

Apprenticeship Learner Handbook



Welcome

Ixion welcomes you to your apprenticeship programme; we will make every effort to ensure that you have a good experience during your time with us whilst achieving your qualification.

Ixion are committed to providing a safe learning environment for all our learners and this is always our first priority.

Our focus is on you, the learner. Our team of highly qualified, experienced teaching assessors will support you through your apprenticeship programme making each step of your journey an enjoyable experience.

This handbook has been developed to provide you with the basic information you need upon starting a programme with Ixion. 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.

Contents

- 1. The Apprenticeship Journey;**
- 2. The structure of your Apprenticeship;**
- 3. Who is involved in your Apprenticeship;**
- 4. Information, Advice and Guidance;**
- 5. Health and Safety;**
- 6. Equality and Diversity;**
- 7. The PREVENT duty;**
- 8. Safeguarding;**
- 9. Complaints procedure;**
- 10. Key Contact Details;**
- 11. Useful links and Support for you;**

Annex 1 – Method of Delivery

Annex 2 – Learner Passport

Annex 3 – Employer Passport

Annex 4 – Levy and Non-Levy and Standards – What do these mean?

1. The Apprenticeship Journey

Information, Advice, Guidance and Initial Assessment - Ixion will provide you with information regarding your chosen qualification, what our and your responsibilities are in order to successfully achieve your qualification and develop your potential and future career opportunities.

We will assess your skills and knowledge at the start of the programme to ensure Ixion and your teaching assessor can provide you and your employer with all the support you need to be successful.

Recruitment and Enrolment - We will ensure that you are enrolled onto the most suitable qualification for your skills and career aspirations and sign you up to the programme.

Induction - We will explain the full programme to you and your employer to ensure you both have the information and resources to make your learning and development a success.

Individual Learning Plan - We will speak to you and your employer to gain an understanding of what you require from the apprenticeship. Ixion will work with you to create an Individual Learning Plan which will detail the key milestones of the apprenticeship programme, when we need to achieve them, how we will achieve them, and how you will get there.

Planning and Progression - By working together to create the individual learning plan, we will plan the learning and assessment so that the programme content is agreed by both you, your employer and Ixion.

Progress Reviews - Your teaching assessor will meet you and your employer on a regular basis to review your progress and training requirements and set targets to enable you to progress towards achieving your apprenticeship.

Teaching, Learning and Assessment – You will receive training to improve your skills and knowledge and skills, this training will be either on or off the job and will relate to both your vocational, technical and functional skills qualifications. This training will be under the supervision of your teaching assessor and your employer, your teaching assessor will also start to assess the skills you are developing and the knowledge you are gaining and will guide you to develop your portfolio of evidence needed for your qualification.

The learning teaching and assessment can be in a variety of formats including face to face, Virtual Learning Environment, skype, webinars, over the telephone, use of iPad and android as applicable.

2. What is an Apprenticeship?

Apprenticeships are nationally recognised qualifications that formally evidence when the knowledge, skills and behaviour to work in a chosen occupation or industry are achieved. Apprenticeships are a work based programme funded by the Skills Funding Agency and your employer.

The process will demonstrate how you work across a range of different situations or circumstances. An apprenticeship doesn't just focus on your technical skills, it includes how to apply yourself to your job role, integrating and working as part of a team and applying knowledge and understanding to what you do, as well as providing support for your aspirations and future professional and personal development.

The Apprenticeship Structure

2.1 National Vocational Qualification (NVQ) – These are qualifications which recognise ability in the work place, this is covered by on the job training and assessment. Anyone can take an apprenticeship at any age or stage of career and no previous qualifications are necessary.

Certification is based on evidence of the skills required, there are many different levels of apprenticeship, your teaching assessor will go into more detail about what the most appropriate level is for you and your current job role.

The NVQ has several separate units which we tailor together to reflect the job role that you carry out and the skills you need. Each unit contains learning outcomes and assessment criteria, your teaching assessor will talk through these in more depth so that you fully understand all aspects of your qualification.

2.2 Technical Certificates – Technical Certificates are a requirement in some apprenticeships and check your knowledge and understanding which underpins the NVQ requirements.

