

logical training

IMPROVING LIVES. IMPROVING BUSINESS



LEARNER HANDBOOK



Logical Training Ltd.

YBN 7 & 8
Metro Riverside Park
Gateshead
NE11 9DJ



Call

0333 358 0579 1615



Mail & Web

info@logicaltraining.co.uk
www.logicaltraining.co.uk

WELCOME

Hello and welcome to your apprenticeship.

This handbook is designed to provide you with an introduction to your qualification.

It contains information about your learning journey, the people you will be working with, what you can expect from us and the support available to you.

If you have any questions, please speak to your Development Coach, your Tutor or any member of the Logical Training team. Alternatively you can email us at:

 info@logicaltraining.co.uk

We wish you a happy, productive and positive apprenticeship experience.

Logical Training



WHO'S WHO?

Development Coach & Tutor

A Development Coach and Tutor will deliver your training program, which involves various methods of teaching and learning. These methods will be used to assess your knowledge and skills against the qualification standards. They are responsible to the internal quality assurance team for the accuracy of their assessment and it is their role to determine if you have met the required standards.

Internal Quality Team

Their role is to ensure that the overall quality and support provided, and your overall learner experience is of the highest standard. The team are committed to continual improvement and embrace opportunities from learners to enhance the ongoing quality of our provision.

OFQUAL

(Office of Qualifications and Examinations Regulation)

Ofqual regulates qualifications, examinations and assessments in England.



WHO'S WHO? part 2

The End Point Assessment Organisation (EPAO)

The EPAO has the responsibility of reviewing, assessing and grading all the evidence collated throughout your qualification, in accordance with the recognised knowledge skills and behaviors detailed within your apprenticeship assessment plan.

Ofsted

(Office for Standards in Education, Children's Services and Skills)

Ofsted are an independent and impartial organisation who report directly to Parliament. They inspect and regulate organisations, such as Logical Training, who provide education and skills, to ensure they meet rigorous high standards.

Information, Advice and Guidance (IAG)

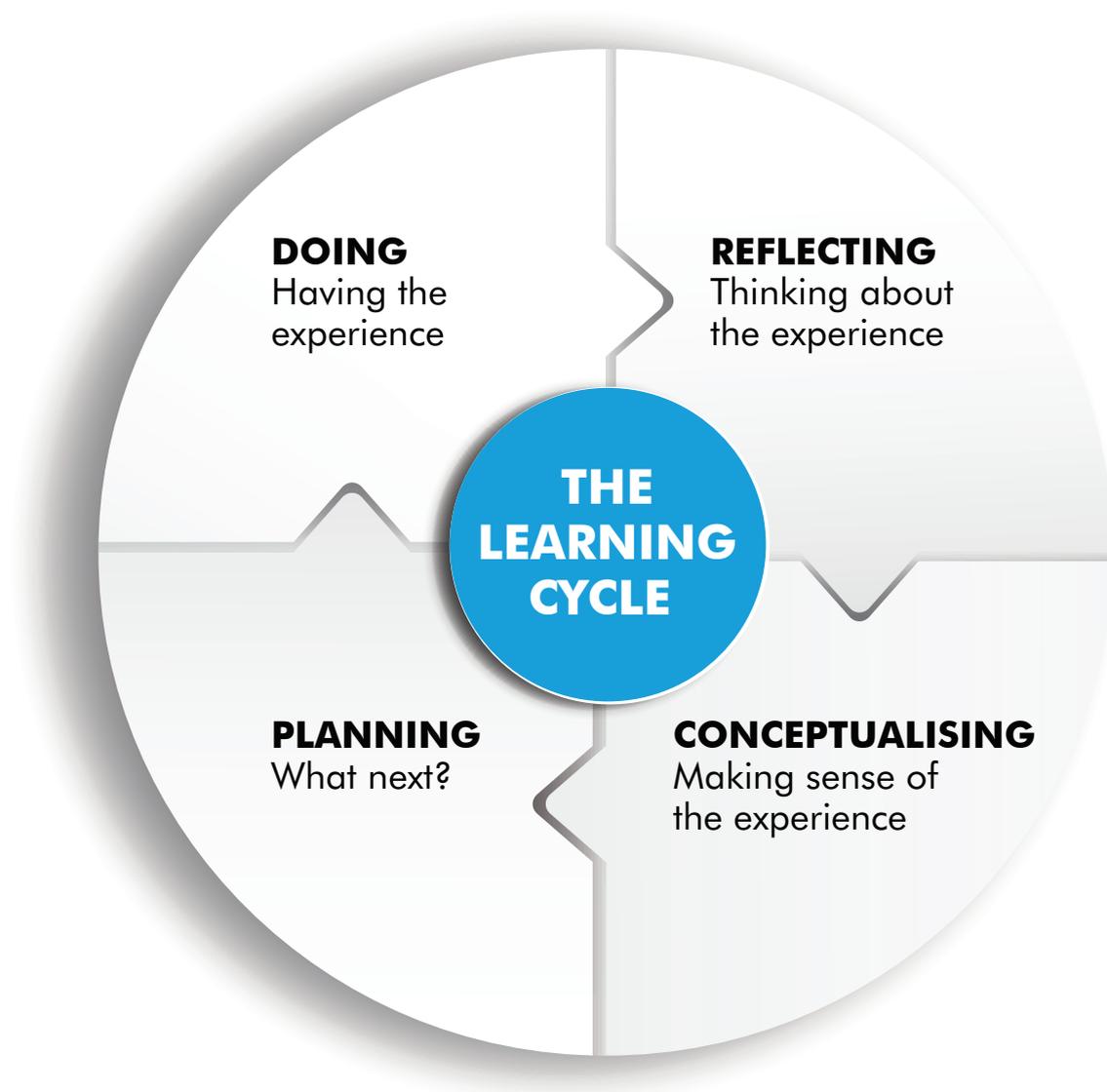
As a training provider we aim to ensure you receive comprehensive information, advice and guidance throughout your learning experience, including the different progression routes available to you once you have completed your qualification.

