



TRURO & PENWITH COLLEGE

2026/27 The Apprentice Handbook



YOUR APPRENTICESHIP

Thank you for choosing Truro and Penwith College for your apprenticeship. Whether this is your first job or you are looking to develop your career, an apprenticeship is a fantastic opportunity to gain the skills, knowledge and professional experience required to achieve your ambitions.

Across the breadth of our Apprenticeship provision, which includes over thirty different apprenticeship programmes across a wide range of occupations and sectors, Truro and Penwith College has a steadfast focus on both maintaining the highest possible level of quality and ensuring that every programme meets the needs of our apprentices and their employers.

This commitment has seen incredible dividends in recent months; with the College receiving the prestigious accolade of national Apprenticeship Provider of the Year for 2025 at the Apprenticeships and Training Awards and being named as a national finalist in four categories at the 2026 Apprenticeship Guide Awards, including Best College for Apprenticeships.

These honours are further supported by the College securing the highest Apprenticeship Achievement Rate of any General FE College in the South West (DfE Data, March 2026) and being named by the Department of Work and Pensions as one of only five FE Colleges across England recognised as an Expert Apprenticeship Provider.



Truro and Penwith College has a team of highly-skilled, experienced and industry-expert Lecturers and Assessors, who are dedicated to providing an outstanding experience to our Apprentices and, in partnership with your employer, will support you at every stage to ensure that you can grow and succeed within your organisation.

This Apprenticeship Handbook will give you the key information that you need as you start your Apprenticeship journey and Truro and Penwith College will also assign a specialist Training Advisor or Progress Review Adviser to you, who will also be able to provide support or answer any queries.

Apprentices can also access support and information by e-mailing apprenticeships@truro-penwith.ac.uk, or by calling 01872 305500.

I hope that the information in this Handbook is helpful to you during your learning journey, and we look forward to welcoming you to Truro and Penwith College.

Carl Riding
Principal and CEO
Truro and Penwith College

CONTENTS

Your Apprenticeship.....	2	Logging into Onefile	22
Contents.....	3	Apprenticeship Assessment	22
Benefits of an Apprenticeship.....	4	Quality Assurance.....	23
What's Involved in an Apprenticeship?	5	Key Words	23
How do I Learn?	6	Student Code of Conduct.....	24
Our Commitment to You.....	7	The Disciplinary Process	24
What We Expect from You	8	Gross Misconduct	25
What We Expect from your Employer	8	Disciplinary Procedure.....	25
Data Protection	9	Appeals and Complaints.....	26
Student Guidelines	10	Support.....	28
Career Zone	12	Functional Skills Support	28
Safeguarding.....	15	How to Succeed on Your Apprenticeship	29
The Prevent Agenda.....	16	Useful Phone Numbers.....	31
Health and Safety	18	Contacts	32
Fire.....	18	Term Dates.....	32
First Aid.....	18		
Drugs and Alcohol.....	18		
E-Safety	18		
College Lifts	18		
College Drugs Policy	18		
Equality, Diversity and Inclusion	18		
Race Equality	18		
Off the Job Training	21		
Onefile.....	21		

BENEFITS OF AN APPRENTICESHIP...

- Earn whilst you learn!
- Kickstart and progress your career
- Gain industry recognised qualifications
- Increase your career prospects and earning power by gaining industry relevant skills and experience
- Experience new and different real-world challenges
- Build a professional network
- Gain better job security



"I think it's amazing, I can train as a nurse and not have to leave Cornwall"

Paige - Level 6 Registered Nurse Degree Apprenticeship
Company: Duchy Hospital

"My passion for this industry, along with the knowledge and experience I've gained during my apprenticeship, has prepared me to take on new challenges and contribute meaningfully to the company's continued success."

Elle - Level 3 Business Administration Apprenticeship
Company: Brooks Financial Planning Ltd



"The best thing about an Apprenticeship is that you have a skill for life"

Shannon - Level 2 Hairdressing Apprenticeship
Company: Serendipity

"My lecturer has been fantastic not just as a teacher but a professional from the industry with much more experience than just classroom teaching."

Aaron - Commis Chef Level 2
Company: The Lost Gardens of Heligan



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.

Transferable Employability 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.

