

TRURO & PENWITH COLLEGE

APPRENTICE HANDBOOK 2023



YOUR APPRENTICESHIP

Thank you for choosing Truro and Penwith College for your apprenticeship training programme. Whether this is your first job or you are looking to improve your career prospects and move up the career ladder an apprenticeship will give you skills and knowledge to progress.

Truro and Penwith College will work with you to support you through your apprenticeship training and with your employer also to ensure you can develop within your business and to help you succeed.

Training while you work will at times be challenging and as with any training the more you put into it the more benefit you will gain in the short term and going forward in your career.

Truro and Penwith College is an Outstanding college and our Trainers and Assessors will work with you to support you throughout the programme. The College has hundreds of apprentices in over 30 areas and world-class facilities for you to experience during your training.

This handbook is to give you some initial information to help you quickly settle into your apprenticeship. You will have a Training Advisor (TA) assigned to you and any questions you have please contact them or if for any reason you can't get hold of them contact apprenticeships@truro-penwith.ac.uk or 01872 305500.

Truro and Penwith College is one of the leading Training Providers in the South West. The Department for Education's (DfE) Employer Satisfaction Survey ranked us as the top College provider for employer satisfaction in Cornwall and one of the top providers in the South West.

Outstanding levels of learner achievement continue with Truro and Penwith College being 10% above the national average for achievement rates 2021/22.

The first college in the UK to be awarded Designated Outstanding status by Ofsted and is one of the few colleges to be awarded Beacon College Status.

Martin Tucker
Principal
Truro and Penwith College



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Benefits of an Apprenticeship...

- You can kickstart and progress your career
- You can increase your career prospects and earning power by becoming better skilled
- You get to experience new and different challenges
- You have the opportunity to gain industry relevant skills and experience
- Your existing skills and knowledge are recognised and can help you gain a qualification faster
- You learn at your own pace and get support when you need it
- You gain better job security



"I would 100% recommend the marketing apprenticeship especially with Truro and Penwith College. I have a new job in European funding at the College and I wouldn't have been successful in securing the job if it wasn't for the marketing apprenticeship."

Luke Hardaker - Former Marketing Apprentice
Truro and Penwith College

"It was such a great achievement winning this award, I definitely think my passion and enthusiasm for what I do, helped me to win it. Without the continued support from my colleagues, it wouldn't have been possible!"

Darren Dunstan - Chef de Partie Level 3
St Austell Brewery. The Victoria Inn

Apprentice of the Year at St Austell Brewery's annual Tribute Estate Awards



Truro and Penwith College is officially a cut above the rest, having been recognised as the best provider of hair and beauty Apprenticeships in the UK. The College attended the 2020 AAC Apprenticeship Awards at the ICC Birmingham, where it was awarded Hair and Beauty Apprenticeship Provider of the Year.

"I am so thrilled to be working with Truro and Penwith College through their Apprenticeship programmes across our two restaurants. It is so important to me to help the community here in Cornwall and the fact that I can give opportunities to the younger generation is a real honour."

Paul Ainsworth - Paul Ainsworth Academy



What's involved in an Apprenticeship?

Apprenticeships provide a valuable training and development experience. Employers have chosen the content of each apprenticeship to ensure you are fully equipped for your job role and have sought after knowledge, skills and behaviours. Some programmes also contain additional qualifications key to your industry. Higher Level and Degree Apprenticeships contain qualifications such as Higher National Diplomas, Foundation Degrees and Bachelors Degrees.

Training Programme

All Apprenticeships require you to attend training sessions at College, and sometimes remotely. For higher level programmes you will be required to study outside of the requirement that is allocated for Off the Job training on your apprenticeship.

Business Skills

During the course you will develop a range of broader business skills including teamworking, interpersonal skills and personal effectiveness. These skills enhance your effectiveness and impact at work and open up career progression opportunities.

Functional Skills

Apprenticeships focus on developing your English and maths skills and require you to achieve Functional skills in English and maths, if you do not have appropriate level qualifications.