You will receive relevant IAG at several key stages including, enrolment, reviews and assessment.



THE LEARNING CYCLE

We all learn in different ways but the process of learning typically follows a particular cycle:



By following the learning cycle you gain knowledge and develop new skills.

JOURNEY STAGES

There are eight stages to your learning journey.

We work with you at each stage so that the learning cycle is productive, positive and progressive.



INDUCTION
BEHAVIOURS



TEACHING &
TRAINING



ONGOING
ASSESSMENT OF K&S



DEMONSTRATION
OF BEHAVIOURS



INTERNAL QUALITY
REVIEWS



EPAO: GATEWAY
PREPARATION



END POINT
ASSESSMENT



COMPLETION &
CERTIFICATION



INDUCTION BEHAVIOURS

The first thing we will do as part of your induction is evaluate your English and maths skills alongside an occupational assessment to understand prior learning that you may already have.

These evaluations help us to identify your existing skill levels and arrange further support for you if necessary.

Next, your Development Coach will create an Individual Learning Plan (ILP).

Your ILP outlines the specific program of learning you will undertake. It is tailored to reflect your strengths, your training and learning needs, your preferred learning styles and your aspirations and long-term goals.

The final stage of induction introduces you to the e-Learning system (APTEM), which you will use to undertake learning, submit work and track progress.





TEACHING & TRAINING

Following the completion of your initial assessments for English, maths and Apprenticeship specific Skills Scan, your Development Coach will review the results of the assessments and work with you to develop an individual learning plan that meets your development needs.

The individual learning plan will cover all areas of development within the Apprenticeship programme such as:

- Knowledge
- Skills
- Behaviour
- English and maths digital literacy skills

We will raise your knowledge and awareness around work and social topics including:

- Health and Safety
- Equality, Diversity and Inclusion
- Health and Wellbeing
- Fundamental British values

To support your continued development, your programme of teaching & learning will include a variety of activities:

- Group/workshop training sessions
- Research projects
- 1-2-1 interactions with your dedicated Development Coach
- Written assignments
- Task-based Learning
- Practice and reflection (critical self-analysis) Independent learning

Plus unique learning activities designed in collaboration with your employer where applicable.



ONGOING ASSESSMENT

OF KNOWLEDGE & SKILLS

To underpin your Apprenticeship programme, there will be regular skills and knowledge checks to ensure there is demonstrable evidence of a practical understanding and application of skills within your job role, which are aligned to your chosen Apprenticeship Standard.

Your Development Coach will explain what evidence is required for each assessment, throughout your apprenticeship.

This will include one, or more, of the methods identified below:

- Observations by your Development Coach
- Tasks/assignments
- Professional discussions
- Work-based evidence
- Questioning
- Witness testimony
- Online projects

Evidence also refers to the other material and it can take many forms - for example, photographs, videos, audio recordings and paper-based or digitally formatted documents. Some of our programmes include eBooks and workbooks with activities to be completed as part of the programme.