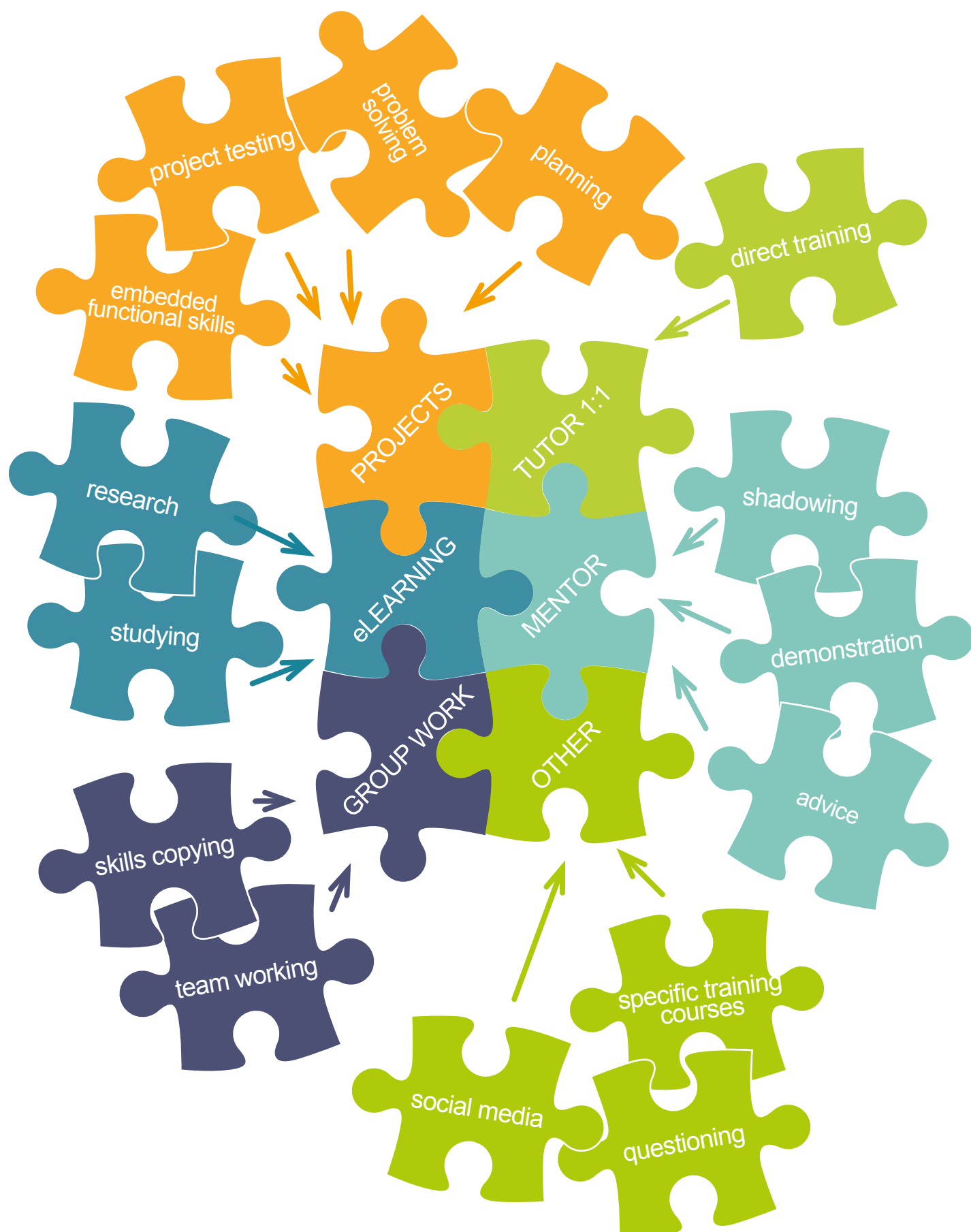
Assessing Skills

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.

**Throughout this handbook Training Advisor also refers to Programme Review Officer and Skills Development Coordinator.*

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 about what is expected from you.

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

Training
Advisor

We will deliver
outstanding
teaching, learning
and assessment

We will provide
advice and
guidance

We will listen
to you

We will work
with you to keep
you on track to
achieve your
apprenticeship

WHAT WE EXPECT FROM YOU

You must attend training regularly and be on time. Please contact your Training Advisor 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 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 report to Allen reception at Truro or Sennen reception at Penwith.

