@thetessgroup.com](mailto:martin.parnham@thetessgroup.com) or [lisa.o'reilly@thetessgroup.com](mailto:lisa.o'reilly@thetessgroup.com) and we aim to respond to you within 48 hours.*

## The Team

During your apprenticeship you will be supported by a trainer and a skillscoach.

**Martin Parnham** is the Head of Delivery & Learning and is responsible for the overall delivery of the Apprenticeship and European Social Funded contracts at The TESS Group.

[martin.parnham@thetessgroup.com](mailto:martin.parnham@thetessgroup.com)

**Peter Dignam** is the Head of Quality. Peter regularly reviews and manages the curriculum and apprenticeships we offer. The quality of delivery by our assessment and verification team is constantly monitored to maintain our high levels of customer service and satisfaction.

[peter.dignam@thetessgroup.com](mailto:peter.dignam@thetessgroup.com)

# OUR APPRENTICE PROMISE

Here at The TESS Group we are so committed to you that we have written a promise.



The rules we abide by, as a company to ensure that we always do what is right and what is best for your career and succession within the company.

## We will support every apprentice in the right choice of qualification

- You will undertake an initial and diagnostic assessment to insure you embark on a qualification that you can achieve
- We consider your circumstances, responsibilities and future aspirations

## We will strive to deliver outstanding teaching and learning and assessment with our academy partners

- You will have access to different types of teaching and learning approaches
- You will have regular access to your trainer, a competent and qualified professional whose aim is to enable you to achieve your potential and empower you to achieve your succession plan

## We will progress very apprentice at the right pace

- You are an active participant in your learning aims and training goals
- We commit to setting SMART targets in agreement with you

## We will provide effective information, advice and guidance

- You will have access to learning resources throughout the duration of your programme
- You will receive a full induction to your learning programme

## We will deliver a great apprentice experience

- We will treat you as an individual
- We will treat you fairly and with respect
- You can expect a safe working and learning environment

## We give each apprentice a voice

- We will listen to you
- We act on what you say
- We work with you to play a big part in improving The TESS Group Apprenticeship programme

# INTRODUCTION TO YOUR PROGRAMME



## Commitments and Responsibilities

We require your full commitment to the programme, so we have outlined the commitment and responsibilities for you. The TESS Group and your employer, which we will all commit and obey to during the duration of the programme.

### You

As an apprentice I agree to:

- Carry out your job as required by your employer.
- Be punctual and compliant at all times
- Observe and comply with the Employer's terms and conditions of employment.
- Behave in a responsible manner promoting the employer's and The TESS Group's best interests.
- Be diligent in both work and learning. Attend learning sessions, keep records and take tests as required to achieve the objectives agreed in the learning plan.
- Complete activities set for me by my trainer and employer in between visits to ensure that I am continually progressing with the programme.
- Co-operate with the employer and The TESS Group in respect of Health & Safety and take reasonable care in all activities to safeguard the health & safety of yourself and others.
- Co-operate with the employer and The TESS Group in respect of equality of opportunity, ensuring that behaviour is not discriminatory or bring pressure on others to discriminate.
- Ensure your employer is fully informed of your progress.
- Notify the allocated mentor and learning and development manager and trainer of any change of circumstances which may affect your learning and progression on your chosen qualification programme
- Confirm that 50% of my working hours will be spent in England over the duration of my apprenticeship. Including time spent off-the-job training. I will inform the learning and development manager and academy partner of any change to this

### Your Employer

Your employer has agreed to:

- Provide The TESS Group with all reasonable support information it requires in relation to the apprentice and the apprenticeships undertaken by their apprentices.
- Confirm the information contained within the Training Needs Analysis and Skills Scan is accurate to the apprentice's job role and individual requirements.
- At all times provide The TESS Group with up to date information on the apprentice's employment status or breaks in learning
- Subject to the apprenticeship agreement with The TESS Group ensure that the apprentice works a minimum of 30 hours a week, including any off-the-job training
- Enter into an apprenticeship agreement with each apprentice for: a) a fixed term at least 372 days for at least 30 hours per week, or b) fewer than 30 hours per week or unspecified number of hours) but for an extended duration in accordance with the ESFA rules
- Pay apprentices the latest minimum wage required by law permit the academy partner to apply for additional funding for the benefit of apprentices
- Ensure that all apprentices are supported in spending at least 20% of their time on off-the-job training directly relevant to the apprenticeship framework or standard
- Confirm that 50% of the apprentices working hours will be spent in England over the duration of the apprenticeship, including the time spent on off-the-job training

## The TESS Group

As a training provider we agree to:

- Plan, prepare and distribute the individual learning plan and commitment statement at the outset of an apprentice's programme to suit their individual needs
- Check the eligibility of the individual apprentice at the start of their apprenticeship programme
- Carry out a thorough initial assessment to identify the additional learning and support (additional funding) the apprentice needs and if appropriate record the details and support required in the Individual Learning Plan (IRP)
- Make payments to the apprentice's assessment organisation for conducting the end-point assessments and keep records of all such payments
- To follow all agreed processes and procedures set by The TESS Group
- Support, monitor and progress each apprentice within the timeframes allocated to the programme.