Your Development Coach will help you record evidence and track your progress to demonstrate what you have achieved. Your Development Coach will help you plan, collect and review your evidence within your e-portfolio.



DEMONSTRATION OF BEHAVIOURS

In the developmental stages of apprenticeship standards, a select number of sector specific employers worked together to create the 'Ideal Qualification' for each industry linked job roles.

Part of this process was to identify the core behaviors, which they believed to be essential for the success and were conducive with high performing employees.

In order to discuss and reflect on how you have demonstrated such behaviours within your job role, we shall conduct regular progress reviews (to capture the best quality evidence) and celebrate your progress. Employers are invited to participate and give detailed feedback.

The review process is important as it gives you the opportunity to discuss with your Development Coach and your mentor or line manager what you have achieved and what you have yet to achieve. It enables you to identify your strengths and areas for further development and it gives you a clear understanding of where you are in relation to the learner journey for your programme of learning.

Reviews are an integral part of the learning cycle as they offer you the opportunity to reflect over the knowledge and skills you have learned then plan future learning.



INTERNAL QUALITY REVIEWS

Logical Training are committed to the continual improvement of all programs and the overall learner experience.

One example of such includes 'Internal Quality reviews', to make sure you are receiving the best support and development we can deliver.

Our team will sample the evidence used for assessments by EPAO to ensure its robust and meets the requirements of the Knowledge, skills and behaviors.

By doing so, we ensure the qualification you receive is of the highest standard and adds true value to you and your future career ambitions.

Our team will also monitor the delivery of your training and you may see them at group or 1-2-1 sessions.

They are there to ensure our Development Coaches and Tutors are delivering the very best for you.



EPA: GATEWAY PREPARATION

Once you have achieved the required knowledge, skills and behaviours within your assessment plan, a gateway meeting will be scheduled.

This meeting provides all parties the opportunity to discuss the progress you have made and agree readiness for submitting your application for End Point Assessment (EPA)

The gateway meeting is a declaration between all parties that you have met all the requirements of the assessment plan and all are happy to proceed to the final stage of the qualification.

The final stage is the End Point Assessment where an independent, occupationally competent professional will assess your capability, work and knowledge against a structured assessment plan (depending on your chosen qualification).

The EPA can include, tests, observations and professional discussions to name but a few.

Your tutor and coach will discuss the assessment format with you in advance, so you will be amply prepared and confident before taking your final assessment.



END POINT ASSESSMENT

As part of your Apprenticeship you will need to complete end point assessments with an independent End Point Assessment (EPA) organisation.

These organisations assess against set EPA requirements that are specific to the Apprenticeship Standard that you are working towards and these will be graded.

Your Development Coach will provide more information on the format, grading and timeline of these assessments, well in advance.

If you are not successful at your first EPA attempt, you will be allowed 2 more attempts.

Your first EPA attempt will be covered by apprenticeship funding but subsequent attempts are paid for by you or your employer.



COMPLETION & CERTIFICATION

On successful completion of your EPA assessments, the EPA Organisation will apply for your apprenticeship certificate.

Your Apprenticeship Certificate will be sent directly to your employer from an appointed department within the ESFA (Education Skills Funding Agency).

