



**Learning & Organisational  
Development Unit**

# The Apprenticeship 2018-19 Learner Handbook



*Customer  
Service*



*Health and  
Social Care*



*Business  
Administration*



*Children and  
Young People's  
Workforce*

# Welcome

Thank you for choosing Rapid Improvement Ltd as your Training Provider. We would like to welcome you to our organisation and wish you every success in your studies. We are here to support you and ensure you get the best possible training and support while you study with us.

Rapid Improvement Training Limited delivers high quality and effective training in many areas and prides ourselves on the diverse range of course and qualifications we can offer in the classroom and to employers.

Our expert staff will help to ensure that your learning programme meets your needs and helps you to enhance your career prospects. Your Assessor or Tutor will support your training and guide you through your qualification. All qualifications and courses are supported by an Internal Quality Assurer who will help to ensure the support you receive is of the highest quality and meets your needs.

You can expect a high quality service from our team at all times. If you have any questions, queries or concerns about any aspect of your training and development—please do not hesitate to contact us on 020 8648 0395.

You can keep up to date with our activities on our website or subscribe to our monthly newsletter.

I wish you good luck with your studies.

Regards

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# Rapid Improvement Training Limited

RIL delivers a wide range of qualifications, vocational training and classroom courses, including commercial courses and Functional Skills. We pride ourselves on the diverse range we can offer and you can see all of our courses on our website

[www.rapidimprovement-careagency.co.uk](http://www.rapidimprovement-careagency.co.uk)

We offer a wide range of training and courses in the work place and always happy to talk about the skills and recognition you need. If you would like to talk to someone about further courses or training please contact [training@rapidimprovement.co.uk](mailto:training@rapidimprovement.co.uk) or alternatively call 020 8648 0395



## What type of course are you going to complete?

### Apprenticeships

Apprenticeships are work-based qualifications designed to give the learner work skills in their chosen field, embedding English and Maths, and in some instances ICT. This qualification is designed not only to introduce people to the workforce but to develop people already in employment and support them in furthering their career.

An Apprenticeship is delivered in the workplace with your tutor, assessor and employer supporting you through your qualification, gaining work skills and completing work set to improve your industry knowledge.

You will also be supported in developing your English and Maths in the workplace and gain certificated recognition.

All Apprenticeships have a minimum duration of 12 months and can be longer depending on the level of Apprenticeship you are completing. The length of the course depends on the needs of your employer and the input from you as the learner and will have been discussed with you at your initial meeting about your qualification.

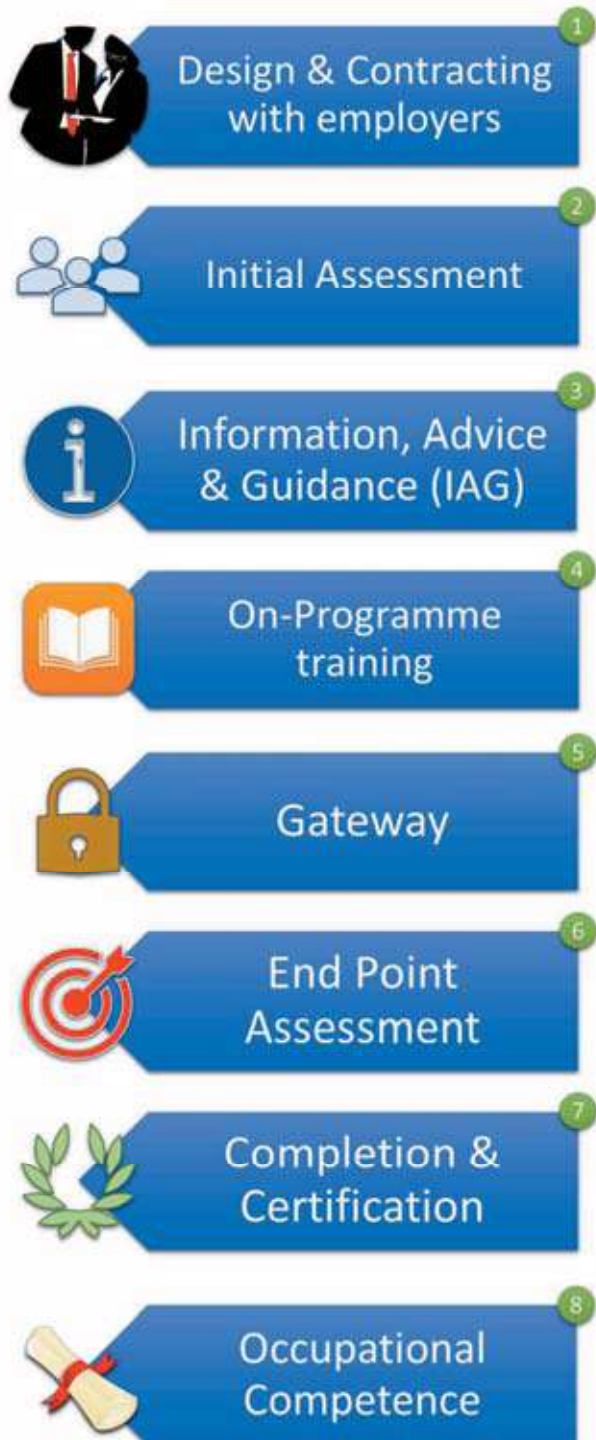
Your employer will be involved in your qualification right from the start. Your Apprenticeship will be embedded in your working role which means your employer will be there to support you every step of the way. Your employer will:

