

# LEARNER HANDBOOK

VERSION 1



# Welcome

Congratulations on taking the first step towards your apprenticeship programme. The Development Fund Limited (TDF) will make every effort to ensure that you have a good experience during your time with us.

Apprenticeships are the gateway to your future career. Working full time and studying will stretch and challenge you, but we are here every step of the way to help you reach your full potential. Your Line Manager at work, apprenticeship trainer and tutor will make your achievement their priority.

TDF are fully committed to providing a safe learning environment for all our learners and apprentices. Our team of qualified, highly experienced tutors and trainers will guide you through your apprenticeship programme, ensuring that you are supported throughout your time with us.

This Handbook will provide you with the basic information you need at the start of your apprenticeship. TDF policies, procedures and other useful information can be found on our website [www.thedevelopmentfund.co.uk](http://www.thedevelopmentfund.co.uk). We hope that you find it a helpful first step and if you have any suggestions on how we may improve it for future learners we would be delighted to hear from you.

I very much look forward to seeing you progress throughout your apprenticeship programme.

*Sam Chapman*

Sam Chapman  
Chief Executive Officer  
The Development Fund Ltd



## About Us

The Development Fund Limited is a well-established and respected private training provider. We provide high quality apprenticeship training that leads to employment. We are specialists in developing bespoke training solutions to meet the needs of industry, along with the needs of individuals.



The Development Fund Limited Executive Board consists of highly skilled professionals who share a commitment to helping learners from a diverse range of social and economic backgrounds to develop the skills required for the world of work and for life. The Development Fund Limited Strategic Plan explains how the Board discharge their responsibilities in relation to Safeguarding, Health & Safety, Equality and Diversity and continuous improvement.

## Our Vision



To help people of all ages and abilities achieve their aspirations by providing outstanding service in an innovative and inclusive environment. Delivering high quality training, meeting learner and employer needs, to create a framework for growth, innovation and next step training.

## Our Mission Statement



A commitment to bring positive change to individuals through the provision of innovative education and vocational skills. Your Apprenticeship Journey.

## Your Apprenticeship Journey

You will be studying one of the new apprenticeship Standards. A Standard contains a list of the skills, knowledge and behaviours an apprentice will need to have learned by the end of their apprenticeship. It has been developed by employers to meet their needs, so you know you'll be gaining valuable skills that are relevant to your job role while you work.

Learning happens throughout the apprenticeship and you will be formally assessed at the end of your studies. It's your chance to show that you have mastered every aspect of your job. You will develop transferable skills which you can use away from work, and gain credibility too, as apprentices are highly valued by employers who may have paid for your training from their own funds – called a Levy.

The Standards include a 20% off-the-job training requirement. This means that TDF and your employer will work together to plan learning activities outside of your normal working duties. Off-the-job training is a mandatory part of the apprenticeship, so it will be properly organised and recorded for you.

We'll also support you in developing your 'soft skills' – things like attending work regularly and punctually, dealing with the public, confidence building, public speaking and treating everyone with respect. We will help and encourage you to learn more about people who are different to you so that you can get along with everyone you meet.

- **Information, Advice and Guidance (IAG):**

TDF will provide you with full information regarding your chosen apprenticeship Standard, including the time commitment, entry criteria and employment requirements.

- **Additional Learning Support (ALS):**

If you consider that you have a disability, a learning difficulty or particular support need, we will make reasonable adjustments to meet your needs. All support is tailored to your specific needs, so that appropriate support can be put in place. Together we will develop an Additional Support Plan.

You will be given the opportunity to discuss your ALS needs during an initial assessment, advice and guidance session, which will establish your eligibility for support and the range of support options available.

- **Initial Assessment:**

You will complete an initial assessment and a diagnostic assessment. These determine your English and maths levels and any further support

that may be required. You will receive regular reviews to make sure that the levels of support are being provided to enable you to make good progress.

- **Enrolment / Commitment Statement:**

Before your induction you will be asked to complete an Eligibility Form, this will ensure that you are eligible to join the apprenticeship programme. You will then need to sign a Commitment Statement along with your employer and TDF. This Statement formally 'ties' all three parties together in a contract that will enable you to succeed.

- **Recognition of Prior Learning (RPL):**

Any existing qualifications you have will also be recorded on the Eligibility Form. These will be reviewed by your trainer to establish if any prior achievement or experience could reduce the time required on your apprenticeship Standard. This is so you do not repeat work you already know. Your trainer will go through this with you, should you hold any such qualifications.

You will also undertake a skills scan which is used as part of your Individual Learning Plan to assess your current level of knowledge and skills. It will identify where you need support in developing new skills while undertaking your programme, and allow for appropriate teaching, learning, training and assessment planning.

- **Induction:**

At induction you will be issued with an Assessment Plan for the relevant Apprenticeship Standard being studied. This will provide you with information on the work to be completed and the deadlines for every stage.

During the induction process your trainer will also outline the types of assessment that will take place, including information on the Gateway and End Point Assessment (EPA) process. These are the two events that take place as you reach the end of your apprenticeship and are ready to complete. Further details are provided in the relevant section below.