*We are the training provider who has been chosen to help you gain a full apprenticeship. Visit us at [www.thetessgroup.com](http://www.thetessgroup.com) for further details should you require them.*

## Your Trainer/Skills Coach

Your Trainer is the person who will regularly visit you with regards to your standards and/or qualification. Your trainer will constantly be guiding and supporting you to gain your achievement.

All trainers are occupationally, and industry qualified to assess your ability to carry out a variety of activities to the required national standard of the qualification you are working towards. Once you have agreed to start your qualification your Trainer will contact you to begin your training sessions.

Your Trainer will;

- Provide you with the full details of the qualification/standard you are about to start.
- Arrange the learning and assessment opportunities and provide any identified support needed for you to achieve the objectives agreed in the learning plan.
- Ensure that duty of care for you, the learner, is met with regards to Health & Safety, Safeguarding and Equality of opportunity.
- Ensure that all quality assurance criteria are met throughout the term of the training.
- Review and assess your progress at least once every 12 weeks and share details of your progress with your employer. Additional assessment visits usually take place every 4-6 weeks.
- Set activities for you to complete independently between visits to cover themes or activities.

## Internal Quality Assurer – IQA

Your IQA is also employed by The TESS Group, and will be a qualified Trainer and verifier. It is possible that this person will visit you accompanied by the trainer and will ask you about your qualification, how you are progressing, any problems you are experiencing and observe your trainer's teaching, learning and assessment practice.

This is a quality assurance process monitored by The TESS Group and the Awarding Organisation.

The Internal Quality Assurer will normally act as the main point of contact between The TESS Group and the awarding organisation.

Some of the responsibilities of the IQA are;

- Assuring fair and equal access to assessment for all candidates.
- Monitoring the quality and conduct of assessments.
- Sampling candidate evidence to verify assessment decisions and progress.
- Ensure accurate and consistent standards of teaching, learning and assessment between our Trainers over time and adjusting where required to compensate for any differences in standards.
- Liaising with the awarding organisation through the External Quality Assurer to ensure consistent standards of assessment between other centres is maintained.

## External Quality Assurer – EQA

Your EQA is employed by the awarding body. Approximately every twelve months the EQA checks the assessment practices of The TESS Group. It is possible the EQA may visit you with your Trainer and IQA or talk to you on the phone about your support and experience as an apprentice. This will always be by prior appointment.

The External Quality Assurer's role is one of quality assurance, support and auditing and will concentrate on the internal verification process at the centre.

## Sector Skills Councils (SSCs)

SSC's are independent, employer-led, UK-wide organisations designed to build a skills system that is driven by employer demand.

They work with employers to identify future skills needs, setting occupational standards & designing apprenticeship frameworks.

## The Skills Funding Agency – SFA

Government funding is channelled through the SFA to provide funding for most adult training.

More information can be found on line at <http://skillsfundingagency.com>

## The National Apprenticeship Service (NAS)

The National Apprenticeships Service supports apprenticeship programmes. They offer advice and guidance to learners, employers and training organisations. The service provides a facility for advertising apprenticeship job vacancies and a direct application link to the relevant provider who can deliver the apprenticeship training.

More information can be found on-line at <http://www.gov.uk>

# ABOUT YOUR PROGRAMME

## What is an Apprenticeship?

Apprenticeships are designed to suit people working in a variety of different industries and organisations. It is important that an Individual Learning Plan (ILP) is designed to meet the needs of each learner, with a reasonable time negotiated to complete the different parts of the apprenticeship. The agreed end date will depend on several factors such as job role and complexity of the programme, evidence requirements, Qualification requirements and learner needs. It is a mandatory requirement that all apprentices have a programme of learning that lasts a minimum of 372 days. At every opportunity the ILP will be reviewed and discussed to see whether the qualification is on track. Targets that need adjustment will be renegotiated with the apprentice and employer.

Throughout your apprenticeship you will be working towards standards to evidence your skills, knowledge and behaviours towards the standard you are completing. This will then be mapped directly into a qualification with the selected Awarding body, so you can gain an additional qualification through your programme. Throughout the duration of your programme your trainer, mentor and employer will work together to gain evidence and develop you towards completing your End Point Assessment.

## Why are you called an Apprentice?

People who enrol onto Apprenticeships are called Apprentices. Why you might ask? The definition of an Apprentice is “a person who is learning a trade from a skilled employer”.

Apprenticeships have reformed over the last 12 months with past stigmas being removed from the idea of an Apprenticeship. The aim of an Apprenticeship is for a member of staff at any level to learn and develop new skills, knowledge and behaviours towards furthering their career or abilities in their current job role. Apprenticeships now extend up to Level 7 to enable you to gain qualifications without attending university full time. Apprenticeships are not just for 16-18-year olds, they are a fantastic way for you to learn in a way that suits you through a blended learning approach.