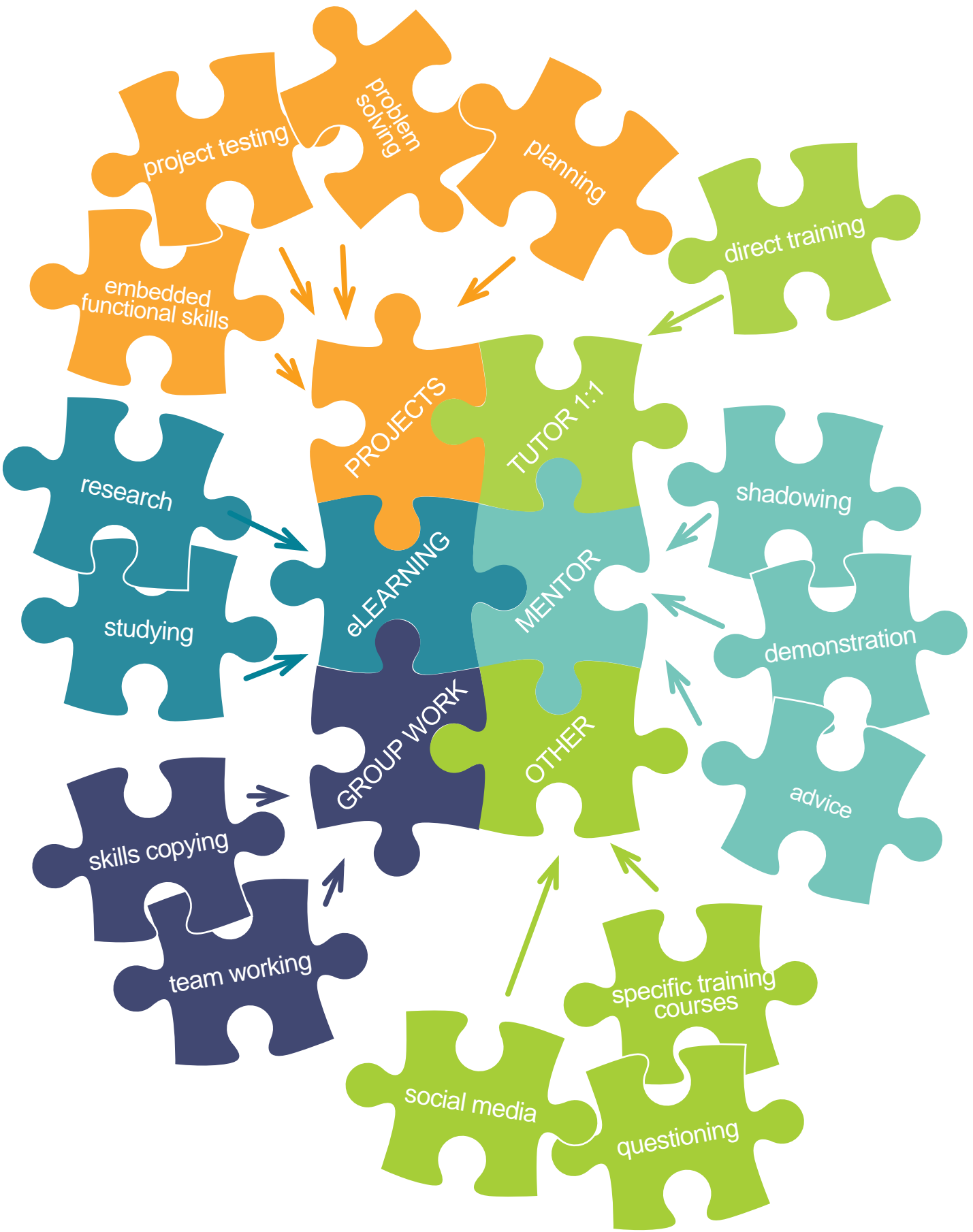
Assessing Skills

All Apprenticeships will include a combination of on and off the job training. Your skills will be assessed throughout the programme to ensure you are fully competent.

End Point Assessment

At the end of your programme you will be independently assessed to ensure that your knowledge, skills and behaviours meet the requirements of the standard.

How do I learn?



Our commitment to you

At Truro and Penwith College we are committed to help you achieve and progress.

We are fully committed to ensuring that you embark on an apprenticeship that considers your current responsibilities and future aspirations. By enrolling onto your programme of learning you will have access to the following support and guidance:

You will have regular access to your Training Advisor, a competent and qualified professional whose aim is to enable you to achieve your potential.

You will have different opportunities to learn including using the College's state of the art facilities.

You will experience different types of teaching and learning approaches in an environment where you are supported and can progress.

You will have access to an e-portfolio to track and support your progress.

You will receive a full induction to your learning programme and Truro and Penwith College.

The team at the College are available to offer advice in terms of future training, career progression or provide additional support.

You will have an opportunity to give us feedback on your learning experience.

We will provide a safe learning environment where you are treated with respect.

We will be clear what is expected from you.

We will agree regular SMART targets with you and your employer to set clear expectations.



What we expect from you

You must attend training regularly and be on time. Please contact your Training Advisor or your PTA (Programme Team Administrator) if you are delayed.

We would expect that:

- You are prepared for assessment visits
- Your assignments are completed on time
- You will be dressed appropriately for your job role and business environment at all times
- You will treat everyone with equal value and respect
- You will remember that mistakes are safe to make
- You are considerate and respectful of all aspects of diversity
- You respect confidentiality agreements - personally and professionally
- You will listen to each other
- You will challenge the statement/language rather than the person, and offer constructive and helpful comments
- You will be sensitive to the requirements of learners
- You will have good time keeping skills
- You record the time that you spend on development and training to evidence your off the job training. This must be recorded on your OneFile portfolio on a regular basis.
- You must notify your training advisor immediately if you plan on changing employer during your apprenticeship

Following your induction you will be issued with a College Identification Badge, which you are required to wear on campus at all times.

If you forget your badge you must go to your PTA for a temporary badge. If your badge is lost you will need to request a new one from MIS.

What we expect from your employer

- To pay you the appropriate apprenticeship wage during your first year and increasing it to the national minimum wage for your age where you are 19+ and in the second year of your apprenticeship
- To comply with all health and safety and welfare at work legislation
- To provide you with a full workplace induction and contract of employment (Apprenticeship)
- To release you for off the job training within your working hours (including maths and English where required), ensuring you are still paid for this time
- Meet with your training advisor regularly and at all agreed meetings to review progress
- To actively monitor your development by accessing the OneFile portfolio
- To provide constructive feedback on your learning and development
- To notify the College if they have any concerns or complaints or if you have left or changed your job role
- To notify the College if you have been involved in an accident
- To take an active part in your gateway period, agreeing with you and your training advisor when your learning is complete and whether you are ready to undertake the end-point assessment
- To support you in seeking alternative employment if they are no longer able to employ you

Data protection

In order to meet the needs of our students and to run their courses effectively it is necessary for the College to collect and process information relating to you. If you want to see any of the information held about you then please contact your Training Advisor in the first instance.

General Data Protection Regulation

Truro and Penwith College will ensure that your data will be processed lawfully and fairly. Your data is collected specifically for the explicit and legitimate purposes of progressing your educational aims. We only process adequate and relevant data, limited to what is necessary for us to do this. It will only be kept in a form which permits identification of you personally for as long as it is necessary to do so. We process and store all data in a manner which ensures appropriate security, protecting it against unauthorised or unlawful processing, accidental loss, destruction or damage. We use appropriate technical and organisational measures to do this.

How We Use Your Personal Information: This privacy notice is issued by the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE). It is to inform learners how their personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations. For the purposes of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA.

Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). Your information will be securely destroyed after it is no longer required for these purposes.

Your information may be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it and the sharing is in compliance with data protection legislation. At no time will your personal information be passed to organisations for marketing or sales purposes.

Further information about use of and access to your personal data, details of organisations with whom we regularly share data, information about how long we retain your data and how to change your consent to being contacted, please visit: www.gov.uk/government/publications/esfa-privacy-notice

Student guidelines

Attendance

It is essential that you attend every session so that you maintain satisfactory progress on the course.

Attendance at college is a core part of your off the job training, this is a mandatory part of your apprenticeship.

Planned Absences

If you know you are going to be absent from work you must inform your employer:

Contact details:

.....
.....

If you know you are going to be absent from college you must inform your Training Advisor or PTA.

Contact details:

.....
.....