WHAT WE EXPECT FROM YOUR EMPLOYER

- To pay you at least the minimum apprenticeship wage during your first year, and at least the national minimum wage for your age (if you are 19+) from 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 supporting your assessment preparation, agreeing with you and your Training Advisor when your on-programme learning (and assessment) is complete and whether you are ready to undertake any end-point assessment methods.
- 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 on behalf of the Secretary of State for the Department of Education (DfE) to inform learners about the Individualised Learner Record (ILR) and how their personal information is used in the ILR. Your personal information is used by the DfE to exercise our functions under article 6(1)(e) of the UK GDPR and to meet our statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009. Our lawful basis for using your special category personal data is cover under Substantial Public Interest based in law (Article 9(2)(g)) of UK GDPR legislation. This processing is under Section 54 of the Further and Higher Education Act (1992).

The ILR collects data about learners and learning undertaken. Publicly funded colleges, training organisations, local authorities, and employers (FE providers) must collect and return the data each year under the terms of a funding agreement, contract or grant agreement. It helps ensure that public money is being spent in line with the government targets. It is also used for education, training, employment, and well-being purposes, including research.

We retain your ILR learner data for 20 years for operational purposes (e.g. to fund your learning and to publish official statistics). Your personal data is then retained in our research databases until you are aged 80 years so that it can be used for long-term research purposes.

For more information about the ILR and the data collected, please refer to the ILR specification by searching for 'individualised-learner-record' at www.gov.uk.

ILR data is shared with third parties where it complies with DfE data sharing procedures and where the law allows it. The DfE and DWP (or agents acting on their behalf) may contact learners to carry out research and evaluation to inform the effectiveness of training.

For more information about how your personal data is used and your individual rights, please refer to the '[DfE Personal Information Charter](http://www.gov.uk)' at www.gov.uk.

and the '[DfE Privacy Notice](http://www.gov.uk)' also available at www.gov.uk by searching for 'privacy-information-key-stage-4-and-5-and-adult-education'.

If you would like to get in touch with us or request a copy of the personal information DfE holds about you, you can contact the DfE in the following ways:

- Using the [Online Contact Form](http://form.education.gov.uk/service/Contact_the_Department_for_Education).
Available at: 'form.education.gov.uk/service/Contact_the_Department_for_Education'
- By telephoning the DfE Helpline on: 0370 000 2288
- Or in writing to: Data Protection Officer, Department for Education (B2.28), 7&8 Wellington Place, Wellington Street, Leeds, LS1 4AW.

If you are unhappy with how we have used our personal data, you can complain to the Information Commissioner's Office (ICO) at:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

You can also call their helpline on 0303 123 1113 or visit www.ico.org.uk.

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, which 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, your employer and report it through the College portal.

Contact details:

.....
.....

Unplanned Absences

If you are unable to attend college, please follow either process below.

1. Report the absence online through the college portal. State why you are unable to attend. Please also notify your Training Advisor and your lecturer(s).

AND/OR

2. Please call the Future Skills Administrator on 01872 305016 and leave a message clearly stating your name, student ID number, date of birth, tutor name and your reason for absence.

Please also notify your Training Advisor / Lecturer via a message or email. If you are under 18, your parent / guardian / carer or employer must follow either of the above procedures. You must also inform your Training Advisor / Lecturer via a message or email.

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 of any planned annual leave if you are due to attend college. You must also report annual leave through the college portal.

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.

Please view the College's Behaviour Policy which is available on the Intranet under Student Policies.

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 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 or Training Advisor, if the problem is not resolved, you must report to your Deputy Head of Faculty (DOF) or Head of Faculty (HOF).

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 using this address: truropenwith.sharepoint.com/sites/StudentServices

You can also find '**Counselling and Support**' at truropenwith.sharepoint.com



The College Shop

The shop is open:
Monday to Friday 8.30am - 4pm
(term time only) at our Truro campus

Monday to Friday 10.30am - 1.30pm
(term time only) at our Penwith campus.