- ⇒ Work with you and your assessor to plan your Apprenticeship
- ⇒ Review your progress
- ⇒ Support off-the-job training
- ⇒ Support you developing your skills in your job role



Your Apprenticeship journey will have different sections in it for you to progress through and you will be working with your employer and assessor to get to each stage.

# The Apprenticeship Standards Journey



- Qualifications are not mandatory in all standards, although some standards do include them
- Individual plans and progress checking to prepare for the gateway to end-point assessment
- Maths & English

Each stage of your Apprenticeship will be explained in full to you at your induction. We have given you a short summary on the next page of each stage and what this entails.





## Design and contracting with employers

The first step in an Apprenticeship is to design the qualification to match the needs of the employer and the Apprentice. The Apprentice can be an existing member of staff going into a new job role or gaining new skills and your employer needs to agree how the new Apprenticeship will support this new role and you as an Apprentice. An Apprentice can also be a new member of staff coming into the business for the first time and the employer needs to design the Apprenticeship around the needs of the new role and how this will help you learn new skills to complete your job role.

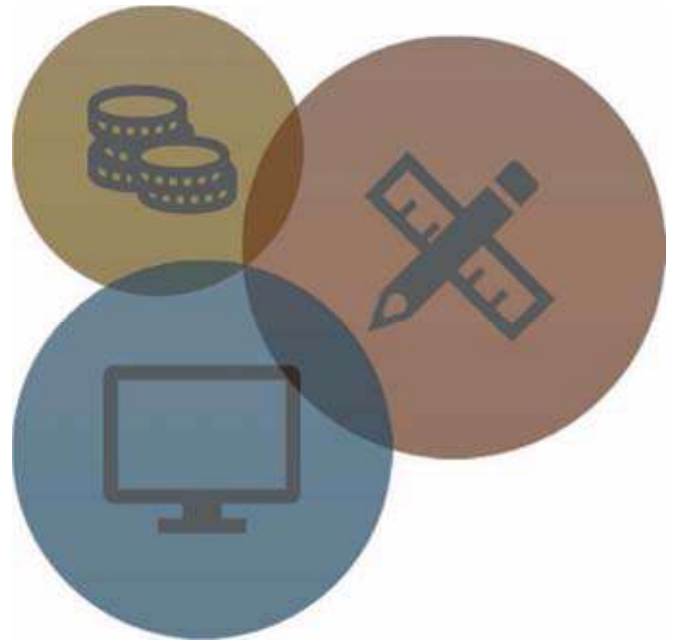
On your first day of your Apprenticeship programme you will have an outline of what you have to do to complete your Apprenticeship specific to your job role.



## Initial Assessment

Within the Apprenticeship programme you will be working towards your Functional Skills in Maths and English and in some Apprenticeships your ICT. In order to know what level you are already at and what level you should be working towards we ask you take a simple paper-based test to find out. The Apprenticeship has a minimum levels of Functional Skills according to what Apprenticeship you are on and your Tutor/ Assessor will discuss this with you.

If you already have Functional Skills up to Level 2 or GCSE's A-C grade, in the relevant subjects, you can be exempt from this part of the Apprenticeship, you will just need to produce certificates to show you already have them.