Unplanned Absences

If you are too ill to come to College then your parent/guardian (or Students aged 18 or over can make a call reporting illness themselves) must call your Training Advisor or PTA before 8.15am to let them know:

- a) the nature of the illness and
- b) how long you are likely to be absent

Punctuality

It is an expectation that you will arrive 15 minutes prior to your lesson commencing to ensure you are ready and prepared for your lesson. All late attendances will be recorded and all employers will be notified. Repeated lateness will result in disciplinary action and your employers will be informed.

Holidays

Please inform your Training Advisor or PTA of any planned annual leave if you are due to attend college.

Mobile Phones

We ask that you turn off mobile phones in the classroom. If there is an emergency situation that requires your phone to be on silent please let your tutor know before the lesson.

Attitude and Behaviour

Please ensure you behave in a professional manner, treating fellow students and tutors with respect.

Derogatory remarks or behaviour will not be tolerated.

Please remember as an Apprentice you are representative of your organisation or business when you are in college.

Smoking and E-Cigarettes

All areas of Truro and Penwith College are strictly non-smoking, this includes electronic cigarettes and vaping.

Lost Property

Any property losses, including money, should be reported immediately to your Tutor, PTA or Training Advisor. Enquiries about lost property should be made at reception and any property found should be handed in there. Unclaimed property will be disposed of after one term. You are responsible for your own property. The College cannot compensate for the loss of personal items.

Grievance

If you are unhappy or have a complaint you must report this to your Tutor, PTA or Training Advisor, if the problem is not resolved, you must report to your Deputy Team Leader (DTL) or Programme Team Leader (PTL).

Learning Services

You will find Learning Centres at both Truro and Penwith campuses, which open from 8.30am and are stocked with a range of study resources. They contain student computers and printers and staff that can provide advice and guidance on your study.

Health and Support

We have a dedicated team supporting students with their emotional and physical wellbeing. Through one-to-one sessions, confidential advice and group activities, we aim to create a happy, healthy environment.

Mental Health

We have full-time qualified advisers dedicated to offering students and staff advice and support on mental health issues. Appointments can be made through Student Services or by contacting the mental health advisers directly.
Truro - mentalhealth@truro-penwith.ac.uk
Penwith - abic@truro-penwith.ac.uk

The national Access to Work Mental Health Support Service also offers a tailored programme of vocational support to apprentices. Specialist advisors provide: emotional wellbeing support, advice on workplace adjustments and coping strategies, and a step-by-step support plan. The service can be contacted via phone on 0300 456 8210 or via email at apprentices@remploy.co.uk

HWS Programme

The College publishes a termly HWS (Health, Wellbeing and Sport) programme with a wide range of activities that you can drop in for as and when your schedule allows.

This includes a wide range of activities including: Gym, Running, Spinning, Gardening, Knit 'n' Natter, Yoga and Meditation.

Counselling Support

Some students, whilst studying, may experience emotional and personal issues that need to be shared with a qualified counsellor. We offer a professional counselling service for students to help you explore situations causing concern. Contact Student Services for more information, or email: Truro counsellors at counsellingtruro@truro-penwith.ac.uk
Penwith counsellors at counsellingpenwith@truro-penwith.ac.uk

Personal Support

If there are issues that you need advice on or support with, such as anxiety, relationships or drugs and alcohol, you can see a personal adviser trained in welfare support. They can also advise on benefits and other matters. For more information, contact Student Services.

<https://truroopenwith.sharepoint.com/sites/StudentServices>

<https://truroopenwith.sharepoint.com/sites/SP-studentservicespenwith-PW/SitePages/Counselling-and-Mental-Health.aspx>



Career Zone

Career Zone is a new facility with Truro and Penwith College, providing a contemporary space for all students to access. 'Welcome to your Future' is one of the first things students will see as they walk into Mylor Building. This statement is a representation of our commitment to careers education, information, advice and guidance. It's a space to help ignite ideas, inspire future pathways and act as a professional space to undertake careers research. We look forward to welcoming you and having meaningful career conversations.

We want to ensure that you enjoy the process of career planning and get excited by what the next steps could be.

- We look to **inspire futures**
- Have an **inspiring curriculum**
- Deliver **inspiring personal guidance**
- Have **inspiring destinations**
- **Inspire sustainable careers**
- Facilitate **inspiring work placements**
- Have **inspiring resources**

One of our key messages from the careers team at Truro and Penwith is research! This is crucial to all of the above. Remember careers advisers will not do all of the work for you! Part of being a student is being able to research topics and therefore 'careers' should be an area that is actually very exciting to research as it is a representation of the future you! Guidance appointments can be hard work – a careers adviser may challenge your statements and will want you to do most of the talking. We aim to make the picture clearer for you and to enable you to plan your next steps. You may not leave with all the answers – but you should be closer to finding them! All of our careers' Advisers are able to see all of our students. They don't have specialist career areas, although they do have links with certain programme areas for liaison purposes.

Gatsby Benchmarks

As students you need to know that we are striving to provide the best possible service in the form of a world class careers programme. We will commit to the highest possible standards in Careers Education, Information, Advice and Guidance (CEIAG) through a set of standards which define best practice. These are the Gatsby Benchmarks and Truro and Penwith College will implement the following. As students you need to know what we are striving to provide for you and where 'careers'

- A stable Careers Programme
- Learning from career and labour market information
- Addressing the needs of each pupil
- Linking curriculum learning to careers
- Encounters with employers and employees
- Experiences of workplaces
- Encounters with further and higher education
- Personal guidance

Wages

There are different rates of pay for apprentices depending on your age and what year of your apprenticeship you are in. Your employment contract should confirm your rate of pay. The rates are as follows from 1st April 2023
Aged 16-18 – the national minimum wage rate for an apprentice is £5.28 per hour.
Aged 19 or over in your first year – the national minimum wage rate for an apprentice is £5.28 per hour
Aged 19 or over and have completed your first year – You are entitled to the national minimum wage or national living wage rate for your age.

You must be paid for:

- Your normal working hours
- Training that is part of your apprenticeship
- Attending English and maths qualifications, if they are part of your apprenticeship
- Your normal working hours should be in your employment contract

Holidays

You are entitled to at least 20 days paid holiday per year, plus bank holidays.