Care Leavers Bursary

Apprentices are eligible to receive a £3,000 bursary (paid in 3 instalments) if they are, or have been, in the care of a UK local authority as defined below:

- An eligible child – a young person who is 16 or 17 and who has been looked after by a UK local authority / health and social care trust for at least a period of 13 weeks since the age of 14 and who is still looked after;
- A relevant child – a young person who is 16 or 17 who has left care within the UK after their 16th birthday and before leaving care was an eligible child; or
- A former relevant child – a young person who is under the age of 25 who, before turning 18, was either an eligible or a relevant child. Payments are made as follows:

The bursary is tax free and is not treated as income in Universal Credit calculations. You do not have to tell your employer that you are care-experienced.

Evidence will be required to support an application for the bursary.

- o 60 days after the apprentice's learning start date, £1,000 will be paid if the apprentice is still undertaking their apprenticeship;
- o 120 days after the apprentice's learning start date, £1,000 will be paid if the apprentice is still undertaking their apprenticeship; and
- o 300 days after the apprentice's learning start date, £1,000 will be paid if the apprentice is still undertaking their apprenticeship.

CAREER ZONE

Career Zone provides 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

CAREER ZONE CAREERS GUIDANCE FOR ALL

We can help you with:

- Guidance on educational & career pathways
- Apprenticeship information
- Exploration of skills
- Job hunting, CVs & application forms
- Information on gap years & voluntary work
- Labour market insights
- University exploration

Book a careers appointment at both Truro and Penwith College sites here



Find your adviser by your subject area, then choose the day and time convenient to you

For a CV, cover letter or job search, book an appointment with a Careers Assistant.

Visit us in the Career Zone at any time, in Mylor building, Truro College. email: careers@truro-penwith.ac.uk

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 2026:

Aged 16-18 – the national minimum wage rate for an apprentice is £8 per hour.

Aged 19 or over in your first year – the national minimum wage rate for an apprentice is £8 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 28 days for those working a 5-day week and may include the bank holidays.



Transport

You are responsible for arranging your own transport to college.

Please note there is NO PARKING for students at Truro College Main Campus unless you fulfil one of the following criteria:

- I have a Blue Badge issued in my name approved by Cornwall Council and require parking near to an accessible building entrance.
- (Please attach a copy of your Blue Badge clearly showing your name and photo ID)
- I have a medical diagnosis on my Additional Learning Support (ALS) record which prevents use of public transport but is not eligible under the Blue Badge Scheme. Please note we are not able to accept self-diagnosis of conditions. (We will check this on your MIS record)
- I have a child/children with an EHC Plan at a Nursery or Primary School who require me to take them to, and collect them from, school. (please provide evidence)
- I live more than three miles from the nearest bus stop. (please provide a Google map of your address)
- I have to catch two or more buses into College which makes my journey longer than 90 minutes each way. (please provide bus route numbers for checking)
- I ride a motorcycle and only require motorbike parking.

Fines of up to £100 will be issued to those who infringe these regulations. This covers all on-site parking during daytime hours (06:00 – 17:00, Monday – Friday) in term time.

For those who do not qualify for a parking permit we recommend that you utilise the local Park and Ride Service.

You must undertake regular off-the-job training as part of your apprenticeship. This is essential to your success, as it gives you dedicated time to develop your knowledge, skills and behaviours away from the distractions of your normal working day.

As it is an essential part of your apprenticeship, you must record your off-the-job activity weekly on OneFile, and it will be closely monitored and tracked.

GUIDANCE FOR APPRENTICES FACING JOB LOSS

If you are at risk of redundancy, lose your job, are considering leaving your employment, or are in the process of serving notice, it is essential that you inform your Training Advisor or other College representative immediately. We can then support you with information, advice and guidance to support your efforts in finding another employer who is willing to take on your apprenticeship.

REDUNDANCY

The government will fund your apprenticeship training for at least 12 weeks following redundancy to give you time to find alternative employment so that you can continue with your apprenticeship.

You may be able to continue and complete your apprenticeship beyond the 12 weeks, including taking your end-point assessment (EPA), even if you do not find a new employer if:

- you have less than 6 months training to complete, or...
- you have completed 75% or more of your training

JOB LOSS THROUGH REASONS OTHER THAN REDUNDANCY

- You have 12 weeks in total from your last day of employment to start a new job with an employer willing to take on your apprenticeship or you shall be withdrawn.
- You have 30 days from your last day of employment to start with a new employer or you will be put on a 'Break in Learning'. At this stage you must stop attending College and recording Off the Job Training. Where possible, providing it is safe to do so, it is advisable not to hand in your notice until you have confirmed a new employer. If your employment has already been terminated, inform your Training Advisor immediately.