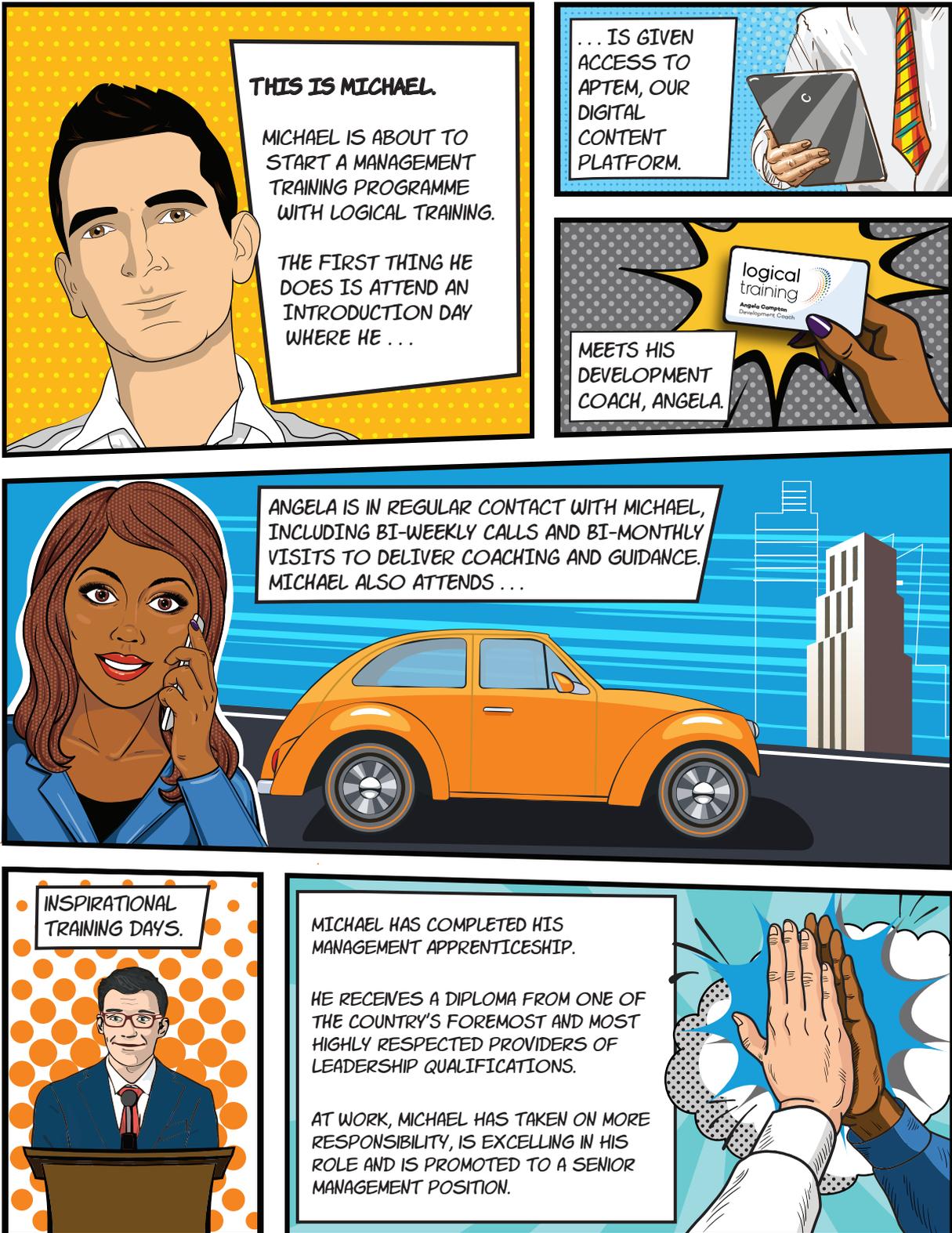
Certificates normally are received by employers within a month of successful completion of EPA, however on occasions this may be slightly longer, depending on volume and seasonality.



YOUR JOURNEY

So now you know who we are, what an apprenticeship is and who will deliver the different elements. But how does it work in practical terms and what's in it for you?

Here's an example.