## Information, Advice & Guidance (IAG)

There are multiple reasons for taking up an Apprenticeship, such as:

- ⇒ You just finished school or college and are unsure of your next move
- ⇒ You been made redundant or are returning to work from time out
- ⇒ Perhaps you might be unhappy in your current job and ready for a change or need to upskill, but not sure what

Whatever your circumstances, we provide IAG to suit your needs and help you make decisions on learning, training and work opportunities.



## On-Programme training

This will be the main part of your Apprenticeship where you will be guided by your assessor and employer through all of the training and evidence you need to get to the following stage (the gateway) where you are almost ready to take your end point assessment (EPA). Your assessor will create an Individual Learning Plan (ILP) to guide you through your training.

In order to get to the gateway you will need to work through your Knowledge and Behaviours section and also any requirements your specific Apprenticeship has, again your assessor will guide you through all the sections you need to complete. Here are some examples of training you might complete



There are lots of ways to learn new skills and depending on your employer's needs, and your needs as an Apprentice, depends on how you will learn. You will be supported and guided through all learning from your assessor and use your online portfolio to plan and see how your progress is going.

Throughout your on-programme learning you will need to collect evidence depending on the Apprenticeship requirements. This will be part of getting you to the Gateway and preparing for your End Point Assessment (EPA). Here are some examples of evidence you might collect:



Your assessor will review your progress with you and your employer regularly and you will be able to see your progress at the touch of a button on your –portfolio.

One of the most important things you will need to progress in your training will be time spent “off the job” with training. This will be time arranged with your employer and assessor where you will come away from your working role and receive training. You will need to spend a minimum of 20% of your time on an Apprenticeship in “off-the-job training” and this can be in many different forms shown on the next page.

“Off-the-job training” must be in your normal working hours and away from your actual job role so you can concentrate on specific training.

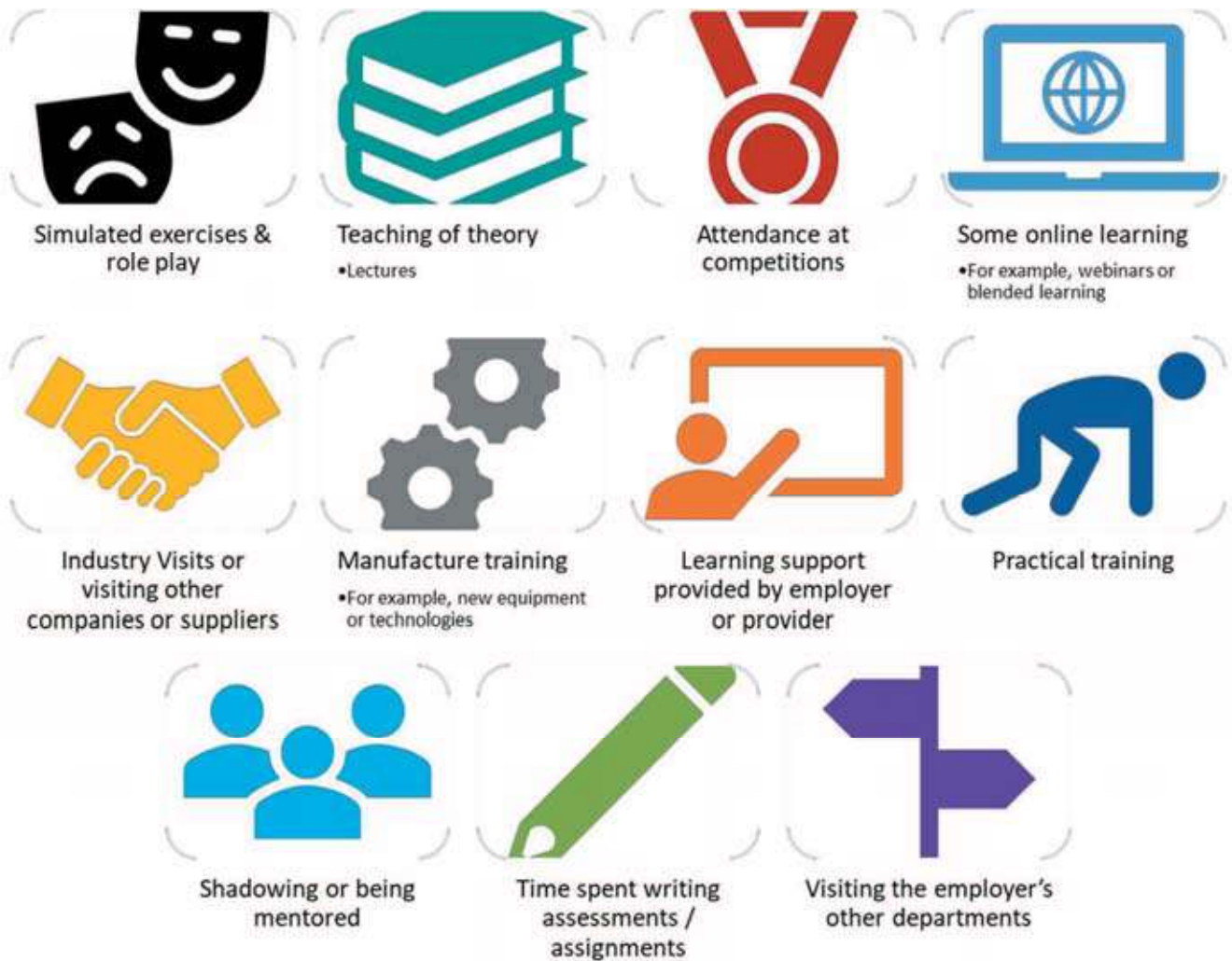
Your employer and assessor will plan this with you either as a timetable from the beginning of your Apprenticeship or planned throughout the Apprenticeship judging when the training is appropriate for you.

