

Learner Handbook

Version 2



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We are the training experts

Apprentice Name:

Company:

Mentor:

Trainer Name:

Standard/Qualification working towards:

WELCOME!

Who are We?

We are a learning and development focused, skills training 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 staff across the country to ensure that our customers 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. By completing an apprenticeship with us you will be more likely to be promoted in the future and can look forward to earning significantly more over the course of your career.

We want your learning experience to be as enjoyable and fulfilling as possible and want you to know we are on hand to help. You are embarking on a learner journey with The TESS Group and apart from what you will learn about your standards and qualification, 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 e-mail us at any time on apprenticeships@thetessgroup.com and we aim to respond to you within 48 hours.

Please follow this link for information on our team: [Meet the team](#)

Wishing you every success for the future!

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 programme

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

We will strive to deliver outstanding teaching, learning and assessment

- You will have access to different types of teaching and learning approaches.
- You will have regular access to a skills coach and a trainer. They are competent and qualified professionals who aim to enable you to achieve your potential and empower you to achieve your succession plan.

We will progress every 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.
- You will be able to reach out to our apprenticeship team at any time should you need more support with anything.

We will deliver a great apprentice experience

- We will treat you as an individual.
- We will treat you fairly and with respect .

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 APPRENTICESHIP



Commitments and Responsibilities

We require your full commitment to the programme, so we have outlined the commitment and responsibilities for you and your employer.

You

As an apprentice you agree to:

- Carry out your job as required by your employer.
 - Be punctual and compliant at all times. Including signing all paperwork/reviews.
 - Participate in group sessions.
 - Attend all session in a quiet and safe space and have your camera on with your name clearly displayed.
 - 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 you by your trainer and employer in between visits to ensure that you 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, learning and development manager or trainer of any change of circumstances which may affect your learning and progression on your chosen programme.
 - Confirm that 50% of your working hours will be spent in England over the duration of the apprenticeship. Including time spent off-the-job training. Inform the TESS Group and your line manager if this changes.

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.
- 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.
- Ensure that all apprentices are supported in spending at least 6 hours of their time on off-the-job training per week.
- 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 training 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 learners reviews.
- 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 [The TESS Group](#) for further details should you require them.

Trainer/Skills Coach

The Skills Coach is the person who will regularly engage with you with regards to your standards and/or qualification.

The Trainer is the person that will conduct your group workshop sessions.

The Skills Coach will constantly be guiding and supporting you to gain your achievement, they could change and you may see multiple Skills Coaches/Trainers during your programme.

All trainers and Skills Coaches are occupationally, and industry qualified to assess your ability to carry out a variety of activities, to the required national standard of the Apprenticeship you are working towards. Once you have agreed to start your Apprenticeship a Skills Coach will contact you to begin your training sessions. Your Skills Coach 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 may accompany your trainer on sessions with you and will ask you about your programme, 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 if applicable.

The Internal Quality Assurer will normally act as the main point of contact between The TESS Group and the awarding organisation/End point assessment 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 learners evidence to verify assessment decisions and progress.

Liaising with the awarding organisation through the External Quality Assurer to ensure consistent standards of assessment between other centres is maintained. • Ensure accurate and consistent standards of teaching, learning and assessment between our Skills Coaches 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 is only applicable if you are completing an embedded qualification for example ILM/CIPD

The 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 Skills Coach 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.

End Point Assessor Organisation -EPAO

An independent organisation that conducts the final assessment of an apprentice's skills, knowledge, and behaviours.

Works with the provider to ensure the apprentice and employer are aware of the EPA requirements To ensure the assessment is impartial and separate from the employer and training provider

The National Apprenticeship Service

The National Apprenticeships Service supports apprenticeship programmes, it is full of valuable information.

More information can be found on-line at [Apprenticeship Service](#)

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ABOUT YOUR APPRENTICESHIP



What is an Apprenticeship?

Apprenticeships combine real work with training and study.

Unlike college or university, you'll apply what you learn directly on the job, gaining hands-on experience and skills.