## End Point Assessment

End Point Assessment is what is now used in conjunction with the Standards for you to fully complete and pass your Apprenticeship. The End Point Assessment requirements have been set by the Government and Trailblazer working groups to ensure these are robust and fit to evidence that an Apprentice is competent in their chosen qualification and meets the laid-out standard within that industry/job role. All Apprentices must undertake an independent end-point assessment which has been designed to be a synoptic assessment of the skills, knowledge and behaviours that have been developed and learnt throughout the duration of the programme. The End Point Assessment is taken at the end of the programme once the teaching, learning and training has taken place. The decision for you to sit your End Point Assessment is made when your trainer and employer are satisfied that you have met the criteria required for the assessment at something called “the Apprenticeship gateway”. You will receive results following your End-point-assessment in the form of grades laid out by the standard for example pass/merit or distinction. Your certificate will be awarded after all the end-point assessments have been successfully completed.

### Minimum 20% off the job training

Off-the-job training is defined as learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship. This can include training that is delivered at the apprentice's normal place of work but must not be delivered as part of their normal working duties. Training must take place within the apprentices paid working hours and be directly related to the apprentice's development within their job role either at the learner's workplace or off site. The 20% off the job training does not include the following areas;

- English and/or Maths up to Level 2 which is separate as these are additional requirements to be achieved within the apprenticeship.
- Progress reviews or on-programme assessment needed for an apprentice frameworks or standards
- Training which takes place outside of your paid working hours

The 20% off the job training will be covered by The TESS Group and your employer. It is a requirement that the off the job training will be evidenced to support with the qualification to show how you have worked towards gaining the skills, knowledge and behaviours around the standards/framework you are completing.

Examples of off the job training to be used within your working hours include;

- In house training and induction
- Teaching and learning sessions including lectures/training sessions, online learning, manufacturer or industry training and role play/simulation
- Coaching and mentoring sessions that are specifically linked to developing your skills within the apprenticeship standard
- Practical training including mentoring sessions, shadowing others within the business, industry visits and attendance at competitions
- Learning support and time spent completing assignments
- Practical training under supervision to develop skills, knowledge and behaviours following from a training session
- Masterclasses/workshops
- Self-Study period – i.e. one hour per week

All off the job training is required to be recorded as part of the qualification expectations. We will monitor this using a journal, reflective accounts and a CPD (Continuous Professional Development) log.

### Assessment Visits

When you arrange to meet your Trainer for the first time, it is best to pick a quiet time at work because your Trainer will be explaining your qualification in a lot of detail. They will be outlining the duration of the programme, their expectations and identifying how you feel you learn the best. They will create a plan for your learning and agree it with you and your employer.

Assessment visits will vary dependant on the duration through the programme, throughout the assessment visits you will be required to participate in group or individual sessions, practical and written activities against the standards and qualification ongoing. Some assessment visits will include a variety of teaching and assessment methods.

Appointments will be agreed with you, your employer and Trainer and will be every 4-6 Weeks, these visits will either be remote visits or face to face visits. If you are unable to attend an appointment it is vital that you contact your Trainer giving as much warning as possible.

Individual tasks will be agreed on your assessment action plan for you to follow with dates set for your completion. Your Trainer will provide you with a copy to view on One File after each visit. Your assessment action plan will also detail any training activities that may be required and any observations or professional discussions that have been planned for a future date. It is imperative you complete tasks set by your Trainer to complete in a timely manner. If you prefer to work in a particular way, please discuss this with your Trainer who will accommodate your needs.

The focus of your delivery for the duration of your programme will be based from your Skills Scan and Training Needs Analysis from your employer. We recognise that you may already have some of the skills outlined in the standards/qualification and may not need as much support in these areas, however we will encourage you to stretch your knowledge to a higher level throughout the duration of the qualification.

### Functional Skills

Functional Skills Maths, English and ICT will be a part of your Apprenticeship qualification.

There are two different routes for you to complete Functional Skills during your programme, these are;

Completing Live Assessments – If you have not gained your Functional Skills or equivalent qualification then you will be completing your live exams for Functional Skills and learning towards these examinations including Mock Exams and BKSB online learning. You must complete the learning before you can be put in for any examinations. The level you need to complete will depend on the level of your qualification, it will either be Level 1 or Level 2 Functional Skills. Your Functional Skills learning will be loaded right from the start with the aim of you sitting your exams within 6 months of the programme start.

The areas you will cover are below along with the test time allowed for each assessment to be undertake

Exam	Duration	Method of Assessment
English Reading	60 Minutes	Onscreen or paper-based Assessment
English Writing	60 Minutes	Onscreen or paper-based Assessment
English Speaking & Listening	30 – 60 Minutes	Group Assessment that is observed
Maths	90 Minutes	Onscreen or paper-based Assessment
ICT	2 Hours	Onscreen Assessment

Improving & maintaining your skills – If you already have the required Functional Skills (or equivalent) levels then you will be required to maintain and improve your skills throughout your programme. This will be delivered though a mix of embedding into sessions and BKSB work. Your trainer will be looking at upskilling you to the level above the requirement to stretch and challenge your knowledge and skills in this instance.

## BKSB

BKSB is an E-Portfolio system that focuses on analysing, developing and supporting Maths, English & ICT skills and knowledge through training programmes. You will have already completed your Diagnostic/Initial Assessment, the BKSB software will then identify specific areas you need to improve your Functional Skills to give you a focus.

