



Learner Handbook

Approved Jan 2018. Review date Jan 2019.

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About Your Programme

Your programme is funded by the Education and Skills Funding Agency (ESFA) and the European Social Fund (ESF).

About The TESS Group

We are a learning and development focused, skills training provider who take pride in actually delivering real learning. Be it in leadership, sales, customer service or the various other qualifications and courses we are proud to deliver. We were established in 2009 when businesses were focused on finding solutions that were cost effective, high quality and sustainable – we thrived under the conditions and quickly grew into one of the UK's most innovative training providers.

In short, we provide real training and coaching solutions that can be digested and applied to your real-life jobs. We really listen to you and have a proven track record of making a difference.

The TESS Group
28 Queensbridge
Rushmills
Northampton
NN4 7BF

How long does the ESF Funded Training take?

Your Trainer will be more than happy to discuss the specifics of your training with you.

What Levels of ESF Funded Training are there and what are they equivalent to?

An ESF Funded Training has an equivalent education level and can be:

- Intermediate Level 2 - equivalent to 5 GCSE passes
- Advanced Level 3 - equivalent to 2 A level passes
- Higher - can lead to NVQ Level 4 and above, or a foundation degree

These are only attributable to full qualifications where available.

Who can apply?

ESF Funded Training are suitable for people of all ages and from all walks of life. It doesn't matter if you are...

- Young or mature.
- in work or looking for a new career.
- have 3 week's or 3 decades' experience

There are area specific requirements that you should discuss with you Trainer prior to starting your qualification.

Are there any restrictions to who can apply?

Like everything there are a few restrictions, you must be....

- 16 or over
- Living in England
- Not in full-time education

Safeguarding

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

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

Safeguarding incorporates all of the below:

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

E-Safety

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

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

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Equality and Diversity

Equality and diversity exist to ensure an inclusive workplace, one where 'difference' is never an obstacle to getting a job or progressing in your career.

In the UK, practices and procedures are in place to ensure all workers are treated equally and given the same opportunities regardless of their age, race, sexuality, gender, disability, or culture – or indeed anything else that could be discriminated against.

Legal requirements

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

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

Prevent: what is it?

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

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

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

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

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

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

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

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

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

What are British Values?

'Fundamental British values' are: democracy, the rule of law individual liberty, mutual respect for and tolerance of those with different faiths and beliefs and for those without faith.

What is Personal development, behavior and welfare?

The TESS Group promote Personal Development, Behavior and Welfare which is an important aspect of the development of all their candidates. Personal Development, behavior and welfare includes Safeguarding and well-being. TESS will establish the appropriate learning programs for their candidates, their Personal Development, behavior and welfare in their place of work. TESS will ensure that their candidates are safe and content at work thus enabling them to be successful learners. TESS will also explore appropriate learning programs for promoting Personal Development. Finally, we will look at the implications and accountability expected for Personal Development, behavior and Welfare and how they can be successfully addressed if needed.

Health and Safety

Health and Safety is Everyone's Responsibility

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

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What employers must do for you:

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

What you must do:

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

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

The TESS Group Appeals Procedure

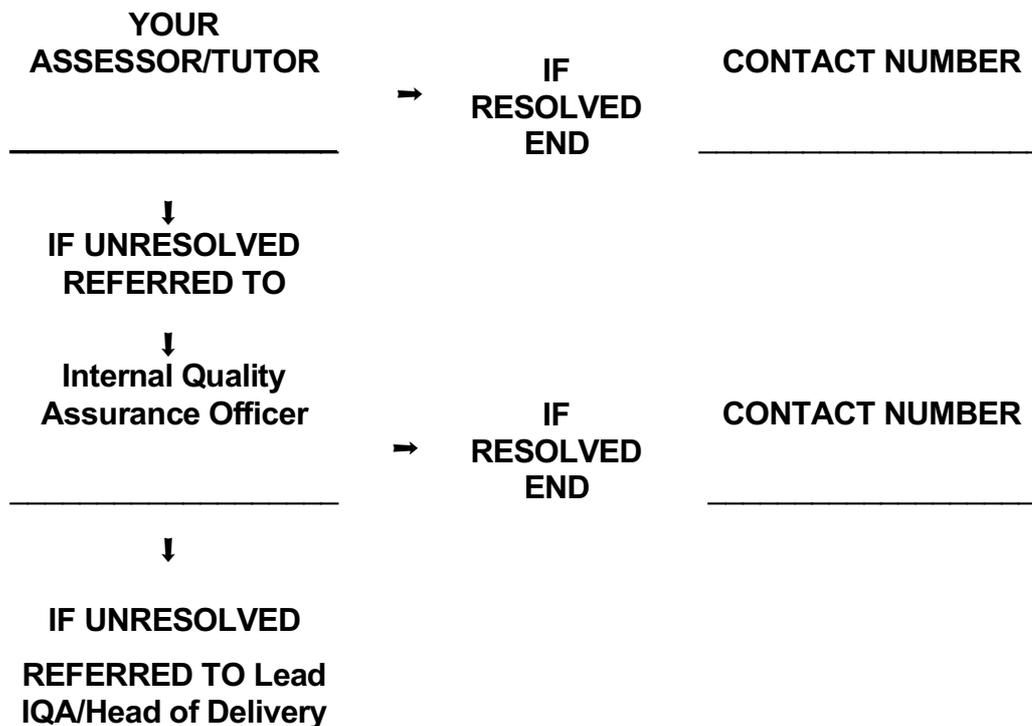
As the assessment of work and evidence is an ongoing process it is possible that sometimes the learner and their Tutor/Assessor do not agree on whether the presented evidence meets the required standards. It is important that learners know that if this happens they have the right to appeal.