These are delivered through self-study and support from your teaching assessor, you will need to complete a workbook and may be required to undertake some external tests, your teaching assessor can tell you more about this element.

2.3 Functional Skills – Functional Skills are relevant to all jobs in all sectors and industries. They run alongside the specific skills of the job and support in your development as well as supporting your employer's business in becoming more efficient and competitive.

One of the main reasons that functional skills are important in the workplace because they are applied skills, these skills help you to develop the skills required to solve real life problems as well as supporting you with enhanced communication and mathematical skills.

Learners who already have GCSE Grade A* to E may not have to work toward functional skills, this will depend on a short assessment you complete at induction.

- 2.4 Personal Learning and Thinking Skills** – These skills are essential to life, learning and work, they have a significant impact on a person’s ability to make a confident contribution both in work and externally in social and personal situations, Personal Learning and Thinking Skills capture the essential skills of managing relationships with others; managing yourself; managing performance and work. Your knowledge, skills and understanding regarding these skills will be assessed as part of your qualification.
- 2.5 Employment Rights and Responsibilities** – Every apprentice will be supported via training, development and assessment to demonstrate that you know and understand areas such as the range of employer and employee statutory rights and responsibilities under employment law, health and safety, equality and diversity laws, procedures, processes and documentation for your organisation.

You will complete a unit that will need to be assessed to confirm your understanding of these rights and responsibilities.

3. Who is involved in your Apprenticeship?

You. There are many people involved in your apprenticeship programme but by far the most important person is you.

Your **teaching assessor** who will be responsible for identifying any learning or skills needs you may have, ensuring your personal learning and assessment plan is drawn up and followed, teaching you the underpinning knowledge required in your chosen vocation, 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 **Internal Quality Assurer** is responsible for ensuring the work undertaken by teaching assessors meets the required quality standards. They may occasionally visit with your teaching assessor to observe the quality of teaching and learning being provided. They are checking the quality of work of your teaching assessor, not you.

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

The **External Quality Assurer** is employed by the awarding body who provides you with the certification to ensure that Ixion are meeting the quality standards laid out, they may come to see you, we will always contact you and your employer should they wish to visit you.

The **Office for Standards in Education, Children’s Service and Skills (Ofsted)** They inspect and regulate services that care for children and young people, and services providing education and skills for learners of all ages, Ofsted visit Ixion to ensure that we are providing the level of service and education expected by the government and they may wish to come and see you, we will always contact you and your employer should they wish to visit you.

4. Information, Advice and Guidance - Ixion are committed to providing you with high quality of information, advice and guidance at all stages of the programme.

From the initial induction stage of your apprenticeship throughout the qualification you will receive the Information, Advice and Guidance. This will enable you to make the right choices about your qualification and start and complete your programme with confidence.

You will meet your training assessor throughout your programme to discuss how you are progressing and to ensure the training and assessment you need to progress through the apprenticeship are provided tailored to your individual needs.

Towards the end of your qualification your teaching assessor will sit with you to provide you with the information advice and guidance you need to help you plan further learning or your next career steps or aspirations.

5. 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, if you have any concerns regarding your workplace being a safe and healthy environment you can gain further confidential information from the Health and Safety Executive on 0845 345 0055.

If you do have an accident in the workplace please ensure you notify Ixion as soon as possible, we will conduct an accident investigation and keep in contact with you.

6. Equality and Diversity - Ixion is an equal opportunity training provider and welcomes all applicants for our apprenticeship provision regardless of background. We believe that everyone has the right to be treated with dignity and respect and that nobody should be bullied, harassed, discriminated against or victimised on any grounds.

We will communicate our equality and diversity policy to you and discuss what this means to you, we will take positive action to eliminate any form of discrimination or any other inequalities that are brought to our attention, we will adhere to all applicable legislation in this area, ensure that learning and assessment materials are inclusive and promote diversity.

All our teaching assessors recognise their personal responsibilities in applying this policy, all training and assessment will be based solely on your ability and competence and that you are assessed against the national standards, you will be encouraged to take advantage of available and relevant training and assessment opportunities to advance on your apprenticeship.

You also have responsibilities under the equal opportunities legislation, this is relates to the equal opportunity of every person regardless of colour, age, race, gender, nationality, ethnic or national origin. If you are unsure, please speak to your teaching assessor.