Your trainer will be able to access these results and set actions for you to develop your own skills through their trainer log in. Your trainer will use this information to support and guide you.

The BKSB system will have pre-loaded resources, videos and resources for you to access to practice and develop your skills to prepare you for your live exam or to upskill your current strengths. It will be your responsibility to take ownership of using this system throughout the duration of your programme.

Your log in details can be found at the back of this handbook.

## E-Portfolio system

Our E-Portfolio system is an ICT web-based application called One File. Assessments conducted by your trainer will be recorded electronically and evidenced on the system. The E-Portfolio also allows learners to upload and submit evidence between assessment visits, gain feedback directly from their trainer, monitor progress against target dates and allow planning of visits to meet both learner and employer's needs. Your employer will also be given access to see how you are progressing throughout the duration of your programme.

You will be given a unique log in for One File which will hold all evidence towards your programme. You will be expected to log in and use your One File in a variety of ways;

- Sign off evidence to confirm this is your work and it was carried out
- Upload your own evidence
- Access some of The TESS Group's documents
- Monitor and track your own progress
- See what is to be covered further on in your programme

Your log in details can be found at the back of this handbook.

## Additional Information about Apprenticeships

The Education and Skills Funding Agency (Government agency) stipulate apprentices must be employed for a minimum 30 hours per week and receive at least pay at the minimum rate per hour\*. The employer will provide the Learner with written terms and conditions (Contract of employment) on commencement of employment. Apprentices are to be paid for the time they attend off the job training away from their workplace i.e. at a training centre and may be reimbursed for travel expenses. Any overtime in the workplace is paid at the apprentices' minimum hourly rate.

16–18 Paid at the Minimum National Apprenticeship Wage\*.

19+ Receive at least the minimum rate for the first year of training and the National Minimum Wage for their age thereafter\*.

\*Your trainer will advise the current national minimum apprenticeship wage, or you can find it on <https://www.gov.uk/apprenticeships-guide/pay-and-conditions>

## Holidays

Employed learners shall be entitled to those holidays provided by their terms of employment and must be agreed in advance by the employer. The TESS Group must also be advised of holidays to minimise non-attendance.

Further information about apprenticeships can be found on; [www.apprenticeships.gov.uk](http://www.apprenticeships.gov.uk)

## Health and Safety

All employers must have adequate health and safety procedures in place that comply with current legislation. The Health and Safety Executive provides step by step guidance for employers and details can be found via [www.hse.gov.uk](http://www.hse.gov.uk) A written health and safety policy is mandatory for organisations of 5 or more employees.

## Grievance and disciplinary procedures

Apprentices may wish to raise a grievance relating to a work situation and this should be dealt with by the employer following their company procedures. The TESS Group can provide support to help with initial negotiations and ACAS provide free advice to either learner and/or employer in most instances. ACAS contact details are at the back of this handbook. In addition, there is safeguarding information on the page below to help identify instances which could cause learners to feel unhappy at work.

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work and what the employer deems unsatisfactory output or conduct. Employers should follow their company procedures to deal with such matters and The TESS Group should be notified of any such incidents.

# WHAT IS SAFEGUARDING AND WHO IS RESPONSIBLE?

If you have any safeguarding concerns at all, please do not hesitate to contact our team on: [Safeguarding@thetessgroup.com](mailto:Safeguarding@thetessgroup.com)

Or call one of our Safeguarding team on:

**Martin (DSL)**

**07985423972**

**Ian**

**07701395516**

**Mell**

**07704544596**



Safeguarding is a term which is broader than 'child protection' Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It is important that children, young people and vulnerable adults and not just those who care for them know about their rights and are empowered to be a key part of plans to stop bullying and abuse. It is wrong if vulnerable people are not treated by everyone with the same respect as everyone else. It is making sure that people are supported and have full and happy lives. Everyone has a responsibility for safeguarding children, young people and vulnerable adults. It is the responsibility of all The TESS Group employees to safeguard and promote the welfare of children, young people and vulnerable adults participating on Government funded programmes delivered by The TESS Group.

The Protection of Freedoms Act 2012 established the DBS (Disclosure and Barring Service) which processes criminal records checks and manages the Barred Children's and Barred Adult's lists of unsuitable people who should not work in regulated activities with these groups. The DBS decides who is unsuitable to work or volunteer with vulnerable groups and it is illegal for a barred person to apply for such work (paid or voluntary), or for a charity to employ a barred person in such work.

Safeguarding incorporates all the below:

- Learner/Apprentice health, safety and wellbeing
- Child protection
- Protection of adults at risk
- Domestic Violence
- Honor based violence (HBV) (encompasses crimes which have been committed to protect or defend the family/community)
- Bullying, harassment and discrimination including racial abuse
- Abuse and neglect
- Safety from sexual exploitation, female genital mutilation (FGM)and forced marriage
- Alcohol, drug and substance misuse
- E-safety including all aspects of electronic communication
- Financial exploitation
- Protecting people from radicalisation and extremism
- The security and safety of The TESS Group Head Office or any place of learning

## Within Safeguarding is something called E-Safety

E-Safety is a term used to describe how we keep safe when using any kind of technology- including the Internet, mobile phones and computer games E-Safety including cyberbullying which is a major issue affecting the lives of people today.