As an apprentice you will train in the workplace, gain skills directly relevant to your job, get hands-on experience, work on real tasks and projects, earn a salary with employee rights, receive pay and entitlement to employment rights such as sick leave and holiday pay.

Spending at least 6 hours of your working hours training or studying and allocate a portion of your time to learning and development.

You will complete ongoing assessments, regularly evaluate your progress and finish with an 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".

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 training 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.

Assessment Visits

When you arrange to meet your skills coach for the first time, it is best to pick a quiet time at work because they will be explaining your Apprenticeship 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. Some assessment visits will include a variety of teaching and assessment methods. Appointments will be agreed with you, your employer and Skills Coach 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 Skills Coach giving as much notice as possible.

Individual tasks will be agreed on your assessment action plan for you to follow with dates set for your completion. Your Skills Coach will provide you with a copy to view on OneFile 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 Skills Coach to complete in a timely manner. If you prefer to work in a particular way, please discuss this with your Skills Coach who will accommodate your needs.

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.

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 the apprenticeship standards.
- Training which takes place outside of your paid working hours.

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 apprenticeship 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 Apprenticeship expectations. We will monitor this using a journal, reflective accounts and a CPD (Continuous Professional Development) log.

E-Portfolio system

Our E-Portfolio system is a web-based application called OneFile. 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 OneFile which will hold all evidence towards your programme. You will be expected to log in and use your OneFile 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 login details will be emailed to you at the start of your programme, please reach out to our apprenticeship team if you do not have this.

Functional Skills

Functional Skills maths and English will be a part of your Apprenticeship if you are aged 16-18. For apprentices aged 19+ on the start date of their programme, the inclusion of functional skills is not mandatory and will be decided in a discussion with your employer.

You must complete all of the 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	Approx 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	60 Minutes	Group Assessment that is observed
Maths	120 Minutes	Onscreen or paper-based 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 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 Skills Coach will be able to access these results and set actions for you to develop your own skills through their Skills Coach log in. Your Skills Coach 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 will be emailed to you at sign up.

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.

A written health and safety policy is mandatory for organisations of 5 or more employees.

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

WHAT IS SAFEGUARDING AND WHO IS RESPONSIBLE?

Safeguarding extends far beyond the scope of 'child protection.' It encompasses the proactive defense of individuals' health, wellbeing, and human rights, ensuring they can live free from harm, abuse, and neglect. It's vital that children, young people, and vulnerable adults—and also their caregivers—are educated about their rights and empowered to play a central role in strategies to combat bullying and abuse. No one should tolerate vulnerable individuals being denied the universal respect afforded to others; safeguarding demands equal dignity for all. It's about providing the support necessary for people to lead rich, fulfilling lives. Ultimately, safeguarding children, young people, and vulnerable adults is a collective responsibility we all share.

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 refers to the practices and precautions we take to stay secure while using technology, such as the internet, mobile phones, and computer games. A key aspect of e-safety is addressing cyberbullying, a pervasive issue that significantly impacts people's lives today. Cyberbullying occurs when someone uses social media, email, or text messages to harass others—whether through abusive messages, cruel comments, or humiliating images shared for all to see. Beyond this, the internet can also be a space where grooming and radicalisation occur, often through social media platforms. Stay cautious of individuals attempting to befriend you, especially if they push for in-person meetings or try to sway your beliefs and recruit you into groups. If you're concerned or have questions about any of this, don't hesitate to reach out to your Manager, your TESS Group Skills Coach, or our safeguarding officers for support.

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 Skills Coach.**
- **You can email a member of the team detailed at the front of this booklet.**



Prevent: what is it?