7. Safeguarding – Ixion have a primary responsibility for the care, welfare and safety of the learners / employees and employers in our charge, safeguarding involves how we will keep you and others safe:

Safeguarding Involves –

- What we will do if we think you are being harmed, or likely to be harmed;
- What you should do if you think somebody else is being harmed;
- What we will do if we think you are about to harm someone else;
- What we will do to keep you and others safe;
- The prevention of all types of harm and is about keeping you safe;
- Preventing cyber bullying;

How we will keep you safe -

- All staff who have regular contact with learners have been vetted via the Disclosure and Barring Service;
- All staff have been appropriately trained and are qualified to deliver the work they do;
- We have internal system for dealing with learners at risk;
- We work closely with outside agencies who can help in a variety of situations;
- There is a designated safeguarding lead who can help you in a variety of situations;
- You can make of any form of media or contact details, including surveys to report concerns;

Harm means –

- Anything which is happening to you which is physically or emotionally hurtful;
- Examples include bullying, sexual abuse, neglect, physical attack or being forced to do something against your will;
- This could be at home, at work, in a training centre, with friends, in the street, online, anywhere

Cyber Bullying - If you feel that you or anyone you know is a victim of cyber bullying notify your teaching assessor or Ixion's safeguarding officer for support.

- It can be used to carry out all the different types of bullying;
- An extension of face-to-face bullying;
- It can also go further in that it can invade home/personal space and can involve a greater number of people;
- It can take place across age groups and school staff and other adults can be targeted ;
- It can draw bystanders into being accessories;
- It includes: threats and intimidation; harassment, 'cyberstalking'; vilification/defamation; exclusion or peer rejection;
- Impersonation; unauthorized publication of private information or images ('happy slapping'); and manipulation
- It can be an illegal act

Our designated safeguarding officer is Jo Sears - 07803 624 924

Jo.Sears@ixionholdings.com

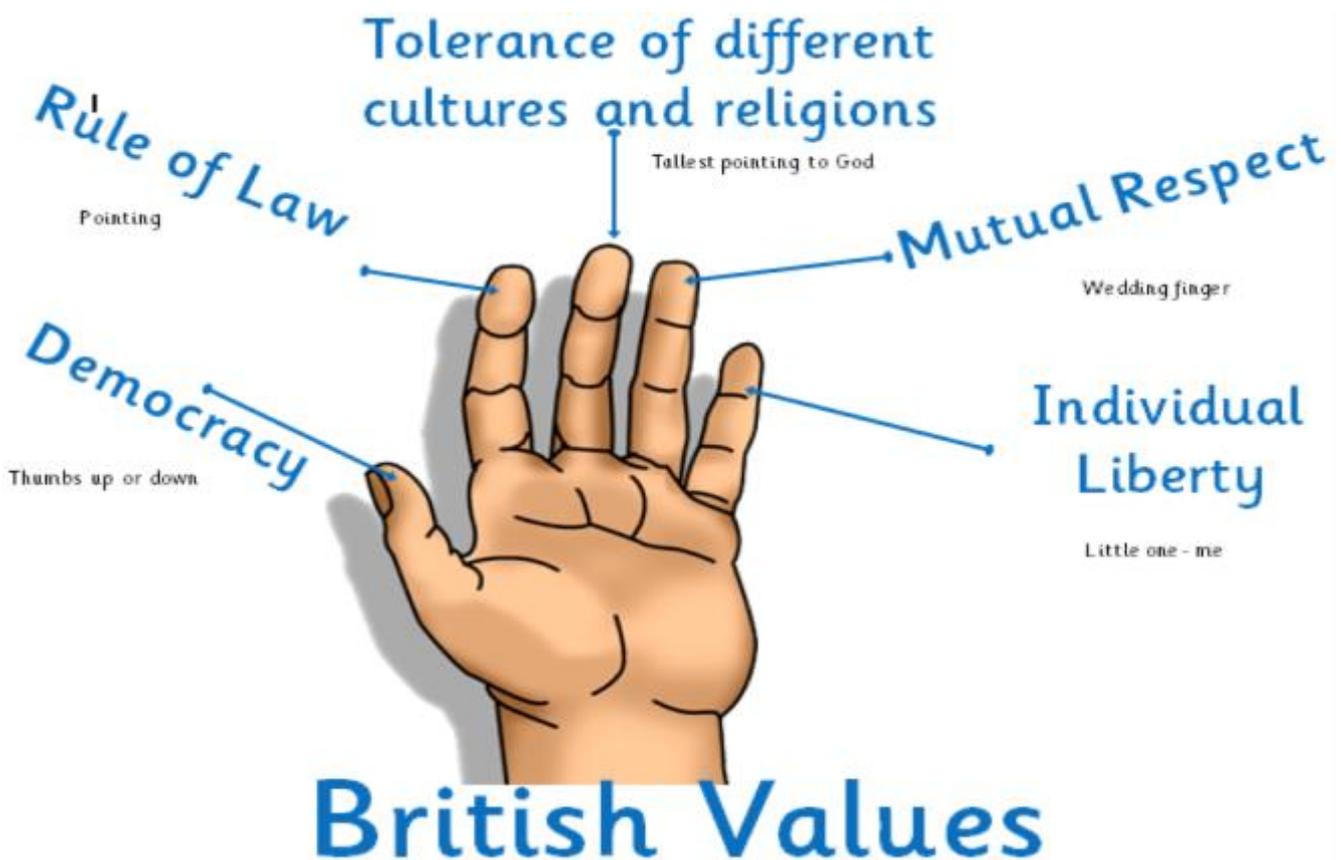
8. The Prevent Duty – The prevent duty became a legal requirement in July 2015.