Cyberbullying is when someone bullies' others over the internet using Social Media or on a mobile phone by sending abusive emails or texts directly or by posting nasty comments or humiliating images for others to see. Grooming and radicalisation can also take place using the internet's social media sites so please be vigilant when people are trying to befriend you, especially when they are asking to meet you or trying to encourage you to adopt beliefs or persuade you to join groups. If you are worried or have any questions regards to this, please speak to your Manager or your TESS Group Trainer and/or safeguarding officer.

The TESS Group Safeguarding Designated Staff are **Martin Parnham**, **Ian Palmer**, **Steve Laws** and **Stephanie Richardson** and can be contacted at Head Office by calling **01604 210500**. Alternatively you will be given a Safeguarding card with the contact details on for these staff so you can raise or discuss any safeguarding concerns.

If there is any other information about your Apprenticeship or qualification not listed above that you would like The TESS Group to answer there are a couple of ways to contact us;

- You can ask or contact your trainer
- You can email a member of the team detailed at the front of this booklet

### Prevent: what is it?

The UK faces a range of terrorist threats. Threats are not limited to the threat from religious extremists and we therefore all need to be mindful of all potential threats to which we may be exposed to. All terrorist groups who pose a threat to us all as they seek to recruit and radicalise individuals to their cause. Nationally Prevent seeks to:

- Respond to the ideological challenge of terrorism and aspects of extremism, and the threat we face from those who promote those views.
- Provide practical help and support to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support.
- Work with a wide range of sectors where there are risks of radicalisation which need to be addressed, including the education sectors, criminal justice, faith groups, the internet and health service

The UK has a system of threat levels which represents the likelihood of an attack in the near future. The five levels are:

- Critical – an attack is expected imminently
- Severe – an attack is highly likely
- Substantial – an attack is a strong possibility
- Moderate – an attack is possible but not likely
- Low – an attack is unlikely

### The current threat level within the UK is determined as Severe.

Please report any suspicious activity immediately to your Manager and inform The TESS Group immediately.

We strongly recommend you undertake the following Home Office recommended eLearning:

<https://www.elearning.prevent.homeoffice.gov.uk>.

It is an introduction to the Prevent Stay Duty and will take approximately 45 minutes to complete. It includes interactive activities and a completion certificate. Please ensure you save a copy and give this to your trainer as evidence of your learning.

### Equality and Diversity

Equality and diversity exist to ensure an inclusive workplace, one where 'difference' is never an obstacle to getting a job or progressing in your career. In the UK, practices and procedures are in place to ensure all workers are treated equally and given the same opportunities regardless of their age, race, sexuality, gender, disability, or culture – or indeed anything else that could be discriminated against.

Equality means treating everyone fairly. Diversity means treating people as individuals, and not making assumptions that everyone is the same. If you are accepted onto the course, we will look at your individual needs to make sure you have fair assessment/training. If necessary, we will make any reasonable adjustments to help you to achieve your qualification. If you have any concerns about the course, please speak to your Skills Coach, so that they are able to discuss this with you on a one to one basis. The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaced the previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. Every workplace must adhere to this act and put in place policies and procedures to protect employees. People should not treat you differently in relation to any of the following nine protected characteristics;

- Age
- Race
- Disability
- Religion or belief
- Gender reassignment
- Sex
- Marriage and civil partnership
- Sexual Orientation
- Pregnancy and maternity

### Legal requirements

Companies in the UK are legally required to follow a set of practices to ensure discrimination is eradicated and expectations of equality are met in the workplace. The legislation is wide ranging and comprehensive, essentially making sure companies adhere to the minimum standards set out by a variety of discrimination acts, including the:

- Equal Pay Act 1970
- Sex Discrimination Act 1975
- Race Relations Act 1976
- Disability Discrimination Act 1995
- Employment Equality (Religion or Belief) Regulations 2003
- Employment Equality (Sexual Orientation) Regulations 2003
- Employment Equality (Age) Regulations 2006
- Equality Act 2006, Part 2
- Equality Act (Sexual Orientation) Regulations 2007

The TESS Group is fully committed to the principles of equal opportunities in employment and training and opposes all forms of unlawful or unfair discrimination, direct or indirect. We believe that it is in TESS Group's best interests and those of all it serves and employs to:

- Provide services and opportunities equally and fairly to all employees, applicants for employment, contractors, learners and customers irrespective of religious belief, political opinion, colour, race, nationality, ethnic or national origin, sex, marital status, disability or spent convictions.
- Ensure that no employee, applicant for employment, contractor, learner or customer is disadvantaged by conditions or requirements which cannot be shown to be relevant to the job.
- Oppose sexual harassment, defined as unwanted conduct of a sexual nature or other conduct based on sex, affecting the dignity of women and men at work.
- Oppose injustice to people with disabilities.
- Oppose racial harassment i.e. where individuals are subjected to a hostile working environment because of their colour, race or ethnic origin.
- Prevent the victimisation of any person who raises a complaint.
- Ensure that the resources, talents and skills of its employees are fully utilised.
- Review the Equal Opportunities Policy and its implementation on an annual basis.