Take a look at the following page to see what types of “off-the-job training” can look like

## Off-the-job training

# the vital 20%

Off-the-job training must be directly relevant to the Apprenticeship standard and must take place within the apprentice's normal working hours. It can include:



## The Gateway

In order to get to the Gateway you will need to have completed your Functional Skills in Maths, English and in some instances ICT. Some Apprenticeships require you to complete a Diploma or Certificate before you can get to the Gateway and your assessor will let you know at the beginning of your Apprenticeship. The Gateway is the point where you, your employer and your assessor agree you are now ready to prepare for your End Point Assessment (EPA). This will be the time you spend going over what you have learnt and achieved while preparing for the assessments you will need to complete to pass your End Point Assessment(EPA).

## This Is The End Point Assessment (EPA)

The EPA will be where you meet the EPA assessor and will go through a series of assessments set out in the Apprenticeship you are working towards. This can be in the form of many things and designed to show your competence from the on-programme training you have been receiving in the last 12 months. Once you have been passed by your EPA assessor, you will have completed your Apprenticeship and be graded with a pass, merit or distinction.

Here are some examples of the types of assessments you may need to complete in your EPA:

- ⇒ Portfolio of evidence through your on-programme training
- ⇒ Multiple choice questions
- ⇒ Interview with the EPA assessor
- ⇒ A project set out at the beginning of your Apprenticeship
- ⇒ Observation



You will only need to complete some of these assessments above depending on what the Apprenticeship you are on and your assessor will discuss this with you and make sure you are aware of which ones you need to complete in your EPA. These will be the goals you will be working towards throughout your Apprenticeship to get to this stage.



## Completion and certification

Once you have passed your End Point Assessment you will have completed your Apprenticeship and will be able to celebrate with a grade pass, merit or distinction. You will receive a certificate showing the Functional Skills you have gained, main subject you have been working with and a certificate for your overall Apprenticeship.

You will now be able to show you are competent in your chosen Apprenticeship and use the skills you have learned to progress in your career.



# Celebrate your





## Occupational Competence

You have achieved your Apprenticeship! This means you have received on-programme training to gain skills to progress to the level and subject you have gained your Apprenticeship in. This means you have been assessed by the end point assessment assessor and they are satisfied you have demonstrated the skills to be competent.

### Well done!

You will have successfully achieved:



## Who is involved in your Apprenticeship?

There are lots of people who are involved in helping you through your Apprenticeship, not only your employer and assessor, here is a list of people involved in your qualification.



## Policies and Procedures

It is important that you have access to all the policies and procedures we have in relation to your time with us and these are accessible to you. If you would like to have these as a paper-based document please let your assessor / tutor know and they will provide you with a paper-based copy of the policies you have requested.

Alternatively you have access to these on our website [www.rapidimprovement-careagency.co.uk](http://www.rapidimprovement-careagency.co.uk) under "Main Policies" located at the footer. You will also have a electronic copy in your e-portfolio and your assessor will guide you through how to access these on your portfolio at the beginning of your course.