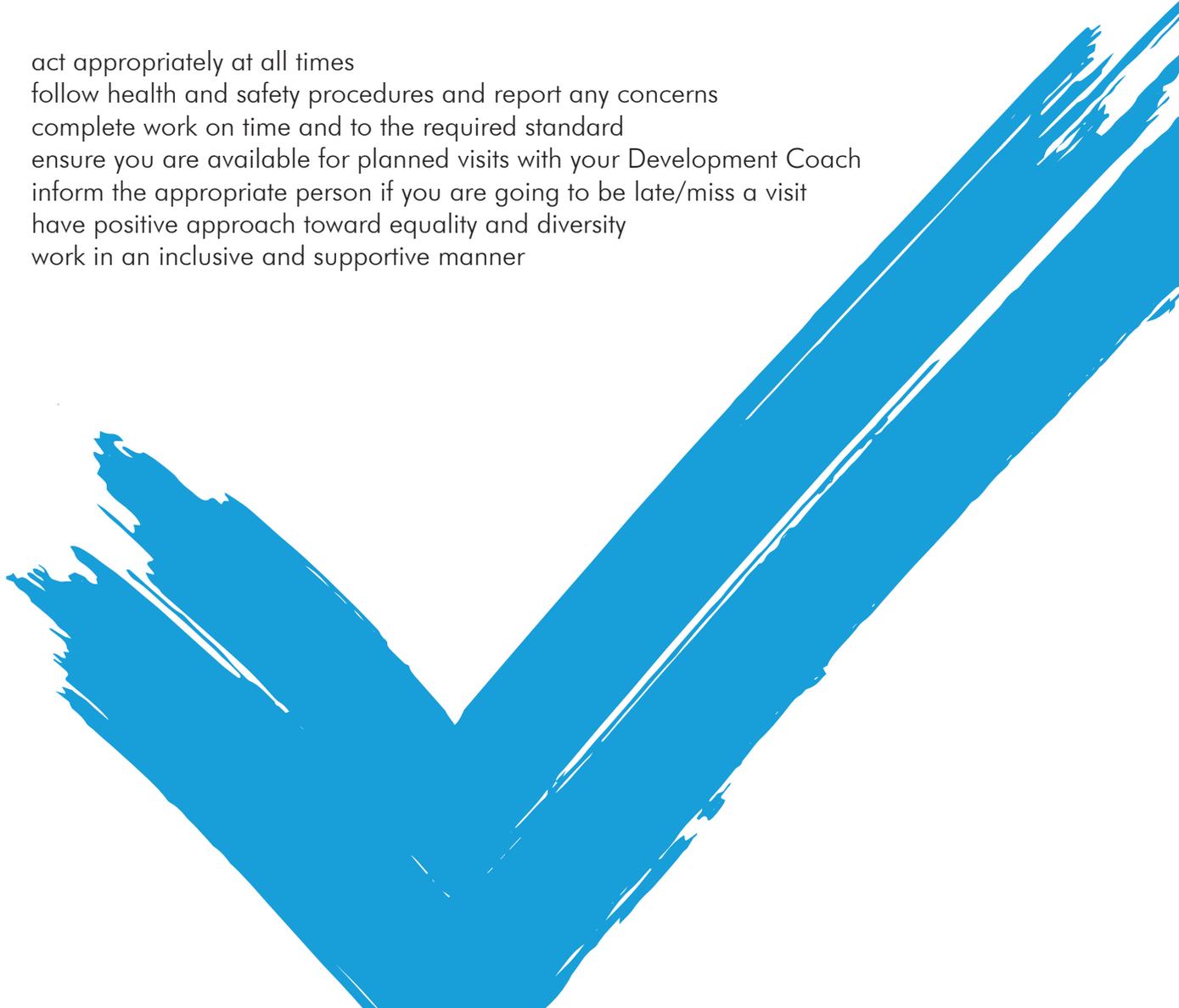


EXPECTATIONS

We will always...

- support your specific learning needs
- treat you with respect and value your opinions
- deliver high quality training focused on your job role and professional development
- provide a fully qualified, dedicated, professional Development Coach
- provide you with regular feedback
- keep you informed of any changes relating to the delivery timetable
- provide details of assessment methods and the appeals process

You should always...

- act appropriately at all times
 - follow health and safety procedures and report any concerns
 - complete work on time and to the required standard
 - ensure you are available for planned visits with your Development Coach
 - inform the appropriate person if you are going to be late/miss a visit
 - have positive approach toward equality and diversity
 - work in an inclusive and supportive manner
- 

E-SAFETY

The internet is an amazing tool for learning, gathering information, meeting people, sharing experiences, shopping and much more.

Your wellbeing is our number one priority, so please keep these tips in mind to ensure your online experience is both enjoyable and safe.