# BRITISH VALUES OVERVIEW

As part of the Prevent Strategy that has been set in place by the Government in 2015 The TESS Group will be promoting Fundamental British Values to reflect life in modern Britain throughout the duration of your qualification.

These values are Democracy, Rule of Law, Respect and Tolerance and Individual Liberty.

Fundamental British Values underpin what it is to be a citizen in a modern and diverse Great Britain valuing our community and celebrating diversity of the UK. These fundamental values are embedded throughout organisations who work and trade within Great Britain, these are driven by all staff within these organisations through company values.

Fundamental British Values are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued and can contribute for the good of themselves and others.

These will mirror the principles and values of The TESS Group and all the work areas that we support. These will occur throughout your programme and will be promoted by the staff with whom you meet. Your trainer will often question you on these and ask you to link them to your work.

An overview of these values is recorded below

## Democracy

A culture built upon freedom and equality, where everyone is aware of their rights and responsibilities

Examples include;

- Leadership and accountability
- Joint decision making
- Team meetings
- The right to protest and petition
- Receiving and giving feedback

## Rule of Law

The need for rules to make a happy, safe and secure environment to live and work in.

Examples include;

- Legislation
- Agreed ways of working, policies and procedures
- How the law protects you and others
- Codes of conduct

## Respect and Tolerance

Understanding that we all don't share the same beliefs and values. Respecting the values, ideas and beliefs of others whilst not imposing our own others.

Examples include;

- Embracing diversity
- The importance of religion, traditions, cultural heritage and preferences
- Stereotyping, labelling and prejudice
- Tackling discrimination

## Individual Liberty

Being aware of and protecting your rights and the right of others you work with.

Examples include;

- Equality and Human Rights
- Personal Development
- Respect and Dignity
- Rights, choice, consent and individuality
- Values and principles

# HEALTH AND SAFETY

## *Health and Safety is Everyone's Responsibility*

All workers have a right to work in places where risks to their health and safety are properly controlled. Health and safety is about stopping you getting hurt at work or ill through work. Your employer is responsible for health and safety, but you must help.

### **What employers must do for you:**

1. Decide what could harm you in your job and the precautions to stop it. This is part of risk assessment.
2. In a way you can understand, explain how risks will be controlled and tell you who is responsible for this.
3. Consult and work with you and your health and safety representatives in protecting everyone from harm in the workplace.
4. Free of charge, give you the health and safety training you need to do your job.
5. Free of charge, provide you with any equipment and protective clothing you need, and ensure it is properly looked after.
6. Provide toilets, washing facilities and drinking water.
7. Provide adequate first-aid facilities.
8. Report major injuries and fatalities at work
9. Have insurance that covers you in case you get hurt at work or ill through work.
10. Display a hard copy or electronic copy of the current insurance certificate where you can easily read it.
11. Work with any other employers or contractors sharing the workplace or providing employees (such as agency workers), so that everyone's health and safety is protected.

### **What you must do:**

1. Follow the training you have received when using any work items your employer has given you.
2. Take reasonable care of your own and other people's health and safety.
3. Co-operate with your employer on health and safety.
4. Tell someone (your employer, supervisor, or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk.

### **If there is a problem**

If you are worried about health and safety in your workplace, talk to your employer, supervisor, health and safety representative or your TESS Trainer. If, after talking with the relevant contacts you are still worried, you can find the address of your local enforcing authority for health and safety and the Employment Medical Advisory Service via HSE's website: [www.hse.gov.uk](http://www.hse.gov.uk)