## Our Main Policies

- ⇒ Access & Fair Assessment Policy
- ⇒ Staff & Learner Malpractice Policy
- ⇒ Equality & Diversity Policy
- ⇒ Health & Safety General Policy
- ⇒ Use of ICT Policy
- ⇒ Safeguarding & Prevent Duty Policy
- ⇒ Learner Appeals procedure

## Safeguarding

At RIL, we are committed to doing everything we can to make sure all of our learners and staff are kept safe and protected from harm. This is what safeguarding is all about. The government provides statutory guidance to providers on what we need to do to achieve this. We adhere to all guidance and pride ourselves on going above and beyond to make RIL a safe, happy and thriving environment for all. It is important to us that all learners are treated with respect and dignity and feel safe and listened to.



## Prevent

Part of RIL's safeguarding duty also includes protecting vulnerable individuals from the risk of radicalisation and extremism. This is called the 'Prevent Duty'. Prevent is a government initiative aimed at stopping people becoming involved with or supporting violent extremism.

The government has defined extremism as: "vocal or active opposition to British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs". RIL shares and promotes these values across our community.



## Your feedback is important!

We hear that statement all the time, but it is true. We cannot improve our services unless you tell us what you like, dislike or if you have any constructive criticism for us.

Through your course we will ask you to complete a start, mid and end survey online so we can gain a better understanding of how to improve our delivery. We also make sure you are able to give us feedback at any opportunity and have information of who to contact below if you feel you need to gain advice or feedback at any time.

If you have something to say to us right now, please call 0208 648 0395, email [training@rapidimprovement.co.uk](mailto:training@rapidimprovement.co.uk) or contact your assessor. We will make sure we answer your query within 48 hours and take action where appropriate.



## Learner Appeal against a decision made on your Apprenticeship

If you would like to make an appeal against an assessment decision made on your Apprenticeship you can look at the Learner Appeals procedure on your e-portfolio or RIL website [www.rapidimprovement-careagency.co.uk](http://www.rapidimprovement-careagency.co.uk) alternatively ask for a paper-based copy from your assessor.

Please call 020 8648 0395, email [training@rapidimprovement.co.uk](mailto:training@rapidimprovement.co.uk) or contact your assessor. If you would like to talk to someone direct and are uncomfortable talking to your assessor please contact your IQA or the Director. All details of relevant contact numbers will be at the back of this handbook.



## Code of Conduct

It is really important we take a few moments to consider how we can ensure proper communications and make sure you are supported in the best possible way.

### **A bit about us and the way we will support you**

Your assessor or tutor is an experienced expert in the sector you are training in. RIL is very careful to select only the best people to come and support you and guide you through your qualifications. All our staffs are continually working to improve our service to you and are also studying to increase their knowledge. Everyone involved in supporting you have necessary clearances and checks made and you can be assured every effort is made to ensure you receive the proper support from the right person.

It is important that we all know what the expectations are of each person involved in your qualification and that everyone respects their colleagues.





## Code of Conduct continued...



### **What you can expect from us**

- ⇒ Respect you & your colleagues
- ⇒ Talk to your employer about your progress
- ⇒ Appropriate Information, Advice & Guidance
- ⇒ Provide & protect you with a healthy, safe environment to study in including your online security
- ⇒ Provision of high quality teaching & training that suits learner needs, ability & experience
- ⇒ Clear & accurate information on course content & methods of delivery
- ⇒ Appropriate resources including e-learning resources
- ⇒ Regular review of progress & fair & constructive feedback
- ⇒ Access to additional support for those with an additional learning support need
- ⇒ Regular opportunities for you to comment on your course & RIL in general
- ⇒ Assurance that complaints or appeals will be dealt with in a timely & fair manner

## Code of Conduct continued...

### What we expect from YOU

- ⇒ Engage & fully commit to the learning opportunities you undertake with RIL
- ⇒ Attend regularly and punctually
- ⇒ Take responsibility for your work; complete it on time & to the best of your ability
- ⇒ Inform your assessor of any circumstances which may affect your attendance
- ⇒ Behave responsibly & show respect to others
- ⇒ Follow our policies & practice during your time with RIL
- ⇒ Help us to improve our service by providing regular feedback
- ⇒ Reporting anything that made you feel unsafe or any health and safety incidents to your assessor