HOW CAN WE HELP?

In addition to your Training Advisor, we have support that can assist you in gaining employment:

CV WRITING & INTERVIEW TECHNIQUES

- CV writing
- Application forms
- Cover letters
- Interview skills
- Confidence building
- Job search

Make an appointment in the Career Zone:

[Career Zone at Truro - Home \(sharepoint.com\)](#)

CAREERS ADVICE & GUIDANCE

If you are unsure of what you want to do and need guidance about options and careers, or advice on alternative routes into different careers, contact:

Make an appointment in the Career Zone:

[Career Zone at Truro - Home \(sharepoint.com\)](#)

APPRENTICESHIP ADVISORS

In some instances, Apprenticeship Advisors may be able to match you with existing employers, so this is a good place to start.

Call: 01872 305500

Email:

apprenticeships@truro-penwith.ac.uk

JOB SITES

WWW.GOV.UK/APPLY-APPRENTICESHIP

WWW.CORNWALL-OPPORTUNITIES.CO.UK

[HTTPS://SOUTHWESTJOBS.ORG.UK/](https://SOUTHWESTJOBS.ORG.UK/)

[HTTPS://WWW.TOTALJOBS.COM/](https://WWW.TOTALJOBS.COM/)

WWW.INDEED.JOBS/

[HTTPS://WWW.INDEED.JOBS/](https://WWW.INDEED.JOBS/)

[HTTPS://CSWGROU.CO.UK/](https://CSWGROU.CO.UK/)

It may also be more effective to do an online search of local businesses and then call them and/or drop in a CV to demonstrate your proactivity and enthusiasm.

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.

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:

- Providing help and support to meet the needs of children as soon as problems emerge.
- Protecting children from maltreatment, whether that is within or outside the home, including online
- Preventing the impairment of children's mental and physical health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe & effective care
- Taking action to enable children 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 and harassment | • Internet safety |
| • Discrimination and abuse | • Local issues (e.g. gang activity) |
| • Harassment and discrimination | • Child Exploitation: Criminal (CCE) & Sexual (CSE) |
| • Meeting the needs of students with medical conditions | • Female Genital Mutilation (FGM) |
| • Providing first aid | • Radicalisation for violent extremism |
| • Honor based violence | • 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



LET'S TALK ABOUT IT

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 2023). **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, safeguarding team 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.

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. Your Training Advisor will discuss health 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 your 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.

College Lifts

Please note that the lifts in all the College buildings are available for use only by people with a disability and members of the College staff who are moving equipment etc.. between floors. All other members of the College must use the stairs,

College Drugs Policy

Truro and Penwith College is committed to the health and safety of its community and it takes the issue of the misuse of drugs, including alcohol, seriously. Staff and students must not bring drugs, including alcohol, onto College premises.

When this policy uses **drug** it is taken to include any natural or synthetic substance that can cause medical, psychological or social harm.

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.

Race Equality

The College will treat all students with respect and dignity, and seek to provide a positive working and learning environment free from racial discrimination, harassment or victimisation.

STUDENT SERVICES

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

Let's
talk



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.