Prevent is one of the elements of the governments counter terrorism strategy. known as CONTEST.

Prevent is about safeguarding learners from radicalisation and extremism by taking measures to prevent extremism in work-based learning and by promoting British values. It is not about preventing you from having political or religious views or concerns.

What is **Extremism** – The government has defined extremism in the Prevent strategy 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”

What are **British Values** – British Values are defined as “democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs”; institutions are expected to encourage learners to respects other people particularly the protected characteristics set out in the Equality Act 2010.



9. Complaints and Appeals Procedure

Ixion is committed to providing a quality service for you and working in a transparent and accountable way that builds the trust and respect of all of our stakeholders.

One of the ways in which we can continue to improve our service is by listening and responding to the views of our learners, staff, customers and stakeholders, in particular by responding positively to complaints and correcting any mistakes which may occur.

We aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service and ensure we respond within 48 hours of the complaint being lodged;
- We will deal with the complaint promptly, politely and when required, confidentially;
- We will always provide an explanation of our decision and will always apologise when we have got things wrong;
- We learn from our complaints and use them to improve our service and continually update our policies and procedures to ensure we can exceed your expectations;

Learner Appeal Statement – The learner appeal procedure is to enable learners to have a review of any assessment (practical or written) which you feel may have been judged unfairly.

You may appeal on a variety of grounds, for example:

- The conduct of the assessment;
- The adequacy of material submitted against a National Standard;
- The adequacy of opportunities offered, in order to demonstrate competency;
- The assessment decision.

Before the Appeal – Where practical you should discuss your objection with your teaching assessor prior to making a formal appeal, the teaching assessor will be open minded to the points you raise, discuss the matter with the Internal Quality Assurer and find a fair solution which makes an appeal unnecessary.

Appeals must be made in writing by you to Ixion Head Office or an Internal Quality Assurer within 14 days of being notified of the assessment decision against which the appeal is being made.

An independent adjudicator who is fully qualified to make a decision will be appointed and will consult with the Head of Teaching, Learning and Assessment and then make a decision, we will also seek advice from an external standards verifier where appropriate on any aspect of the appeal process.

A successful appeal is not a reversal of the original assessment outcome. To establish this you may need to be re-assessed.