Transport

You are responsible for arranging your own transport to college. For any queries relating to college buses please ask at the Transport Office which is situated in M133a on the Truro campus or email Linda Slater at lindaslater@truro-penwith.ac.uk

Redundancy

The Education and Skills Funding Agency will work with training providers to help apprentices find other employers and continue with their apprenticeship or end point assessment where they are at risk of or have been made redundant. In this instance your training will be funded for at least 12 weeks following your redundancy to give you time to find alternative employment.

You may be able to continue and complete your apprenticeships, regardless of whether you find a new employer if:

- You have less than 6 months training remaining
- You have completed 75% or more of your training

Otherwise:

- If you are within 6-12 months of completing your apprenticeship when being made redundant, you can re-start your apprenticeship from the point it left off when you find a new employer
- If you were 12 months or more away from completing your apprenticeship when being made redundant, you can start a new apprenticeship which will take into account your prior learning.
- On request we can provide you with a record of apprenticeship part completion that can help you secure future employment and continue your apprenticeship. The record will detail the percentage of the apprenticeship you have completed and a summary of the knowledge, skills and behaviours developed.

The Redundancy Support Service for Apprentices aims to support apprentices who have been made redundant or feel that they are at risk of redundancy. You can speak to a dedicated advisor who will share useful information, help you to access local and national services and to plan your next steps. Redundancy Support Service Contact – 0800 0150 400.

Health and Safety

At the start of your apprenticeship we will discuss health and safety with both you and your employer to check that your job role and place of work is safe. Please refer to the Keep Safe Induction Booklet , available on One File. Your Training Advisor will discuss heath and safety with you at each Progress Review, if you have any concerns regards your health and safety or that of others please raise this to your employer and Training Advisor as soon as possible.

Fire

Anyone discovering a fire should sound the alarm immediately by breaking the glass front of the nearest available alarm call point. During your course induction your tutor will explain the fire procedures in more detail.

First Aid

In case of an accident or emergency contact the nearest First Aider or the nearest reception so that qualified staff can assist. All accidents must be reported to your Tutor or Training Advisor.

Drugs and Alcohol

Drugs, other than prescribed medicines, must not be brought onto the College premises. Alcohol is not permitted on site. The use of any behaviour changing substance in, or around, College grounds is considered as Gross Misconduct under our Student Disciplinary Procedure, and will result in immediate suspension from College pending a Disciplinary meeting, followed by notification to you employer.

E-Safety

E-Safety means being safe online. Further information, hints and tips are given in the Keep Safe Induction booklet available on One File.

Equality, diversity and inclusion

Equality

Equality is to be free from discrimination with the aim to ensure no group receives less favourable treatment because of a characteristic.

Diversity

Diversity at its most basic level means difference. We are all different so it follows that diversity is about us all!

Inclusion

Inclusion involves eliminating discrimination and promoting equality.

The Equality Act 2010 talks about equality in terms of the 9 protected characteristics. These groups of individuals are protected from discrimination by legislation. They are:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnerships
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

During your apprenticeship you will consider how you promote EDI in your role and how you experience equality and diversity within your own workplace. Both will link to the progress reviews and may be used as evidence towards your competency qualification.

Safeguarding

What is Safeguarding?

Safeguarding Children

Safeguarding is the action that is taken to promote the welfare of children, young people and vulnerable adults to protect them from harm. It is defined as:

- protecting children from abuse and maltreatment
- preventing harm to children's health or development
- ensuring children grow up with the provision of safe and effective care
- taking action to enable all children and young people to have the best outcomes.

Safeguarding Adults

Protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop the risks and experience of abuse or neglect, while at the same time making sure the adult’s well-being is promoted.

As a student of Truro and Penwith College your safety and wellbeing is paramount to us. This includes supporting you with issues such as:

- | | |
|---|--|
| • Health and safety | • Drug and substance misuse |
| • Bullying | • Internet safety |
| • Racist or homophobic abuse | • Local issues (e.g. gang activity) |
| • Harassment and discrimination | • Child Sexual Exploitation (CSE) |
| • Meeting the needs of students with medical conditions | • Female Genital Mutilation (FGM) |
| • Providing first aid | • Radicalisation for violent extremism |
| | • College security |

Truro and Penwith College looks to protect everyone from:

- | | |
|---|--|
| • groups and individuals presenting violent extreme ideologies; | • alcohol and drug misuse; |
| • abuse or inappropriate relationships; | • eating disorders; |
| • grooming (in person, online, by phone etc.); | • peer-on-peer abuse; |
| • inappropriate supervision (by parents or staff e.g. too much); | • Honour Based Violence (which can include female genital mutilation); |
| • bullying, cyber-bullying; | • not understanding the additional safeguarding vulnerabilities of learners with special educational needs and disabilities, and how those barriers can be overcome; |
| • self-harm, risky behaviour; | • sexual violence and sexual harassment between children; |
| • unsafe activities and environments; | • issues arising from children with family members in prison; |
| • crime; | • domestic abuse; |
| • fear of crime; | • issues arising from children being in the court system; |
| • exploitation | • modern slavery. |
| • immigration issues; | |
| • unsafe environments e.g. parks, sports grounds; | |
| • homelessness and unsuitable housing; | |
| • Victimisation and prejudice due to race, sexuality, faith, gender, disability etc.; | |

Safeguarding

The Prevent Agenda



WHAT IS PREVENT?

A COMMUNITY SAFEGUARDING PROGRAMME

Prevent is about **safeguarding people and communities** from the **threat of terrorism**. Prevent is 1 of the 4 elements of CONTEST, the Government's counter-terrorism strategy. It aims to **stop people becoming terrorists** or supporting terrorism.

THE THREE MAIN OBJECTIVES OF THE PREVENT STRATEGY ARE:

- 1) Respond to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views
- 2) Provides practical help to prevent people from being drawn into terrorism and ensure they are given the appropriate advice and support.
- 3) Work with a wide range of sectors (including education, criminal justice, faith, charities, online and health) to **prevent people being radicalised and drawn into extremism**.

WHAT IS RADICALISATION AND EXTREMISM?

Radicalisation is the process by which a person comes to support terrorism and forms of extremism leading to terrorism.