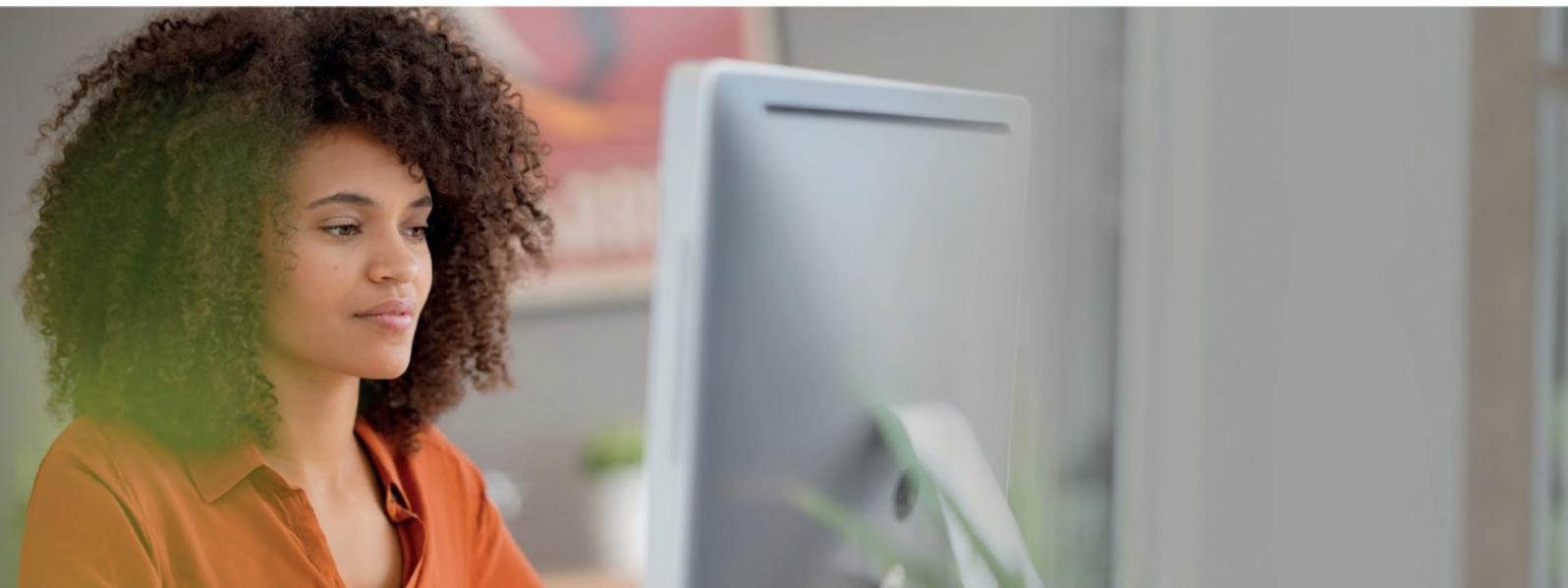
Keep Private Information Private

Sharing personal information can make you vulnerable to identity theft, cyberstalking, and other issues. Think twice before you put anything on the web and make sure the information you share is suitable for all eyes.

Before you make any Internet purchase, check the company's privacy policy. If they do not guarantee to safeguard your personal data, shop elsewhere.

Phishing involves creating sites or sending e-mails that appear to be from a legitimate company asking you to confirm personal information. Most reputable sites will not contact you in this so be wary of any message asking you for information such as bank account numbers and passwords. If in doubt do not share.

If you shop online keep a close eye on your bank or payment account activity. If you notice purchases that you have not made, contact them immediately.



E-SAFETY continued

Keep Your Accounts Secure

It's tempting to choose a password that's really easy to remember, such as your birth date or favorite football team, but these kinds of passwords leave you open to identity theft and fraud. Create a password that contains:

- Eight or more characters
- Numbers as well as letters
- Special characters, eg. % / * @
- Upper and lowercase letters
- No personal information

Avoid using the same password for multiple accounts as it makes them all vulnerable if your password is discovered.

Don't open email attachments, click links or download software from sources you don't know and trust, they may contain viruses or other malware which can be used to steal your information and damage your device.

Keep Yourself Safe

Many people online are not who they say they are. If you use an online platform such as social media or dating site to arrange a personal meeting with someone, always meet them in public place.

Before you go to your meeting, tell a trusted friend or colleague where you're going and be sure to ask them to check up on you at an agreed time later in the day.



Have a Concern?

If you are concerned about anything that has happened online to you, a friend or a colleague, talk to your Development Coach or contact www.ceop.co.uk.

EQUALITY & DIVERSITY

Logical Training are committed to our culture of an inclusive learning and community environment.

We provide and promote equality of opportunity for all, giving every individual the chance to achieve their potential, free from prejudice and discrimination.

The Equality Act 2010 made it law that organisations must not discriminate against employees or service users based on any of 9 Protected Characteristics.

The 9 Protected Characteristics are:

Age

Being a certain age or in a certain age group.

Disability

This could be a physical or mental impairment

Gender reassignment

The process of transitioning gender

Marriage and civil partnerships

Civil partners must not be treated more or less favourably than married couples

Pregnancy or maternity

While expecting a baby, in the 26 weeks after giving birth, or breastfeeding

Race

The nationality, colour or identified race (including citizenship) of individuals or groups

Religion or belief

A belief system or philosophical viewpoint

Sex

The gender an individual identifies as

Sexual orientation

Sexual attraction towards others



CITIZENSHIP & BRITISH VALUES

The Government aims to promote a society that embraces inclusivity. Citizenship and British Values are seen as a way of supporting this.