The UK confronts a diverse array of terrorist threats, extending well beyond the actions of religious extremists. This reality demands that we remain vigilant to all potential dangers we might encounter. Terrorist groups, regardless of their ideology, pose a collective risk as they actively work to recruit and radicalise individuals to their causes. The national Prevent strategy aims to tackle this challenge by:

- Countering the ideological foundations of terrorism and extremism, addressing the threat posed by those who spread these views;
- Offering practical assistance to stop people from being drawn into terrorism, ensuring they receive the guidance and support they need;
- Collaborating with a broad range of sectors—such as education, criminal justice, faith communities, the internet, and healthcare—where the risks of radicalisation must be confronted and managed effectively

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 Substantial.
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 Prevent Duty and will take approximately 45 minutes to complete. It includes interactive activities and a completion certificate.
You can also visit [Protect uk](#) to vie the current threat level.

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
- Religion or belief
- Marriage and civil partnership

- Race
- Gender reassignment
- Sexual Orientation

- Disability
- Sex
- 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.

SAFEGUARDING TEAM

DSL: STEPHANIE - 07701 395 521
DDSL: IAN - 07701 395 516

DSO - ELAINE - 077013 95 512
SAFEGUARDING@THETESSGROUP.COM

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

Examples include;

- The importance of religion, traditions, cultural

heritage and preferences

- Stereotyping, labelling and prejudice

- Tackling discrimination

Individual Liberty
Rights of others you work with.

Examples include;

- Equality and Human Rights
- Personal Development
- 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 “under the RIDDOR regulations of 2013”
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 Skills Coach. 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



THE TESS GROUP

APPEALS/COMPLAINTS

PROCEDURE

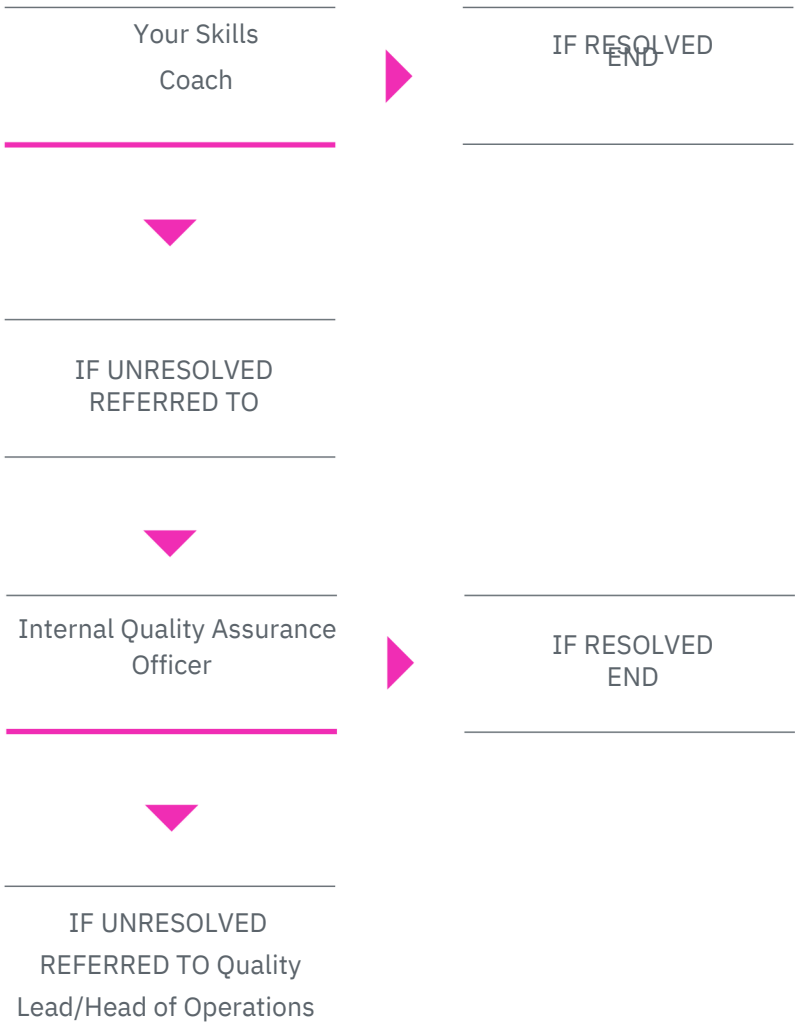


As the assessment of work and evidence is an ongoing process it is possible that sometimes the learner and their Skills Coach do not agree on whether the presented evidence meets the required standards. It is important that learners know that if this happens they have the right to appeal.