The appeals procedure is structured so that:

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

The appeals procedure comprises 3 stages:

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



The TESS Group Complaints Procedure

From time to time you may have an issue that you wish to raise about your programme or qualification, we would always encourage you to report any complaints to the Tess Group so that

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we can ensure our service is to the highest level.

If you do have an issue or complaint, then please in the first instance contact your Tutor/Assessor as detailed in this handbook and discuss your issue/concern. If you feel this is still unresolved then please contact the head of ESF Delivery **Vicky Gale on 01604 210 502**, at this stage an investigation will be carried out to determine the outcome of the complaint. After this stage of the process if you still feel that your complaint or issue is unresolved then contact the Commercial Director **Lisa O'Reilly on 01604 210 502**. Again, at this stage an independent investigation will be carried out and you will be informed of the decision from the investigation. You may be requested to put your complaint in to writing to be dealt with throughout the process.

Sources of other Information Advice & Guidance

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

- Advisory Conciliation and Arbitration Service (ACAS) www.acas.org.uk. Booklets and advice on employment matters Tel: 020 7210 3000
- Eating Disorders Association <http://www.b-eat.co.uk/Home>. B-eat provides help lines for adults and young people, online support and a UK-wide network of self-help groups to help people beat their eating disorder. B-eat Helpline: 0845 634 1414, B-eat Youthline: 0845 634 7650
- Citizen Advice Bureau gives detailed information on a number of day to day topics including Money, benefits, employment, tax, money management, family, health, home and neighborhood, education daily life communications, consumer affairs, gas and electricity, travel, your rights discrimination, civil rights, immigration, legal system. Information is available in a range of languages. If you wish to contact your local CAB, there is a link on the Advice Guide home page to find your nearest office by putting in your postcode. www.adviceguide.org.uk
- Cruse Bereavement Care: Anyone can contact Cruse if they want to talk about themselves or someone they know who has been affected by a death. Helpline: 0870 167 1677 or email helpline@crusebereavementcare.org.uk
- Depression Alliance www.depressionalliance.org.uk Support for people affected by depression. A national network of self-help groups plus information available on the website.
- Drink Line:
http://www.netdoctor.co.uk/smokingalcoholanddrugs/support_groups/006076.htm .A national alcohol 24hour helpline providing counselling, support, advice and information.
Tel: 0800 917 8282