Citizenship and British Values are about...

- how we make society work together
- enabling people to make their own decisions
- taking responsibility for our own lives and communities
- promoting a sense of belonging
- showing respect and tolerance for all backgrounds and cultures
- living in a democracy where your opinion counts
- abiding by the rule of law; it is there to protect everyone
- your individual liberty and the right to freedom of speech

As a British citizen you have...

- human rights
- rights of privacy
- the right to receive equal treatment
- rights of workers
- the right leave and seek re-entry to the United Kingdom

As a citizen and under the Human Rights Act 1998 you have the right to freedom of expression. This includes “freedom to hold opinions and to receive and impart information and ideas without interference by public authority and regardless of frontiers”.

However, with these freedoms also come duties and responsibilities and these rights may be subject to conditions, restrictions or penalties as are written into law and are necessary in a democratic society.

DATA PROTECTION

General Data Protection Regulations

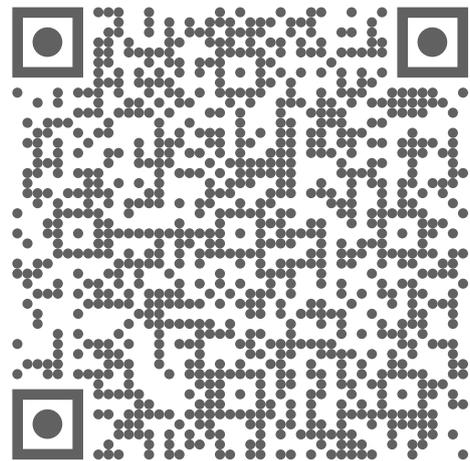
The General Data Protection Regulation (GDPR) and Data Protection Bill replace the existing European Directive and UK Data Protection Act 1998.

The regulation considerably changes data protection law in many areas, harmonising it and ending the inconsistent approaches taken by different countries. It will enable people to exert better control of their personal data and its modernised rules allow for a 'one-stop shop' which reduces the complex need to deal with multiple Data Protection Authorities where businesses operate across multiple countries.

Your personal data will only be stored whilst it is relevant (e.g. for managing the progress of your qualification) and will not be disclosed to any person without your written authority or unless required by law.



Further information on how we will use your data can be found in your Apprenticeship Learning Agreement and by reviewing the Education and Skills Funding Agency Privacy Notice, which you can find here: www.bit.ly/ESFA-Privacy or by scanning the code below.



SAFEGUARDING

A safeguarding concern is...

“ Anything that causes or contributes to a person feeling uncomfortable or unsure about the safety or welfare of themselves or someone else. ”

Safeguarding concerns can include:

- Abuse
- Bullying and cyberbullying
- Homelessness
- Mental health issues
- Physical health issues
- Substance use
- Radicalisation
- Concerns about Friends, Family or Neighbours

Our Safeguarding policy promotes the welfare of individuals and protects them from harm. In order for us to be both proactive and reactive to any safeguarding concerns, it is important for you to understand the following:

- We have a Duty of Care towards you
- If you have a safeguarding concern about yourself or someone else, it is important you tell someone you trust
- You can talk to your Logical Training Development Coach, Performance Manager or you can email us at **StaySafe@LogicalTraining.co.uk**
- You may choose to contact one of the organisations on the Safety and Wellbeing List on the next page
- Depending on the nature of a safeguarding concern, information may have to be shared with your Development Coach, their manager or the Safeguarding Assurance Manager
- It may also be appropriate for information to be shared with an external organisation in order to get appropriate help for you or someone else

More health and wellbeing information and links to useful resources are stored within your user interface within Aptem.

SAFEGUARDING CONTACT LIST

B-EAT

Support for those affected by eating disorders.

b-eat.co.uk

BULLYING UK

Information and advice for victims of bullying.

bullying.co.uk

CARE QUALITY COMMISSION

For those with concerns about a child or adult.

enquiries@cqc.org.uk

CEOP

For reporting inappropriate online chat or behaviour.

ceop.police.uk

CHILDLINE

Counselling service for children and young people.

0800 1111

childline.org.uk

CHILDREN AND YOUNG PEOPLE'S RIGHTS

Guidance on safeguarding and promoting the rights of children and young people.

crae.org.uk

CRUSE BEREAVEMENT CARE

Helping bereaved people to cope with their loss.