The appeals procedure is structured so that:

- Prompt action is taken
- All parties can put their case forward
- 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.



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. Any external customer wishing to make a complaint should first discuss their concerns with an employee of The TESS Group. In many cases, this will be the person they regularly have contact with i.e. for an employer, this will be their account manager, for a learner, this will be their trainer, and for a supply chain partner, this will be their contract manager. If the complainant would prefer to speak to someone else, they can call The TESS Group office on 01604 210500. The TESS Group employee will make every attempt to resolve the complaint and will inform the complainant of what steps (if any) will take place. At this stage responses are given to the individual making the complaint within 5 working days of the complaint being made, so that additional investigation/exploration can take place.

If the complainant is satisfied with the outcome, the complaint is resolved. If not, then the complainant should make a formal complaint.

Timeline: We aim for all informal complaints to be resolved within 7 working days.

SOURCES OF INFORMATION ADVICE AND GUIDANCE



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. 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

• **Citizen Advice Bureau** gives detailed information on a number of day to day topics including Money, 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

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

• **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

• **Depression Alliance** www.depressionalliance.org.uk Support for people affected by depression. A national network of self-help groups plus information available on the website.

DrinkLine: 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 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

• **Gambling issues** www.gamcare.org.uk Counselling and advice for those affected by gambling. Helpline: 0845 6000 133

• **Identity Fraud** 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.

• **Men's Aid** <http://www.mensaid.com> Help and support for men suffering any form of abuse or discrimination. Tel: 0871 223 9986

• **National Debt Line** <http://www.nationaldebtline.co.uk> A helpline that provides free confidential and independent advice on how to deal with debt problems. Tel: 0808 808 4000

• **Next step** promotes learning and work to all adults aged 20 and over. Whether you want to improve your career prospects or make the most of your job they are there to help. http://www.direct.gov.uk/en/educationandlearning/adultlearning/dg_071762

- **NHS Direct** www.nhsdirect.nhs.uk Advice on any health issue via its website or helpline 0845 46 47
- **Parentline Plus** www.parentlineplus.org.uk The national charity for parents. Free 24hour confidential helpline offers information and support for issues facing parents, 0808 800 2222.
- **Rape Crisis** <http://www.rapecrisis.org.uk/> On this website you will find information about rape and sexual violence and details of your nearest Rape Crisis Centre if you need support. There is also information for family, friends, students and professionals.
- **Relate** www.relate.org.uk Counselling for adults with relationship problems. Support groups http://www.netdoctor.co.uk/support_groups/index.shtml A website providing information on more than 200 support groups throughout the UK.
- **Victim Support** <http://www.victimsupport.org.uk> The national charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected across England and Wales.
- **Youth2Youth** The UK's first National Young Person's helpline, run by young people, for young people. <http://www.youth2youth.co.uk/?gclid=CMvSi4Gu3qECFRaZ2AodL VLCJQ>
- **Time to change** is a support initiative for anyone who is struggling with mental health or if you know someone with mental health issues: <https://www.time-to-change.org.uk> They also offer direct links to gain support from a variety of agencies <https://www.time-to-change.org.uk/mental-health-and-stigma/help-and-support>
- **Runaway Helpline** is an online website that can provide advice, guidance and direct you to support with sexual exploitation - <https://www.runawayhelpline.org.uk/advice/sexual-exploitation/> Grooming - <https://www.runawayhelpline.org.uk/advice/grooming/> , gangs, legal issues, homelessness to name just a few of the topics they support with. Go to <https://www.runawayhelpline.org.uk/advice/> to see the wide range of topics they can support with.

If there is any other information not listed above that you would like The TESS Group to investigate, or any other concerns you might have, please contact The TESS Group through your trainer or a member of the management team detailed in this booklet



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01604 210 500 I info@thetessgroup.com I <https://tessgroup.co.uk/>