### What we expect from your EMPLOYER

- ⇒ Giving you a contract of employment or agreed commercial terms if you are self employed
- ⇒ Providing you with a safe place to work
- ⇒ Meeting statutory guidelines for your employment
- ⇒ Complying with wage regulations
- ⇒ Making sure you understand your responsibilities & completing an induction with you
- ⇒ Giving you time to study towards your qualification with "off-the-job" training
- ⇒ Getting involved in the planning & reviewing of your course



## Useful organisations to contact for advice and guidance

CONTACT ORGANISATION	CONTACT DETAILS
<b>FINANCIAL SUPPORT</b>	
HMRC TAX CREDIT HELPLINE	0845 300 3900 (TextPhone 0845 300 3909)
DEBT ADVICE LINE	0808 808 4000
<b>PERSONAL HEALTH SUPPORT</b>	
SAMARITANS	0845 790 9090
SANELINE 6pm to 11pm support & information for those with mental health problems & their families & carers	0845 767 8000
YOUNG MINDS (mental health helpline)	0808 802 5544
BEAT (beating eating disorders)	0845 634 1414
BROOK SEXUAL HEALTH ADVISORY CENTRES	0808 802 1234
MISCARRIAGE ASSOCIATION	01924 200 799
THE BRITISH PREGNANCY ADVISORY SERVICE Offers help with pregnancy testing, crisis pregnancy counselling, abortion and emergency	0345 730 4030
NATIONAL AIDS HELPLINE	0800 012 322
ALCOHOLICS ANONYMOUS	0845 769 7555
NHS SMOKE FREE	0800 169 0169
NATIONAL DRUGS HELPLINE	0800 776 600
TALK TO FRANK HELPLINE (drugs awareness) or their website	0300 123 6600 - <a href="http://www.talktofrank.com">www.talktofrank.com</a>
NSPCC Offers support for Female Genital Mutilation (FGM) Also has a website for more information on FGM	0800 0288 2550 - <a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>

## Useful organisations to contact for advice and guidance continued...

CONTACT ORGANISATION	CONTACT DETAILS
<b>LEGAL ADVICE</b>	
CITIZENS ADVICE BUREAU	0844 411 444
CENTRAL LONDON LAW CENTRE	020 7839 2998
<b>HOMELESSNESS ADVICE</b>	
RUNAWAY HELPLINE	0808 800 7070
SHELTER free housing advice	0808 800 4444
ALONE IN LONDON	020 7278 4224
<b>FAMILY ADVICE</b>	
PARENT LINE PLUS Advice on dealing with divorce & remarriage of parents	0808 800 2222
WOMEN'S AID (National domestic violence helpline)	0808 200 0247
GINGER BREAD (support for single parents)	0808 802 0925
STONEWALL (LGBT helpline)	0800 050 2020
<b>ADDITIONAL EMERGENCY SUPPORT</b>	
LOCAL POLICE (non-emergency line)	101
CONFIDENTIAL ANTI-TERRORIST HOTLINE	0800 789 321
RAPE CRISIS LINE	0808 802 9999
FORCED MARRIAGE UNIT	020 7008 0151

# Contact Details & Logins

<b>Title of your programme</b>		
<b>Programme sign up date</b>		
<b>Your Assessor or Tutor</b>		
<b>Assessor or Tutor contact number</b>		
<b>Assessor or Tutor email address</b>		
<b>Your Internal Quality Assurer (IQA)</b>		
<b>Your IQA contact number</b>		
<b>Your IQA email address</b>		
<b>Your additional Support Tutor (if applicable)</b>	<b>Name</b>	<b>Contact Number</b>
<b>RIL Head office contact number</b>	020 8648 0395	
<b>RIL Head office email address</b>	<a href="mailto:training@rapidimprovement.co.uk">training@rapidimprovement.co.uk</a>	
<b>RIL Website</b>	<a href="https://www.rapidimprovement-careagency.co.uk">https://www.rapidimprovement-careagency.co.uk</a>	
<b>Moodle Webaddress</b>		
<b>Your Moodle login</b>		
<b>Your e-Assessor address</b>		
<b>Your e-Assessor login</b>		





Learning & Organisational  
Development Unit

## How to find us

Rapid Improvement Ltd  
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Surrey  
CR4 2PB

Nearest station:  
Mitcham Eastfields Station

Tel: 020 8648 0395  
Email: [training@rapidimprovement.co.uk](mailto:training@rapidimprovement.co.uk)