0808 808 1677

cruse.org.uk

DOMESTIC VIOLENCE UK

Support for those affected by domestic abuse.

domesticviolenceuk.org

DRINK AWARE

Advice about alcohol and issues related to its misuse.

drinkaware.co.uk

EQUALITY AND HUMAN RIGHTS COMMISSION

Independent body for the elimination of unlawful discrimination.

equalityhumanrights.com

FRANK

Advice and information about drugs and legal highs.

0300 123 6600

talktofrank.com

MIND

Supports individuals and families coping with mental health difficulties.

0845 766 0163

www.mind.org.uk

NATIONAL CENTRE FOR DOMESTIC VIOLENCE

Helps victims of domestic violence.

0800 970 2070

ncdv.org.uk

NATIONAL PREVENT HOTLINE

The team to contact to report concerns about radicalisation or extremism.

01772 413366

NSPCC

National Society for the Prevention of Cruelty to Children.

0808 800 5000

nspcc.org.uk

RELATE

Relationship counselling and support.

0300 100 1234

relate.org.uk

THE SAMARITANS

Confidential support and advice for anyone in distress.

116 123

samaritans.org

THE SITE

Online guide and support on a range of issues for 16-25 year-olds.

thesite.org

STONEWALL

Information and support for Lesbian, Gay, Bisexual and Transgender individuals and communities.

stonewall.org.uk

THINK U KNOW

Guidance for all ages on internet safety.

0870 000 3344

thinkuknow.co.uk

PREVENT STRATEGY

The Prevent Strategy is part of the Government's Counter Terrorism Strategy (CONTEST)

Prevent is a multi-agency approach to safeguarding people at risk of radicalisation (e.g. being drawn into extremist groups, including terrorist groups). As part of the strategy, we have a legal duty to “pay due regard to the need to prevent people from being drawn into terrorism”.

The radicalisation process is very similar to a grooming process for abuse. Often individuals can be made to change their behaviour and can end up supporting extremist groups when they maybe wouldn't have chosen to do so before.

Prevent is about helping the individual to change before it's too late. If we become concerned about you or someone else, and believe radicalisation may be happening, it may be appropriate for us to involve Channel. This is a process designed to support the individual and reverse the radicalisation process through input from different agencies.



If you have concerns about radicalisation in relation to yourself or someone else, speak with your Development Coach, email info@logicaltraining.co.uk or contact the confidential anti-terrorist hotline on 0800 789 321.

HEALTH & SAFETY

We are dedicated to providing a safe, healthy working environment.

What we will do:

- Provide and maintain a safe and healthy environment
- Regularly review our Health & Safety policy and comply with all relevant legislation (e.g. Health & Safety at Work Act 1974, Equality Act 2010)
- Record all accidents on an incident form along with the details of any treatment given
- Conduct regular risk assessments on each site
- Provide trained Fire Marshals and First Aiders in all of our offices
- Provide a first aid box in all our offices
- Provide a copy of our Health & Safety Policy on request
- Health & Safety vetting for employers and placements

What we ask of you:

- Take responsibility for your own health and safety, as well as for any children you bring with you onto premises
- Be aware of the fire exits and safety procedures in the event of fire
- Do not obstruct any fire escapes or emergency exits
- Do not attempt to move heavy items or equipment in our offices
- Report any incidents or potential hazards to a member of staff immediately

Accidents

If you have an accident on any of our premises you should report this to your Development Coach immediately who will raise the issue with the first aid representative.

Control of substances hazardous to health (COSHH)

COSHH is the law that requires employers to control substances that are hazardous to health. The Health and Safety Executive (HSE) state that common substances may be harmful and can take many forms including:

- Chemicals
- Fumes
- Dusts
- Vapours
- Mists
- Gases
- Biological agents

Do not attempt to clean or remove a spillage or substance that may be hazardous. Inform your Development Coach or other staff member immediately.

POLICIES & PROCEDURES

Thefts and losses policy

Please take care of your personal belongings when you are on our premises.

We cannot accept responsibility for loss or damage to your personal property.

Complaints procedure

If you are ever dissatisfied with our service and want to formally complain about it, you can contact our dedicated Complaints Team by emailing:

info@logicaltraining.co.uk

Getting in touch

If you have questions about policies, procedures, or anything else to do with Logical Training, please get in touch:

e. info@logicaltraining.co.uk
t. 0333 358 0579

www.logicaltraining.co.uk



logical training

IMPROVING LIVES. IMPROVING BUSINESS