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- FRANK www.talktofrank.com Free and confidential Information and advice to anyone in the UK concerned about drugs and details of organisations offering practical help and support in your area. 24 hour helpline 0800 776600 email frank@talktofrank.com
- Gambling issues www.gamcare.org.uk Counselling and advice for those affected by gambling. Helpline: 0845 6000 133
- Identity Fraud www.identitytheft.org.uk This is a good site to give you some tips on how not to become a victim of identity fraud and some assistance if you unfortunately do.
- Mens Aid <http://www.mensaid.com> Help and support for men suffering any form of abuse or discrimination. Tel: 0871 223 9986
- National Debt Line <http://www.nationaldebtline.co.uk> A helpline that provides free confidential and independent advice on how to deal with debt problems. Tel: 0808 808 4000
- Next step promotes learning and work to all adults aged 20 and over. Whether you want to improve your career prospects or make the most of your job they are there to help. http://www.direct.gov.uk/en/educationandlearning/adultlearning/dg_071762
- NHS Direct www.nhsdirect.nhs.uk Advice on any health issue via its website or helpline 0845 46 47
- Parentline Plus www.parentlineplus.org.uk The national charity for parents. Free 24hour confidential helpline offers information and support for issues facing parents, 0808 800 2222.
- Rape Crisis <http://www.rapecrisis.org.uk/> On this website you will find information about rape and sexual violence and details of your nearest Rape Crisis Centre if you need support. There is also information for family, friends, students and professionals.
- Relate www.relate.org.uk Counselling for adults with relationship problems. Support groups http://www.netdoctor.co.uk/support_groups/index.shtml A website providing information on more than 200 support groups throughout the UK.
- Victim Support <http://www.victimsupport.org.uk> The national charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected across England and Wales.
- Youth2Youth The UK's first National Young Person's helpline, run by young people, for young people. <http://www.youth2youth.co.uk/?gclid=CMvSi4Gu3qECFRaZ2AodLVCJQ>

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

Frequently asked Questions

How often will I See my Assessor/ Trainer? You will have a four weekly/six weekly visits with

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your assessor which will last 2-3 hours, this will allow them will enable them to advise, guide, support and develop you with your Qualifications. If additional support is required, your Assessor/trainer will book longer or more frequent visits with you.

Will I have to attend College? No, our Assessors/Trainers will come to your place of work for the four/six weekly visits.

Who pays my wages? Your employer will pay your salary



Do I get a portfolio for my work? The TESS Group will build your portfolio on the internal intranet and store it there. This allows the work to be accessed for internal and external verification easily but allows the assessor to show you your portfolio on each visit to assess your work to the required criteria.

What if I fail any of my Qualifications and I am not happy with the decision? you will have the right to appeal and your assessor/trainer will take you through the process for this.

When will I receive my Certificates? Your certificates will be given to you once you have successfully completed all of your framework qualifications.

What is an Awarding Body? In order to have a qualification recognised in the UK and be able to transfer credits between learning courses, educational institutions and occupations, the qualification must be accredited through one of the qualification awarding bodies in the UK.

Who Funds my Course? Your course is funded by the Education and Skills Funding Agency and the European Social Fund.

Who is my TESS Funding Partner? Your TESS funding partner for your qualification is:

Useful Contacts:

The TESS Group Head Office:	01604 210500
Assessor/Trainer Name:	Contact Number:
IV Name:	Contact Number:
Safeguarding & Prevent:	Contact Number:

Useful websites

Skillsfirst:www.skillsfirst.co.uk

Smart Assessor:www.smartassessor.co.uk

BKSB: www.bksblive.co.uk

Recommended websites for further details on the following:

Prevent:

www.gov.uk/government/publications/protecting-children-from-radicalisation-the-prevent-duty

Safeguarding: www.gov.uk/government/publications/safeguarding-children-and-young-people/safeguarding-children-and-young-people

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Equality and Diversity:

www.gov.uk/government/organisations/home-office/about/equality-and-diversity

Health and Safety:

www.hse.gov.uk

www.healthyworkinglives.com/advice/Legislation-and-policy/Workplace-Health-and-Safety/health-safety-legislation

NOW OVER TO YOU.....

if you have read your induction handbook then you may be able to answer the following questions straight away, so please go ahead. If you need to re-read your handbook, then please do this now and answer the following questions. (Please provide your answers in the spaces provided under each question)

Q1. What Act established the DBS?

Q2. The UK has a system of threat levels which represents the likelihood of an attack in the near future. What are the 5 levels?

Q3. Companies have to adhere to the minimum standards set out by a variety of discrimination acts, name 3 of these acts:

Q4. How often does your Assessor/Trainer visit your workplace to see you?

Q5. Who is your TESS Group Safeguarding and Prevent Contact?

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Q6. Who funds your Qualifications you are enrolling on with the TESS Group?

Q7. Who is the funding Partner for your qualifications with the TESS Group?

Declaration

I confirm that I have gone through this Induction Handbook with the learner and they have understood what has been explained to them and have answered all the questions correctly.

TESS Staff member carrying out this

induction: Signature:

Date:

I confirm that I have read and fully understood this Handbook and I have answered the questions correctly

I now give permission for the person inducting me today to tear off this page and keep this as proof of my knowledge and understanding of my induction and will refer to my hand book on a regular basis.

Name of person being inducted:

Signature:

Date:

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

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

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