Extremism is defined as: “vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.” (Prevent Duty Guidance in England and Wales 2015). **The College promotes British Values including: Democracy, Rule of Law, Respect and Tolerance and Individual Liberty.**

STAY SAFE ONLINE

Terrorist organisations try to radicalise and recruit young people through a number of mechanisms. **Online radicalisations through social media is a significant threat.** Browse through the E-Safety site in Digital Campus to find out some ways to prevent this happening and stay safe online.

SPOTTING THE SIGNS

There is no single profile that could highlight someone as vulnerable to radicalisation. Our age, sex, race, religion or nationality do not make us any less or any more susceptible to radicalisation. However, individual circumstances, experiences or state of mind could lead towards a terrorist ideology.



HOW TO REPORT ANY CONCERNS

If you are worried someone you know is being radicalised you can speak to any member of college staff or you can visit www.actearly.uk for help and advice.

If you see or hear something that could be terrorist related call the Police Hotline on: 0800 789 321, or if you are concerned about someone in your community contact your local police force by dialling 101 or, if urgent 999.

WHAT DOES PREVENT DO?



The main aim of Prevent is to **stop people from becoming terrorists** or supporting terrorism.



At the heart of Prevent is **safeguarding children and adults** and providing early intervention to protect and divert people away from being drawn into terrorist activity.



Prevent addresses all forms of terrorism, but continues to ensure resources and effort are allocated on the basis of threats to our national security.



STUDENT SERVICES

studentservices@truro-penwith.ac.uk
01872 305711 | Mylor M018

Let's
talk

childline
ONLINE, ON THE PHONE, ANYTIME

PAPYRUS
PREVENTION OF YOUNG SUICIDE

Intercom Trust
Lesbian, gay, bisexual & trans people in the South West

Kernow Carers Service

Penhaligon's Friends
Supporting bereaved children's lives

FIRST LIGHT

Valued LIVES
People Focused

withyou

NHS

Young People Cornwall
Making Waves

brook

Beat
Eating disorders

Battle Scars

Let's
talk

WE'RE HERE
FOR YOU



If you have concerns about someone or need support yourself, please contact one of the safeguarding team on **01872 305712**, safeguarding@truro-penwith.ac.uk or pop into Student Services (Mylor Building).

Alternatively you may prefer to talk to one of the many national support services. Visit truro-penwith.ac.uk/lets-talk or just scan the QR code to access their website and contact details.

*It's
just banter
one photo
no big deal
sexual
harassment*

Let's
talk

*Sexual harassment is
never acceptable*

If you have concerns about someone or need support yourself, please contact one of the safeguarding team by phone, email or in Student Services (Mylor Building). At Truro and Penwith College everyone should be respected, supported and safe. Our safeguarding officers will always treat your concerns seriously and confidentially.

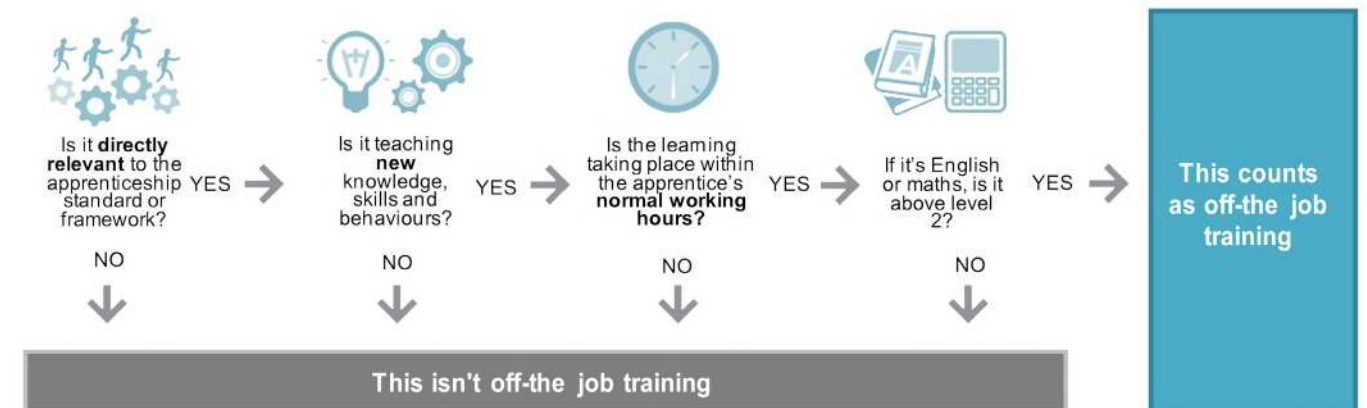
Don't wait. Please get in touch today.
01872 305712 | safeguarding@truro-penwith.ac.uk



Off the job training

All apprentices must spend 20% of their time on off the job development this is because it is important to the success of your apprenticeship to be able to enhance your skills and knowledge without the distractions of your usual working day. As it is an important part of your apprenticeship it has to be closely monitored and tracked through OneFile.

Off-the-job training: steps to help you determine whether an activity counts as off-the-job training



Key facts

- 1 Off-the-job training must make up at least 20% of the apprentice's normal working hours (working hours capped at 30 hours a week for funding purposes only). For a full-time apprentice, this is an average of 6 hours a week over the planned duration of the apprenticeship.
- 2 You can deliver off-the-job training in the apprentices' normal workplace or at an external location.
- 3 Time spent on initial assessment, onboarding, progress reviews, on-programme assessments and English and maths up to level 2 does not count towards off-the-job training.



OneFile

As a learner you will complete your qualification using the e-portfolio system OneFile. This is a system specifically designed for vocational training and assessment.

OneFile can be accessed anywhere including smart phones and tablets. You will be able to upload a variety of evidence to demonstrate your competency, including audio and video files, eliminating bulky paper portfolios. This evidence is used to demonstrate competency against the standards.