Let's
talk

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

*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



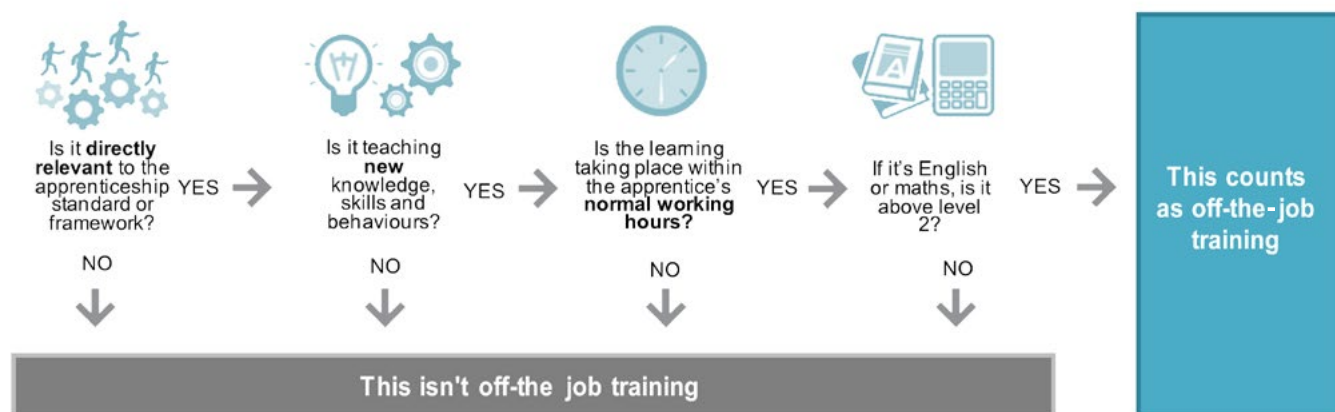
PART OF
TRURO
& PENWITH
COLLEGE

OFF THE JOB TRAINING

You must undertake regular off-the-job training as part of your apprenticeship. This is essential to your success, as it gives you dedicated time to develop your knowledge, skills and behaviours away from the distractions of your normal working

day. As it is an essential part of your apprenticeship, you must record your off-the-job activity weekly on OneFile, and it will be closely monitored and tracked.

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

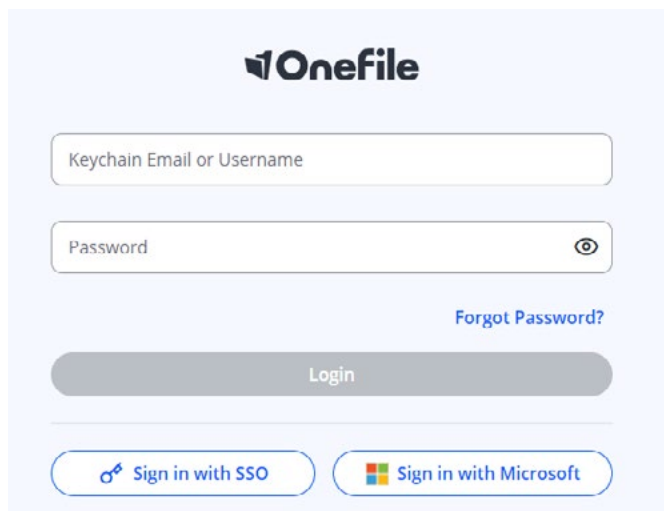
LOGGING INTO ONEFILE

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

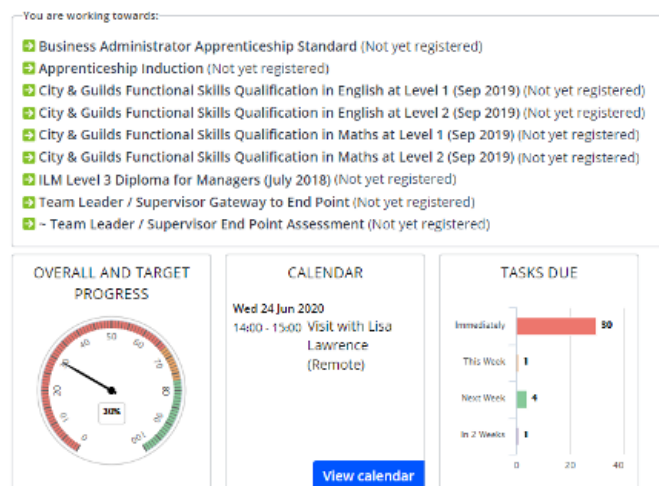
Web address: <https://login.onefile.co.uk>

A keychain will be created and sent to your college email with all the necessary information when your OneFile account is created.

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



The Onefile login screen features the Onefile logo at the top. Below it are two input fields: 'Keychain Email or Username' and 'Password'. A 'Forgot Password?' link is positioned to the right of the password field. A large 'Login' button is centered below the fields. At the bottom, there are two buttons: 'Sign in with SSO' and 'Sign in with Microsoft'.



APPRENTICESHIP ASSESSMENT

Assessment is an important part of your apprenticeship journey and is designed to confirm that you have developed the skills, knowledge and behaviours required within your apprenticeship standard. Depending on your apprenticeship standard, assessment may take place throughout the programme, at the end of the programme, or through a combination of both approaches.