- **Your Individual Learning Plan:**

TDF will work with you and your employer to gain an understanding of how the requirements of the Standard will be met. Your trainer will then work with you to create an Individual Learning Plan which will detail the key milestones of the Standard, when you need to achieve them, how we will achieve them and how you will get there.

- **Reviews of your Progress:**

Your trainer is an expert who has worked in your industry themselves. They are aware of the skills and knowledge that are required to excel at the job. They will meet with you regularly to assess the skills you are developing and the knowledge you are gaining.

The evidence you gather as you work with your employer and the TDF trainer will be filed in a portfolio. This may be a paper one or an electronic portfolio (e-portfolio). You are responsible for uploading work to the deadlines agreed with your trainer. You are also responsible for the contents of your portfolio, including anything you are working towards. Your trainer can then assess each piece of work and evidence it against the assessment criteria. They will let you know how much progress you are making after every review.

- **Gateway and End Point Assessment (EPA)**

When you have reached the Gateway, which is the point at which you are ready to complete EPA, you will be given the appropriate support and assessment guidance to enable you to complete this final assessment process.

All apprenticeship Standards must include an independent assessment to check your overall performance against the Standard. EPA occurs when your employer is satisfied that you are working consistently at or above the level set out in the Standard. The assessment period for your Standard can start at any point once you are deemed competent after the 12 month minimum period of learning and development.



An external End Point Assessment Organisation (EPAO) will be chosen and your trainer will ensure that you are able to complete your EPA by offering ongoing support to you and your employer through one to one meetings using the materials and support on the relevant EPAO website.

## Who is involved in your Apprenticeship?



Your **Trainer** will be responsible for identifying any learning or skills needs you may have, ensuring your Individual Learning Plan is drawn up and followed, teaching you the underpinning knowledge required in your chosen Standard, such as regulations, guidelines or policies, they will also provide you

with constructive feedback on assessment decisions and progress, as well as advice and guidance.

The **TDF Internal Quality Assurer (IQA)** is responsible for ensuring the work undertaken by trainers meet the required quality standards. They may occasionally visit with your trainer to observe the quality of teaching and learning being provided.

Your **Line Manager** will review progress against the Standard as part of your internal review process and provide you with the time and resources to complete your apprenticeship, they will also be asked to confirm that you have completed certain tasks set by your trainer.

An **Independent End Point Trainer** will conduct your final assessment.

**The Office for Standards in Education, Children's Service and Skills (Ofsted)** inspect training providers like TDF to ensure that standards of training are of the highest quality. Should they wish to come and see you to discuss your training, we will always contact you and your employer.

### Safeguarding

The Development Fund Limited has clearly defined responsibilities under the Children Act 1989 and 2004, Department for Education (DfE) Working Together to Safeguard Children, including Safeguarding Service Children and Young People (JSP 834) and Safeguarding Vulnerable Groups (JSP 893) and will follow legislative and statutory guidance for all learners and vulnerable adults.

At TDF, we are committed to creating and maintaining a safe learning environment for you and aim to safeguard and protect you from harm including preventing you from being radicalised and drawn into extremist behaviour.

We will ensure you have equality of opportunity and help you to develop a feeling of self-confidence and self-worth. We recognise your fundamental right to be protected from harm, exploitation and discrimination. You can be confident that any concerns you may have will be listened to and acted upon. You can be assured that TDF will ensure that all staff, Board Members and contractors understand the importance of working in partnership with you and your employer to support and promote your welfare.

As part of our responsibilities, we promote the **Prevent** strategy. Prevent is about safeguarding people and communities from the threat of terrorism, it is one of the four elements of CONTEST, the Government's counter-terrorism strategy. It aims to stop people becoming drawn into 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.

Prevent is included in our Safeguarding requirements. We ensure that staff and students are aware of the risks of radicalisation and/or involvement in violent or non-violent extremist activities and will support anyone thought to be at risk of becoming involved.

During your apprenticeship, you will witness staff promoting equality of opportunity and diversity in teaching and learning, through opportunities in lessons and in your learning environment. This is done to raise your awareness of **Fundamental British Values (FBV)**. The Department for Education's five-part definition of British Values includes:

- **Democracy:** making decisions together, for example giving opportunities to develop enquiring minds in an atmosphere where questions are valued
- **Rule of law:** understanding that rules matter; for example, collaborating with learners to create rules and codes of behavior
- **Individual liberty:** freedom for all, for example reflecting on difference and understanding we are free to express different opinions.
- **Mutual respect and tolerance:** treat others as you want to be treated, for example sharing and respecting other's opinions.

TDF will actively promote these values, and we will embed them into your coursework. Further information can be found in our Safeguarding and Prevent policies, both of which are on our website.

If at any point during your course you are worried, concerned, or need support or assistance, your first point of contact should be your allocated Apprenticeship Trainer.