Various features are available through this e-portfolio including:-

- Having instant access to supplementary learning materials and resources
- The ability for you to track your progress on a regular basis
- Availability 24 hours a day, 7 days a week
- Providing you with feedback

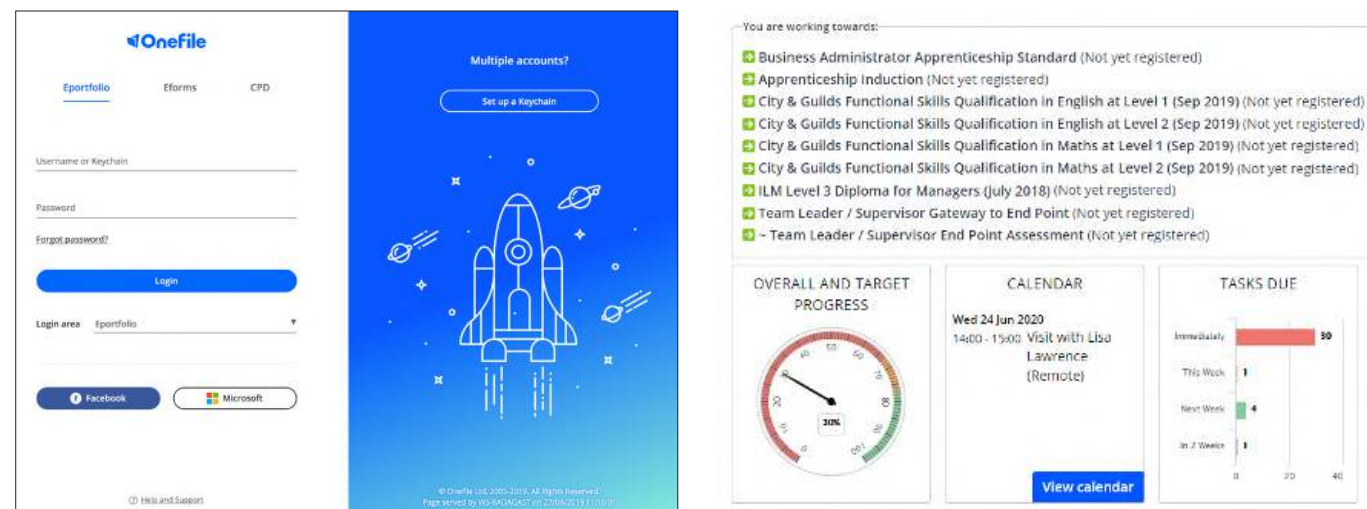
Logging into OneFile

Full instructions on using OneFile will be provided on your Apprenticeship induction.

Web address: <https://login.onefile.co.uk>

You will be provided with your user name and password at the start of your apprenticeship when enrolled.

Once you have logged in to OneFile, you will see an overview of your portfolio including progress and tasks due at a glance.



End Point Assessment

End Point Assessment (EPA) is the final step in your apprenticeship journey. The assessment allows apprentices to demonstrate that they have developed all of the relevant skills, knowledge and behaviours outlined in the Standard to prove they are able to do the job they have been training for throughout their programme.

The EPA will be delivered by an independent End Point Assessment provider. The EPA should not take place until everyone, that is the apprentice, the employer and the training provider, is in agreement that the apprentice has completed all elements of their training and is ready (this process is known as the Gateway to End Point Assessment).

Assessments will vary dependant on programme and could include a mixture of methods, usually at least two, to include:

Observation: the assessor will observe how the apprentice undertakes one or more duties in the workplace.

Practical demonstration: an assessment of skills (and sometimes knowledge and behaviours) that takes place in a practical skills facility such as a simulated work area in an assessment centre or a skills development facility.

Test: an assessment taken under controlled and invigilated conditions. The types of questions used may vary (for example, multiple-choice, open-answer and scenario/case study based tests or a combination thereof). The test could be presented on paper, as an online series of questions or pre-loaded onto a computer.

Project: a defined piece of work undertaken after the gateway to demonstrate a particular aspect of the occupation – a project could be marked in its own right and/or used to inform a presentation or interview/discussion. This could be a written-assignment or a practical project, and wherever possible should have a business benefit and include the production of verifiable and assessable work outputs.

Presentation: the apprentice making a presentation to an individual independent assessor. This will often be followed by questioning from the independent assessor

Discussion: could be either an interview (where a series of questions is posed to the apprentice about an aspect of their occupation and how they have demonstrated different competencies) or a professional discussion or viva (which is an in-depth, two-way discussion between an independent assessor and apprentice to assess theoretical or technical knowledge).

If you have met and exceeded the level of quality expected of you, you will be graded accordingly. The grades you can achieve are: Pass, Merit or Distinction.

For more information please go to: instituteforapprenticeships.org/apprenticeship-standards/

Quality assurance

So that we can be sure that you are receiving the best possible training, your Training Advisor/Assessor will be supported by an Internal Quality Assurer (IQA) who will be responsible for monitoring and observing their assessment practice.

IQA's are also responsible for ensuring that their assessors have adequate resources, have received necessary training and are carrying out their roles to the high standard that we expect at Truro and Penwith College. They will ensure that decisions relating to assessment are consistent and standardised and above all fair.

All Quality Assurers are occupationally competent and will hold a relevant QA qualification.

Key words

During your Apprenticeship you will frequently come across words that may cause confusion. To help you with your understanding we have compiled a list of commonly used words and their explanations:

Assessment criteria - are the points you are required to meet to achieve the unit which will be assessed in a variety of ways, such as observation, personal statement, question and answer, product, professional discussion, witness testimony.

Learning outcome - is the way in which the unit must be achieved, i.e. knowledge, understanding and performance.

Range - the range is the number of different aspects of skills and knowledge which you need to take into account when explaining or performing to meet the assessment criteria.

Depth - the detail with which you need to show your full understanding and competence when meeting the assessment criteria.

Skills - things you need to be able to do or demonstrate in your role.

Knowledge - things that you need to know and understand to be able to carry out your role.

Action plan - This enables you and your tutor/Training Advisor to plan when assessments will take place.

Grading - the way the apprenticeship standard is marked at end-point assessment, usually resulting in a pass, merit or distinction.

Standard - a standard developed to meet the requirements for your job role in your chosen sector by a group of employers.

Behaviours/Attitudes - the way you carry out your skills in your job role.

Portfolio - portfolio of evidence, presentation, video/ photographic evidence showing the best of your evidence proving you can perform relevant tasks within your role.

End-point assessment - the assessment that takes place once you have acquired the knowledge, skills and behaviours needed to go through the gateway.

End-point assessor - The independent person who will visit to assess your skills, knowledge and behaviours, through various means to award your apprenticeship.