For many apprenticeship standards, assessment activity will continue to involve an independent End Point Assessment Organisation (EPAO) or an external assessment process. Where an End Point Assessment remains part of the apprenticeship standard, assessment will normally only take place once the apprentice, employer and training provider agree that all required training has been completed and that you are ready to be assessed for full occupational competence. This stage is commonly referred to as the Gateway.

Assessment methods will vary depending on your apprenticeship standard. These may include a combination of assessment activities completed during the programme and/or at the end of the apprenticeship.

Methods could include:

- Observation – the assessor observes the apprentice carrying out tasks and duties in the workplace or another approved environment.

- Practical demonstration – assessment of practical skills, and sometimes knowledge and behaviours, within a realistic working environment or simulated setting.
- Test or examination – an assessment completed under controlled conditions, which may include multiple-choice, short-answer, scenario-based or practical questions, either paper-based or online.
- Project or assignment – a defined piece of work used to demonstrate occupational competence. Depending on the assessment plan, this may be completed during the programme or as part of the final assessment stage.
- Presentation – the apprentice delivers a presentation to an assessor, often followed by questioning.
- Professional discussion or interview – a structured discussion with an assessor to explore how the apprentice has demonstrated the required knowledge, skills and behaviours.

Apprenticeship standards may include different grading arrangements. Where grading applies, apprentices may achieve a Pass, Merit or Distinction, although some standards are graded on a Pass/Fail basis only.

For more information please go to:

www.skillsengland.education.gov.uk/apprenticeships

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 (some standards only) 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.

Assessment organisation (AO) - an independent organisation approved to assess whether an apprentice has met the requirements of their apprenticeship standard and is occupationally competent.

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.

Off the job - New learning, or building on prior learning, within your normal working hours, which is related to the Knowledge, Skills and Behaviours of your apprenticeship standard. This may take place at College, or in the workplace. It does not include learning that is not related to your apprenticeship standard, or conducting your normal work duties.

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. Aim for 100% attendance at all timetabled classes, academies and workshops.
2. Be punctual for all classes, arriving ready to participate and learn.
3. Make learning successful for everyone by behaving in a way that promotes a co-operative, positive and productive learning environment.
4. Complete work to the requirements set by your course and lecturers, meeting all required deadlines.
5. Respect the rights of others, actively embracing equality and diversity, and by reporting inappropriate and unsafe behaviour.
6. Seek help when needed and take up any support offered to you.
7. Wear your Student ID badge at all times on the lanyard provided.
8. Protect the College environment by not eating and drinking in classrooms, disposing of litter appropriately and recycling items where you are able.

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, or act in anyway that would be construed as 'Misconduct,' 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 to or violence towards property of the college, or another person, 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

Verbal 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. Any member of staff may see a student privately and immediately and issue a **Verbal Warning** for a misdemeanour. The **Verbal Warning** will be recorded on **Student Tracking** and will state succinctly what happened and what improvement is required.

Official Warning

Where the misconduct is repeated, or considered to warrant more formal treatment, an **Official Warning** may be issued. The student may be referred for a meeting with a Course Lead, Apprenticeship Manager or a Head, or Deputy Head, of Department to explain their behaviour. Parents/carers must will be invited to attend, and given the opportunity to offer any mitigating information. Sufficient notice will be agreed with or given to parent/cares to allow them time to arrange to attend or join remotely. For Apprentices employers may also be invited. The student perspective will be considered before any warning is given. An **Official Warning** will be issued and recorded on **Student Tracking**. The **Official Warning** will include the reasons for the warning and the consequences of further misconduct. There will be clear conditions set for improved performance or conduct. The emphasis should be on establishing practical measures to avoid recurrence. Parent/carers (and employers) will be informed of the outcome if not attending the interview.

Formal Written Warning

Where the misconduct is of a more serious nature or where similar conduct has been repeated after one or more Verbal or 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 specific reason for the interview and any previous actions taken or sanctions given for similar conduct. The letter may be recorded for confirmation of receipt and may be copied as a PDF by email if requested. Failure to attend without notification or a request to reschedule, may result in the meeting continuing in the absence of the individual.