# THE TESS GROUP APPEALS PROCEDURE

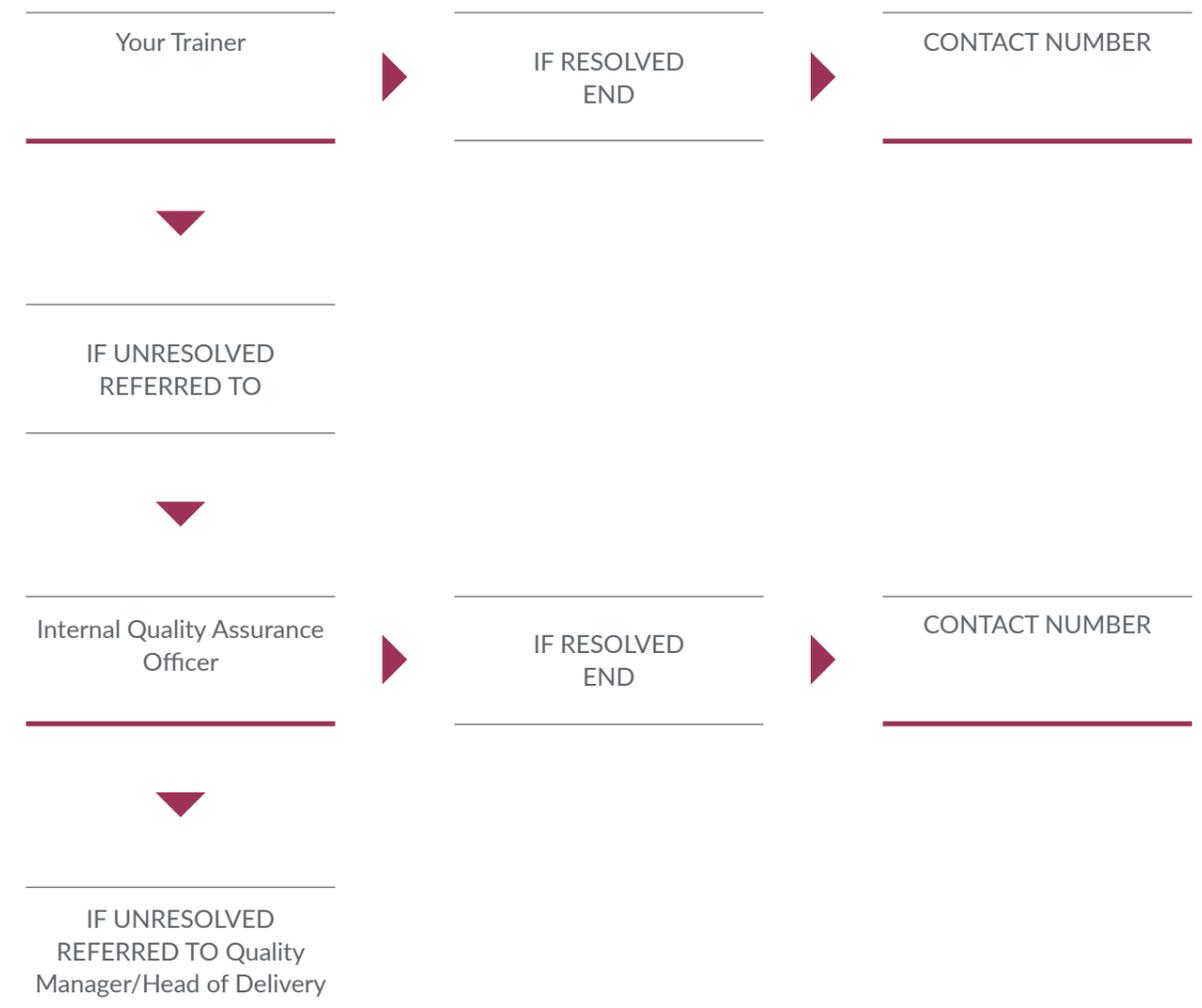
As the assessment of work and evidence is an ongoing process it is possible that sometimes the learner and their Trainer do not agree on whether the presented evidence meets the required standards. It is important that learners know that if this happens they have the right to appeal.

The appeals procedure is structured so that:

- Prompt action is taken
- All parties can put their case
- The learner gets constructive feedback
- Clear and concise outcomes are agreed
- A record of the appeal is formally kept

The appeals procedure comprises 3 stages:

The following steps should be followed when appealing against any decision.



# THE TESS GROUP COMPLAINTS PROCEDURE



From time to time you may have an issue that you wish to raise about your programme or qualification, we would always encourage you to report any complaints to the TESS Group so that we can ensure our service is to the highest level.

If you do have an issue or complaint, then please in the first instance contact your Trainer in the first instance as detailed in this handbook and discuss your issue/concern. If you feel this is still unresolved then please contact the delivery Managers (details are recorded on page 3) at this stage an investigation will be carried out to determine the outcome of the complaint. After this stage of the process if you still feel that your complaint or issue is unresolved then contact the Commercial Director Lisa O'Reilly on 01604 210 502 or Martin Parnham - Head of Delivery (details can be found on Page 3). Again, at this stage an independent investigation will be carried out and you will be informed of the decision from the investigation. You may be requested to put your complaint in to writing to be dealt with throughout the process.

## Sources of other Information Advice & Guidance

From time to time people need specialist sources of advice and guidance in their own day to day lives or maybe that of friends and family. We have therefore listed some contact details on several topics that we hope may be of use. If you do not have internet access, please ask for help. If you are unsure of the support you require, or simply wish to discuss a matter in confidence, please speak to your Trainer. If the issue requires more detailed guidance, the Trainer will refer you to specialists within The TESS Group who can help. Don't be afraid to ask!