Gateway - This is the place where all aspects of the apprenticeship are checked, making sure that you have completed these prior to the end point assessment – such as functional skills.

On the job - learning within your normal day to day job role.

Off the job - learning which takes place outside of your normal day to day job role that contributes to the achievement of your apprenticeship.

Internal quality assurance (IQA) - we will internally quality check our decisions and judgements to ensure consistent standards across the College.

Reviews - key to the achievement of your apprenticeship is that you are making the relevant progress. During a review actions are set for you and your employer regarding your training and wider development and targets are set and discussed. Reviews also give the opportunity to discuss safeguarding and whether you are being treated fairly in your role. They also give you the chance to give feedback so we can support you better.

Student code of conduct

The College tries to keep its rules and regulations to a minimum. Everyone in the College community is expected to behave in a mature manner and to show care and consideration for the welfare of others. Students are expected to work hard and take responsibility for their own learning.

Students should:-

1. Attend lectures and other programme events regularly and punctually;
2. Inform their lecturer or tutor as soon as practicable if for any reason they are unable to attend a lecture or other programmed event;
3. Use College facilities and behave generally in a way which respects the needs and aspirations of others to learn, teach and live within the community of the College;
4. Familiarise themselves with the College's Health and Safety and other regulations, comply with these and act at all times with due regard for their own safety and that of others;
5. Respect the property of the College, its staff, students and visitors;
6. Support staff and other students in the maintenance of a clean and tidy Environment throughout the College;
7. Follow the reasonable instructions of members of the College staff;
8. Not act in any way which could bring the college into disrepute;

Failure to comply with the Code of Conduct may lead to disciplinary action. A copy of the College Disciplinary Policy can be obtained on request from Reception.

The disciplinary process

If you breach the College Code of Conduct you will be subject to a disciplinary process. There are two types of disciplinary action, Informal and Formal.

Informal

In the case where disciplinary action is required, the initial process will be an informal discussion. This will be carried out between you and your tutor immediately, followed by notification to your workplace.

The following are examples of misconduct which may result in disciplinary action being taken against students:

- Any breach of the Student Code of Conduct as set out in the publications indicated above.
- Damage to or theft of the property of others
- Any smoking other than in the designated area
- Noisy or unruly behaviour or the use of foul language
- Disruption to any College class or activity
- Any intimidation or harassment of another person.

Formal

If you are seriously in breach of the College Code of Conduct (see gross misconduct) or you have already received the following:

- Verbal warning
- Written warning
- Formal disciplinary hearing

The formal disciplinary procedure is triggered.

Gross misconduct

Any particularly serious cases of misconduct may be treated by the College as Gross Misconduct. For example, possession or being under the influence of any behaviour changing substance, including, but not limited to, controlled drugs, alcohol, aerosol or substance vapour or the excessive intake of caffeine or high energy drinks with prescribed medication. Deliberate damage or violence will be treated as gross misconduct.

Where any person is reasonably believed to be acting illegally, the College will inform the police and require the person to leave the premises immediately.

Disciplinary Procedure

Oral Warning

Most instances of behavioural misconduct, poor attendance or academic under performance will be identified and dealt with quickly and informally by an appropriate member of the College staff. The student will be seen by their Personal Tutor, course Leader or member of the Leadership Team. The student will be reminded of his/her responsibilities and warned about the consequences of a repeated breach of the code. A brief file note will be entered on Student Tracking.

Official Warning

Where the misconduct is repeated, or considered to warrant more formal treatment, an Official Warning may be issued. The student will be invited to attend a meeting with parents/carers and be given the opportunity to explain the misconduct. This will be taken into account before any warning is given. An Official Warning will include the reasons for the warning and the consequences of further misconduct. This will be carried out by the PTL, DTL or member of the Management Team. The emphasis should be on establishing practical measures to avoid recurrence. A file note stating the required standards set to continue will be entered on Student Tracking.

First Stage Disciplinary Interview

Where the misconduct is of a more serious nature or where similar conduct has been repeated after one or more Official Warnings, the student may be referred to attend a formal Disciplinary Interview. The interview will usually be with a member of the Senior Management Team. The parent/carers of students aged under 18 will be notified in writing, five days in advance of the interview and invited to attend. The letter will detail the reason for the interview and any previous actions taken.

After hearing the student's case, the member of SMT conducting the interview may decide to issue any of the above sanctions, a Formal Written Warning, Final Written Warning, or may decide that no further disciplinary sanction would be appropriate. The student will be notified in writing of the decision within five working days of the interview. Any conditions set to continue at Truro and Penwith College will be clearly stated.

Formal Written Warning or Final Written Warning

Any Formal Written or Final Written Warning will be issued within five days of the interview. The Formal Written Warning will give the reasons for the decision and will state that any further repeated or similar misconduct by the student may result in the student's exclusion from Truro and Penwith College. A Final Written Warning will advise that any repeated misconduct will result in exclusion. In circumstances where the misconduct is unequivocal, this will be without further reference to the Disciplinary Procedure. A copy of the written warning will be sent to the parents of students aged under 18 years.

Gross Misconduct - Suspension Pending Interview

Where a member of staff has good reasons to believe that a student has committed an act of gross misconduct, the student may be suspended immediately by a member of the Management Team. Such a suspension will be confirmed in writing within four days and the student will be invited, within seven days of the suspension, to attend a Second Stage Disciplinary Interview with a member of the Senior Management Team.

Second Stage Disciplinary Interview

Where gross misconduct is believed to have occurred, or further misconduct is complained of after a Formal or Final Written Warning has been issued, the student will be invited to attend a second stage interview with a member of the Senior Management Team.

The student (and the parent/carers of an under 18 year old) will be given five days' notice of the interview. The notice will state the nature of the misconduct, the Student Disciplinary Procedure the student's entitlement to accompaniment by a member of the family or designated carer/support worker. It will state the fact that the interview may result in the recommendation that he/she be formally expelled from Truro and Penwith College.

The senior member of staff who conducts the interview shall be accompanied by a PTL or DTL and another member of staff who will make notes. The student will be given the opportunity to challenge evidence or allegations, to raise any mitigating circumstances or identify sources of evidence which might support his/her case.