10. Key Contact Details

Here are some key contact details should you wish to contact Ixion

Designated Safeguarding Officer – Jo Sears Jo.Sears@ixionholdings.com
Tel Number: 07803 624924

Internal Quality Assurers –
Michelle Wilsden Michelle.Wilsden@ixionholdings.com;
Emma Addison Emma.Addison@ixionholdings.com;
Mandi Scopes Mandi.Scopes@ixionholdings.com

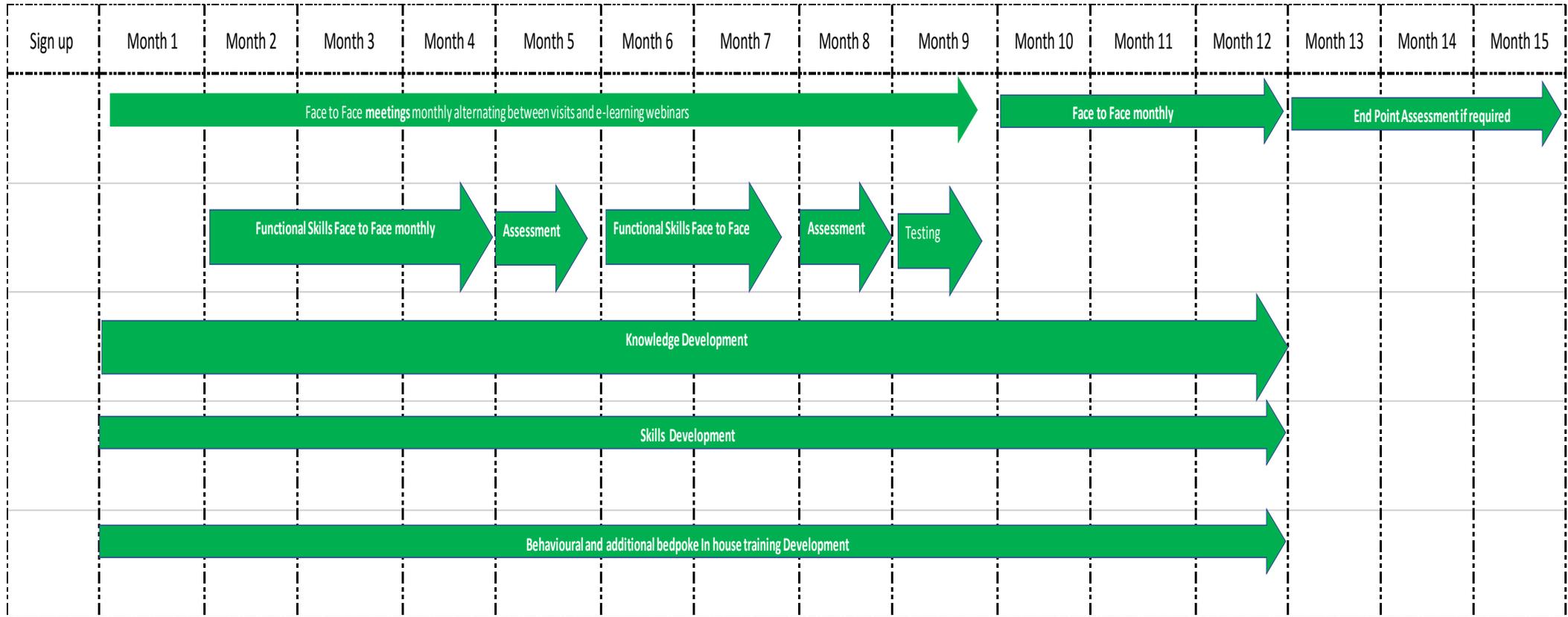
Ixion Head Office – Ixionapprenticeships@ixionholdings.com;
Halford House,
2 Coval Lane,
Chelmsford,
CM1 1TD.
Tel. Number - 01245 505630