The senior member of staff who conducts the interview shall be accompanied by a HOF or DHOF who will make notes of the discussion and outcome. The outcome will be conferred verbally at the interview and confirmed in writing within ten working days. The letter will explain the Right of Appeal.

Final Written Warning or Exclusion

Where any incident involves serious physical assault of any nature, possession of a weapon or item which indicates potential to cause physical harm, illegal or indecent images or possession of any quantity of an unknown substance which indicates intention to supply, the student will be immediately Suspended pending a Form Disciplinary Interview with a member of the Senior Management Team, most usually the Director of Learning, Assessment and Support or Director of Penwith College. Suspension will also result from being on College premises or off-site activity under the influence of a substance, following appropriate evaluation and support for a safe and supported journey home and handover to a family member or agreed responsible adult.

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

The decision to Exclude is a rare outcome generally reserved for circumstances where the ongoing behaviour is a danger to others and sufficient assurance that it will not be repeated cannot be obtained.

Permitted Withdrawal

In rare or exceptional circumstances, the personal background of a student may warrant a more individual response when behaviour, conduct or a single incident reaches the threshold for exclusion and the student has chosen not to voluntarily withdraw.

Permitted Withdrawal is utilised when social circumstances, learning difficulties or behavioural challenges render the continuation of the student at College a risk to themselves, staff or peers, or where the conduct is having a significant impact on the learning of others. Where a learner has an EHCP, an interim EHCP review will be held with key stakeholders to confirm that need can no longer be met, and an alternative provision explored.

Such withdrawals are different to withdrawals under the Fitness to Study Policy which have significant, substantiated medical or mental health conditions underpinning the College's decision.

The Permitted Withdrawal has the same technical status as an Exclusion but avoids added negative connotations for often complex lives going forward. If a parent/carer, or external agency, refuses the option of Permitted Withdrawal, Truro and Penwith College reserve the right to Exclude the student if circumstances warrant.

Appeal against Recommendation for Exclusion

In the case of Final Written Warning or exclusion, the student will have the right of appeal to the Principal. An Appeal may be made when the student believes the procedure has not been correctly applied or that the decision is disproportionate or unjust.

The Appeal must be in writing and lodged with the Executive Assistant to the Principal 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 if there are flaws in the process or outcome, or ambiguity in the decision reached. 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. In either event the decision by the Principal will be final and confirmed in writing to the student within fourteen days of the Appeal, copied to parents/carers.

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
- Payment of fees

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 an Internal Verifier from another area in the College.

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 HOF or DHOF. He/she will produce a report, supported by appropriate records/correspondence which will be submitted to the Director of Teaching and Learning.

- 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 Teaching & Learning, 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.

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 may be able to 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
- Citizens Advice Cornwall: 0800 144 8848
- Waves Counselling Project: 07815 136743
- County Hall: 0300 123 4100
- Drugs Counselling Freshfields Service: 01872 241952
- Inspiration - Truro College Hair Salon & Beauty Therapy Suite: 01872 305719
- Inspiration - Hair and Beauty Salons Penwith College: 01736 809403
- Go Cornwall Bus: 0808 196 2632
- National Aids Helpline: 0800 012 322
- National Rail Enquiries: 0345 60 50 600
- NHS Direct: 0300 311 22 33
- Part-time Courses: 01872 308000
- Traveline: 0870 6082608
- Samaritans Cornwall: 01872 116123
- 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, t: 01872 305500

Future Skills Administrator: denisec@truro-penwith.ac.uk, t: 01872 305016

Employer:

Training Advisor:

Tutor/s:

Mentor:

Other:

Safeguarding contacts:

Jenna Hawke (Valency, Truro) 01872 305021

Jodie Davey (Ottery, Bodmin) 01872 267586

Laura Kaley (Lamorna, Penwith) 01736 809033

TERM DATES

Autumn term 2026

Thursday 03 September (First Years) - Friday 18 December.

(Half Term: Monday 19 October - Friday 30 October)

Spring term 2027

Tuesday 5 January - Thursday 25 March

(Half Term Monday 15 February - Friday 20 February)

Summer term 2027

Monday 12 April - Friday 2 July

(Half Term Monday 31 May - Friday 4 June - Monday 31 May is a Bank Holiday)

Bank Holiday Monday 3 May.

PLEASE CHECK with your Training Advisor if your course runs over any of the holidays.

Truro & Penwith College

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