Our designated Safeguarding Officer is **Lorraine Hancock** who can be contacted on:

**0116 2423663**

or out of normal business hours **07754 571067**

## Equality, Diversity and Inclusion

By removing barriers to education, training and employment opportunities, TDF actively promotes Equality and Diversity for all, including staff, learners, contractors and any members of the community who have direct or indirect contact with us. Our aim is to widen access through a flexible and inclusive culture, creating, promoting and maintaining an environment in which people treat each other with mutual respect, value each other's contributions and which is free from discrimination.

TDF is committed to advancing its statutory duties as set out in the Equality Act 2010.

Please ensure that you:

- Treat everyone with respect, be fair and understanding
- Abide by the requirements of TDF Equality and Diversity policy
- Make sure you use appropriate language and behaviour
- Report any concerns that you have for yourself or others.

## Health and Safety

All learners and employers must have due regard for health and safety rules and regulations both for you and for others. Details of employer and employee responsibilities for health and safety can be found on your notice boards in the workplace, via your line manager or Human Resource representative, or Trade Union Representative. Further information can be found on our website: [www.thedevelopmentfund.co.uk/](http://www.thedevelopmentfund.co.uk/)

The Health and Safety at Work Act of 1974 imposes a duty on all training providers and employers to ensure, so far as is reasonably practicable, the health and safety of learners, staff and others. For further information on the Health & Safety Executive, please click on this link: [www.hse.gov.uk/](http://www.hse.gov.uk/)

## Making a Complaint

We aim to provide a high quality service, but accept that sometimes things go wrong. We need to know when you are not happy so we can try to put things right. We will treat all complaints seriously and take them as an opportunity to improve our services where we have underperformed. We will try to deal with your complaint informally, so in the first instance please speak with your apprenticeship trainer.

However if the relevant person dealing with your enquiry cannot put things right, or you are not happy with the result, please contact Lorraine Hancock on 0116 2423663 or email [Lorraine.hancock@thedevelopmentfund.co.uk](mailto:Lorraine.hancock@thedevelopmentfund.co.uk)

Your complaint will be acknowledged and an investigating officer will be assigned. We will investigate your complaint, take any necessary action, and reply to you in writing within 10 working days. More information can be found in our Customer Complaints policy located on our Website.

In the event of any queries or complaints remaining unresolved, you may seek assistance from the National Apprenticeship Helpline which can be contacted by telephone on 0800 015 0400 or via email to [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)

## Key Contact Details

Here are some key contact details:-

### Emergency contacts:

#### Designated Safeguarding Officer

– Lorraine Hancock

Telephone Number: **0116 2423663** or out of normal business hours **07754 571067**

#### Deputy Safeguarding Officer

– Steve Holton

Telephone Number: **0116 2423663** or out of normal business hours **07890 533905**

#### The Development Fund Limited - Support Centre

St Margarets Bus Station

Gravel Road

Leicester

LE1 3AG

Telephone Number: **0116 242 3663**

**Make a note of your trainer's contact details below:**

Name

Telephone Number & Mobile number

Email address

Advice on drugs	0300 123 6600	<a href="http://talktofrank.com">talktofrank.com</a>
Alcohol advice	0300 123 1110	<a href="http://drinkaware.co.uk">drinkaware.co.uk</a>
Careers advice	0800 100 900	<a href="http://nationalcareersservice.direct.gov.uk">nationalcareersservice.direct.gov.uk</a>
Centrepoint (youth homelessness charity)		<a href="http://centrepoint.org.uk/">centrepoint.org.uk/</a>
Childline	0800 1111	<a href="http://childline.org.uk/">childline.org.uk/</a>
Citizens Advice Bureau		<a href="http://citizensadvice.org.uk">citizensadvice.org.uk</a>
Depression Alliance		<a href="http://depressionalliance.org">depressionalliance.org</a>
SCOPE (Disability Advice)	0800 800 3333	<a href="http://scope.org.uk">scope.org.uk</a>
Equality & Human Rights Commission	0800 800 0082	<a href="http://equalityhumanrights.com">equalityhumanrights.com</a>
Gingerbread (Lone Parents)	0808 802 0925	<a href="http://gingerbread.org.uk">gingerbread.org.uk</a>
Health & Safety Executive		<a href="http://hse.gov.uk/">hse.gov.uk/</a>
HMRC (Tax)	0300 200 3300	<a href="http://gov.uk/contact-hmrc">gov.uk/contact-hmrc</a>
Institute for apprenticeships		<a href="http://instituteforapprenticeships.org">instituteforapprenticeships.org</a>
MIND (Mental Health)	0300 123 3393	<a href="http://mind.org.uk">mind.org.uk</a>
National Apprenticeship Service	0800 0150400	<a href="http://Apprenticeships.gov.uk">Apprenticeships.gov.uk</a>
National Bullying Helpline	0845 2255787	<a href="http://nationalbullyinghelpline.co.uk">nationalbullyinghelpline.co.uk</a>
National Debt Line	0800 808 4000	<a href="http://nationaldebtline.org">nationaldebtline.org</a>
Samaritans (call free)	call free 116 123	<a href="http://samaritans.org/">samaritans.org/</a>
Young Gamers and Gamblers Education Trust		<a href="http://www.ygam.org">www.ygam.org</a>