11. Helplines and Useful Support Numbers

Advice & Support	Phone Number	Website
Advice on drugs	0300 123 6600	www.talktofrank.com
Alcohol advice	0300 123 1110	www.drinkaware.co.uk
Careers advice	0800 100 900	www.nationalcareersservice.direct.gov.uk
Childline	0800 1111	www.childline.org.uk
Citizens Advice Bureau	See website for local CAB number	www.citizensadvice.org.uk
Depression Alliance		www.depressionalliance.org
DIAL (Disability Advice)	0800 800 3333	www.scope.org.uk
Eating Disorders Association	0345 634 1414	www.b-eat.co.uk
Equality & Human Rights Commission	0800 800 0082	www.equalityhumanrights.com
Get Connected	0808 808 4994	www.getconnected.org.uk
Gingerbread (Lone Parents)	0808 802 0925	www.gingerbread.org.uk
HMRC (Tax)	0300 200 3300	www.gov.uk/contact-hmrc
Mencap (Learning disability support)	0808 808 1111	www.mencap.org.uk
MIND (Mental Health)	0300 123 3393	www.mind.org.uk
National Apprenticeship Service	0800 0150400	www.Apprenticeships.gov.uk
National Bullying Helpline	0845 2255787	www.nationalbullyinghelpline.co.uk
National Centre for Domestic Violence	0800 970 2070	www.ncdv.org.uk
National Debt Line	0800 808 4000	www.nationaldebtline.org
NHS Direct 111		www.nhsdirect.nhs.uk
NHS Smoking helpline	0300 123 1044	www.nhs.uk/smokefree
NSPCC Child Protection	0808 800 500	www.nspcc.org.uk

This page is intentionally blank

Annex 1 – Method of Delivery



Annex 2 – Learner Passport

Apprentice Learning Passport													
Teaching Assessor and Functional Skills Tutors allocated		Functional Skills Development and extension	Functional Skills Development and extension	Functional Skills Development and extension		Functional Skills Development and extension	Functional Skills Development and extension	Functional Skills Development and extension					Multiple Choice Assessment
BKSB Online Maths and English Assessment	Diagnostic Testing		End Point Assessment Practice and Review		Functional Skills Assessment	End Point Assessment Practice and Review		Functional Skills Assessment	End Point Assessment Practice and Review			End Point Assessment Practice and Review	Assessment Planning with End Point Assessor
Additional Skills Analysis I.E Bespoke requirements and ICT	People and Pupil Focussed Integrity Innovation Accountable Best in Class	People and Pupil Focussed Integrity Innovation Accountable Best in Class	People and Pupil Focussed Integrity Innovation Accountable Best in Class	People and Pupil Focussed Integrity Innovation Accountable Best in Class	People and Pupil Focussed Integrity Innovation Accountable Best in Class	People and Pupil Focussed Integrity Innovation Accountable Best in Class	People and Pupil Focussed Integrity Innovation Accountable Best in Class	People and Pupil Focussed Integrity Innovation Accountable Best in Class	People and Pupil Focussed Integrity Innovation Accountable Best in Class	People and Pupil Focussed Integrity Innovation Accountable Best in Class	People and Pupil Focussed Integrity Innovation Accountable Best in Class	People and Pupil Focussed Integrity Innovation Accountable Best in Class	Outstanding Delivery Assessment
Onefile Induction Learning Plan creation and start and Key Contacts	Learn, Apply, Reflect, Advance with Onefile	Final Assessment of all Learning											

Annex 3 – Employer Passport

Employer Staff Training Pathway														
	Outstanding	Outstanding	Multiple Choice Assessment											
Outstanding Delivery Induction to all Apprentices and Employee starts in Learning	Delivery Training Modules	Delivery Training Modules												
		Outstanding Delivery Enhanced Training Modules	Assessment Planning with End Point Assessor											
	Competency review		Competency review		Competency review		Competency review		Competency review		Competency review		Outstanding Delivery Professional Discussion Assessment by Senior Management	



Annex 4 – Levy and Non-Levy Apprenticeships and Standards

This is a brief guide to the changes to Apprenticeship Funding from April 2017.

There are **Levy payers**, these are employers that are charged 0.5% of their total salary bill where their annual salary bill is above £3,000,000 per year, this means if you work in a larger organisation that has a salary bill per month of more than £250,000 then the government offers your employer the opportunity to gain a rebate on this levy by investing in training and development via Apprenticeships for you and your colleagues, the employer pays all the cost of your apprenticeship, approximately 3% of employers are Levy payers.

There are **Non-Levy Payers**, there are employers who have a total salary bill of less than £3,000,000 per year, these employers account for 97% of employers, where your employer is non-levy the government via the Education and Skills Funding Agency pays 90% of the cost of your Apprenticeship.

In 2017 and 2018, Apprenticeships are changing from something called Frameworks to Standards, you can read all about this in the below link:

<https://apprenticeships.blog.gov.uk/2017/08/01/apprenticeship-frameworks-and-standards-the-main-differences/>