- Advisory Conciliation and Arbitration Service (ACAS) [www.acas.org.uk](http://www.acas.org.uk). Booklets and advice on employment matters Tel: 020 7210 3000
- Eating Disorders Association <http://www.b-eat.co.uk/Home>. B-eat provides help lines for adults and young people, online support and a UK-wide network of self-help groups to help people beat their eating disorder. B-eat Helpline: 0845 634 1414, B-eat Youth line: 0845 634 7650
- Citizen Advice Bureau gives detailed information on a number of day to day topics including Money, benefits, employment, tax, money management, family, health, home and neighbourhood, education daily life communications, consumer affairs, gas and electricity, travel, your rights discrimination, civil rights, immigration, legal system. Information is available in a range of languages. If you wish to contact your local CAB, there is a link on the Advice Guide home page to find your nearest office by putting in your postcode. [www.adviceguide.org.uk](http://www.adviceguide.org.uk)
- Cruse Bereavement Care: Anyone can contact Cruse if they want to talk about themselves or someone they know who has been affected by a death. Helpline: 0870 167 1677 or email [helpline@crusebereavementcare.org.uk](mailto:helpline@crusebereavementcare.org.uk)
- Depression Alliance [www.depressionalliance.org.uk](http://www.depressionalliance.org.uk) Support for people affected by depression. A national network of self-help groups plus information available on the website.
- Drink Line: [http://www.netdoctor.co.uk/smokingalcoholanddrugs/support\\_groups/006076.htm](http://www.netdoctor.co.uk/smokingalcoholanddrugs/support_groups/006076.htm)  
A national alcohol 24hour helpline providing counselling, support, advice and information.  
Tel: 0800 917 8282
- FRANK [www.talktofrank.com](http://www.talktofrank.com) Free and confidential Information and advice to anyone in the UK concerned about drugs and details of organisations offering practical help and support in your area. 24-hour helpline 0800 776600 email [frank@talktofrank.com](mailto:frank@talktofrank.com)
- Gambling issues [www.gamcare.org.uk](http://www.gamcare.org.uk) Counselling and advice for those affected by gambling. Helpline: 0845 6000 133
- Identity Fraud [www.identitytheft.org.uk](http://www.identitytheft.org.uk) This is a good site to give you some tips on how not to become a victim of identity fraud and some assistance if you unfortunately do.



# APPRENTICE VOICE - IT'S TIME TO TALK!

The purpose of our apprentice time to talk voice is to empower our apprentices, wherever they are, to have a say in the development of our business. We are committed to listening to our apprentices and doing something with what they say. We expect our apprentices to feel an obligation to their communities and be keen to participate and make a difference.

As part of that experience, it is vital that apprentices have an active involvement in shaping the future of both their own learning experience and have a significant, and positive impact on the commitment to improving all outcomes for apprentices.

Apprentice time to talk gathers apprentices feedback and uses the information to introduce changes to the current systems to improve the overall learning experience and quality systems.

It is important to us that you have your say, the Apprentice Voice will be running in 2 different ways;

- A survey that is completed at the request of your trainer. The trainer will have no input on this survey or the answers you provide
- A phone call or visit from a member of the quality or management team
- Alternatively, you can contact the Quality Manager at any point to discuss your feedback (contact details are provided in this handbook)

#### Apprentice Voice - It's Time to Talk Aims and Objectives

- Actively listen to the voice of the apprentice and do something as a result
- Improve our teaching, learning and assessment and overall apprentice experience by listening and acting on apprentice feedback
- Ensure the business recognises and uses the apprentices voice strategic business planning and decision making
- Promote a flexible approach that understands the complexity of apprentice's lives
- Encourage apprentices to be involved in their community through volunteering and other community-based groups
- Give apprentices greater confidence and help to develop skills that are transferable to other areas of their personal and professional lives, both now and in the future
- Encourage apprentices to develop as individuals, improve their personal communication and leadership skills
- Develop greater awareness and understanding of equality and diversity, British Values and Safeguarding amongst our apprentices.

#### Useful Websites

Skillsfirst – [www.skillsfirst.co.uk](http://www.skillsfirst.co.uk)

One File – <https://login.onefile.co.uk/>

BKSB – [www.bksblive.co.uk](http://www.bksblive.co.uk)

Prevent - [www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty](http://www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty)

Safeguarding – [www.gov.uk/government/publications/safeguarding-children-and-young-people/safeguarding-children-and-young-people](http://www.gov.uk/government/publications/safeguarding-children-and-young-people/safeguarding-children-and-young-people)

Equality and Diversity – [www.gov.uk/government/organisations/home-office/about/equality-and-diversity](http://www.gov.uk/government/organisations/home-office/about/equality-and-diversity)

Health and Safety - [www.hse.gov.uk](http://www.hse.gov.uk)

[www.healthyworkinglives.com/advice/Legislation-and-policy/Workplace-Health-and-Safety/health-safety-legislation](http://www.healthyworkinglives.com/advice/Legislation-and-policy/Workplace-Health-and-Safety/health-safety-legislation)

# DECLARATION

I confirm that I have delivered an induction session that has gone through this Induction Handbook with the Apprentice and they have understood what has been explained to them.

TESS Staff member carrying out this induction

Name:

Signature:

Date:

I confirm that I have attended the induction session and have read and fully understood this Handbook and will refer to my hand book on a regular basis as a guide.

**Apprentice attending this induction**

Name:

Signature:

Date:

I confirm that the Apprentice has attended the induction session covering all elements of this handbook to refer to later. I am aware of this handbook to refer the learner to should they require it.

**Apprentice Mentor/Manager**

Name:

Signature:

Date:

Welcome to your Learning with The TESS Group, we hope you are as excited as we are.  
We look forward to working with you to achieve and to inspire you.

*Good luck with your learning, from all of us at The TESS Group!*

**Log in details;**

One File Log in details;

BKSB Log in details;

Username:

Username:

Password:

Password:





The TESS Group, 28 Queensbridge, Rushmills, Northampton NN4 7BF  
01604 210 500 | [info@thetessgroup.com](mailto:info@thetessgroup.com) | [www.thetessgroup.com](http://www.thetessgroup.com)