Recommendation for Exclusion after a Second Stage Interview

After the completion of the interview and having taken into account the balance of information and any mitigating circumstances, the senior member of staff will make a disciplinary recommendation to the Principal. The student will be given written notification of the recommendation within five days of the interview. The notification will state the reasons for the recommendation and details of the right of Appeal. If there is no appeal within the time allowed, the recommendation will be implemented.

Appeal against Recommendation for Exclusion

In the case of exclusion, the student will have the right of appeal to the Principal. The Appeal must be in writing and lodged with the Principal's Secretary within five days of the date of receipt of the letter of recommendation. It should state the grounds and particulars of the substance of the Appeal. If an Appeal is lodged within the time allowed, the Principal will review the process and consider the available evidence. An interview with the Principal may be required. The student will be given at least five days' notice of the date, place and time of any interview and of his/her right to accompaniment by a parent/carer or appropriate support worker. The decision by the Principal will be final and confirmed in writing to the student within fourteen days of the Appeal.

Appeals and complaints

If you wish to appeal against an assessment decision you should speak to your Training Advisor in the first instance.

Appeal against an Internal Assessment Decision

The College recognises the right of individuals to seek a review of decisions which affect their lives. Appeals may be made against decisions regarding such matters as:

- Access to a programme of study
- Assessment grading
- Interpretation of performance criteria
- Operation of the Equality of Opportunity policy
- Non-completion of course/elements
- Non-accreditation of previous units/achievement
- Complete withdrawal from a course

Where a learner is dissatisfied with the assessment of their work, an informal appeals procedure is available.

- i. The learner should, in the first instance, ask the member of staff who has assessed the work for an explanation of why it has been graded in the way that it has.
- ii. If the learner is still unhappy and wishes to challenge the grading, they may ask the appropriate Internal Verifier to assess the work in question and moderate the grade.
- iii. Where the work in question was first marked by the Internal Verifier, the moderation will be done by the Lead Internal Verifier

Alternatively, or where a learner feels that there is still a case to answer, they may invoke the College Appeals Procedure, which involves:

- i. An initial counselling stage. The learner is to be referred via the personal tutor to the Programme Co-ordinator. The purpose of this stage will be to seek ways of resolving the problem via explanation, re-assessment, behavioural modification or better communication. Where appropriate, employers will be informed and invited to attend and, if appropriate, contribute at this stage. Should it be necessary, the interested party would also be reminded of the Appeals Procedure at this stage.
- ii. In the event that the first stage is unsuccessful, an appeal should be lodged, in writing, with the relevant Learner Support Team. He/she will produce a report, supported by appropriate records/correspondence which will be submitted to the Director of Quality.
- iii. The Director will arrange, within 5 working days, for an Appeals Panel to consider the matter. The panel will be comprised of a member of the SMT, usually the Director of Quality, Internal Verifier, two members of the management team and one other, depending on the nature of the appeal.
- iv. The Appeals Panel will be able to call on evidence from the College staff concerned and also hear evidence from the appellant, who may be accompanied by an interested party. It may also wish to call upon other specialists for further information or advice.
- v. The decision of the Appeals Panel will be made and communicated to all concerned within 24 hours of it sitting.
- vi. Detailed records will be kept throughout the process.

This procedure is published on the Truro and Penwith College Intranet.

Formal complaints can also be made by following the awarding body complaints processes.

Support

If you have a support need please let us know as soon as possible so we are able to work with you to make any adjustments and put support in place for the start of your programme. This is particularly important as some courses have exams early in the course.

We can offer student support, specialist seating, specialist software, hearing equipment and ergonomic equipment to enable you to fully participate and enjoy your chosen course. We can also apply for exams access adjustments.

Your Training Advisor will work with you and your employer to put arrangements in place and can sign post to additional external sources of funding, help and advice.

If you have any supporting paperwork such as previous assessments or plans please share these with your Training Advisor.

Functional skills support

For apprentices at all levels with formally recognised special educational needs, learning difficulties or disabilities, we will commit to providing full support to give you every opportunity to achieve the minimum English and maths requirements of your apprenticeship.

If you still struggle to achieve the regular English and / or maths minimum requirement due to the nature of your difficulty or disability, we will accept achievement of entry level 3 Functional Skills in English and / or maths.

How to succeed on your Apprenticeship





Useful Phone Numbers

Penwith College: 01736 809000

Truro College: 01872 305000

Evening Duty Manager

Truro College: 07710 848306

Penwith College: 07891 497710

- Apprenticeships: 01872 305500
- Business Training: 01872 308000
- Childline: 0800 1111
- Citizen Advice Bureau: Penwith: 01736 365438 / Truro: 01872 278960
- Careers South West: Penzance: 01736 362244 / Truro: 01872 277993
- Cornwall SHARE Counselling Service: 0800 181033
- County Hall: 01872 322000
- Drugs Counselling Freshfields Service: 0500 241952
- Inspiration - Truro College Hair Salon & Beauty Therapy Suite: 01872 305719
- Inspiration - Hair and Beauty Salons Penwith College: 01736 809403
- First / Truronian: 01872 273453
- National Aids Helpline: 0800 567123
- National Rail Enquiries: 0845 7484950
- NHS Direct: 0845 4647
- Part-time Courses: 01872 308000
- Public Transport Info: 0870 6082608
- Samaritans Cornwall: 01872 277277
- Student Services: Penwith: 01736 335120 / Truro: 01872 305711

Contacts

Truro and Penwith College Website - www.truro-penwith.ac.uk

Truro and Penwith College Apprenticeship Support - 01872 305500

Employer:

Training Advisor:

Tutor/s:

PTA:

Mentor:

Other:

Safeguarding contacts:

Hannah Hopkins (Fal building, F239) 01872 308295

Jenna Hawke (Allen building, A103) 01872 305021

Term Dates

Autumn Term 2023

Thursday 7 September - Tuesday 19 December

(Half Term: Monday 23 October - Friday 27 October)

Spring Term 2024

Tuesday 2 January - Thursday 28 March

(Early May Bank Holiday - Mon 6 May)

(Half Term: Monday 12 February - Friday 16 February)

Summer Term 2024

Monday 15 April - Friday 5 July

(Half Term: Monday 27 May - Friday 31 May)

Truro & Penwith College

telephone: 01872 305500 email: apprenticeships@truro-penwith.ac.uk web: www.truro-penwith.ac.uk

