

# Traineeship Learner Handbook



## **Welcome**

Ixion welcomes you to your Training 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 Traineeship 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.

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## 1. The Traineeship 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** - Ixion will work with you to create an Individual Learning Plan which will detail the key milestones of your training programme, when we need to achieve them and how we will support you to achieve them..

In addition to agreeing targets to help you to achieve your qualification we will also discuss and agree personal learning goals with you. These are about helping you to achieve your goals in relation to work and your own self development. We will encourage and support you to become an independent learner and will motivate you to achieve your full potential

**Planning and Progression** - By working together to create your individual learning plan, we will plan your learning and assessment so that the programme content is agreed by both you and Ixion. Our skilled and experienced teaching assessors will ensure that you are provided with activities to stretch and challenge you appropriately and to ensure you are always supported to achieve your full potential

**Progress Reviews** - Your teaching assessor will review your progress and training requirements regularly and agree and set targets to enable you to progress towards achieving your qualification

**Teaching, Learning and Assessment** – You will receive training to improve your skills and knowledge, this training will usually take place in a classroom and will include a focus on developing and refreshing your English and maths skills as well as the skills and knowledge required to achieve your main qualification. Your teaching assessor will guide you to develop your portfolio of evidence which is needed for you to achieve your qualification.

## 2. What is a Traineeship?

Traineeships help you unlock your potential and prepare you for your future career by helping you to become ‘work ready’.

A traineeship will provide you with essential work preparation training such as Maths, English and work experience which are needed to progress on to an Apprenticeship or other job.

Ixion will provide you with education and training that will equip you with the behaviours and attitudes necessary for success in the future, as reflected by the excellent employability skills you acquire and the achievement of relevant additional qualifications

You will participate in purposeful and challenging work experience and placements relevant to their future career plans. These learners often quickly become an asset to the business and make a highly valued contribution

Traineeships are delivered by training providers and funded by the government, with employers providing the valuable work experience placement and interview as part of the programme.

### **The Traineeship Structure**

- Attend a quality work placement - from 6 weeks to 6 months with a local employer. This consist of meaningful work experience which provides insight and experience of the world of work and makes you more attractive to potential employers
- Work preparation training which ensures you are ready and have confidence to take the first step in your career
- Receive mentoring and feedback - regular updates and reviews on your progress and performance
- English and maths support to help give you the literacy and numeracy skills needed for the workplace
- Have a meaningful programme completion - an exit interview, action plan and the opportunity for continued support for your next steps

### **3. Who is involved in your Traineeship programme?**

**You.** There are many people involved in your Training programme but by far the most important person is you – the learner.

Your **teaching assessor** is responsible for identifying any learning or skills needs you may have, ensuring your individual learning plan is developed, teaching you the knowledge and skills required to pass your qualification and to progress. They will also provide you with constructive feedback regularly on progress and assessment decisions. Your teaching assessor will provide you with information, advice and guidance throughout your course.

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.

The **External Quality Assurer** is employed by the awarding organisation 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. During an inspection of Ofsted the inspection team may wish to come and see you however we will always contact you beforehand.

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

From the initial induction stage and throughout your course you will receive Information, Advice and Guidance on a variety of topics to help you to make the right choices about your qualification and progress and to support you to start and complete your course with confidence.

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

Throughout your course 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,

Ixion comply with all required health and safety legislation. Our staff complete health and safety awareness raising courses to ensure they are equipped to help to keep you safe. Our classrooms are risk assessed and we have appointed fire marshalls and first aiders at each venue. Posters displayed in each classroom provide this information

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 you will be encouraged to take advantage of available and relevant training and assessment opportunities.

You also have responsibilities under the equal opportunities legislation, this is related 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 for further information or advice.

- 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](mailto: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 government’s counter terrorism strategy known as CONTEST. At the beginning of your course you will be made aware of our Prevent policy and process.

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. Online Safety** At the beginning of your course you will be made aware of our E-Safety policy.

### **Be careful what you share**

- when you choose a profile picture for a social networking website like Facebook or Twitter, avoid photos that could give strangers clues about where you live
- check your privacy settings regularly
- think about what should be shared in public and what shouldn't
- check your location settings – some sites and apps like Snapchat let you share your location with other users
- learn about how you can take care of your digital footprint

### **Don't meet people you don't know**

Don't upload or share anything you wouldn't want your parents, teachers or friends seeing. Once you press send, it is no longer private. You can't be sure who will end up seeing it.

### **Use a complex password**

It should be hard for other people to guess your password and it's a good idea to change it regularly.

## **10. 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 b 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 advise 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.

## 11. Feedback

We are always pleased to find out what customers think of our service, whether this is something we have done particularly well or suggestions for how/where we could do things better. Customers can pass on compliments or suggestions in a number of ways:

- speaking directly to any member of staff
- sending an email to [feedback@ixionholdings.com](mailto:feedback@ixionholdings.com)

- completing a comment form available from any member of staff, and return it to an Ixion office or posting to our Ixion Head Office for the attention of the Compliance Manager, Halford House, 2nd Floor, Coval Lane, Chelmsford, Essex CM1 1TD
- completing an evaluation sheet or survey when requested

All feedback will be logged by the Compliance Manager who will undertake regular analysis to identify any trends that will help continually improve our service and processes

## 12. Plagiarism

### Definition of Malpractice by Learners:

- This list is not exhaustive and other instances of malpractice may be considered by this centre at its discretion:
- Plagiarism of any nature
- Working collaboratively with other learners to produce work that is submitted as the individual's work
- Copying (including the use of ICT to aid copying)
- Deliberate destruction of another's work
- Fabrication of results or evidence
- False declaration of authenticity in relation to the contents of any work provided
- Impersonation by pretending to be someone else in order to produce the work for another or arranging for another to take one's place in assessment/ exam or test.

## 13. Key Contact Details;

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

Designated Safeguarding Officer – Jo Sears [Jo.Sears@ixionholdings.com](mailto:Jo.Sears@ixionholdings.com)  
Tel Number: 07803 624924

Internal Quality Assurers  
Emma Addison [Emma.Addison@ixionholdings.com](mailto:Emma.Addison@ixionholdings.com);  
Lucy Wynne [lucy.wynne@ixionholdings.com](mailto:lucy.wynne@ixionholdings.com)

Ixion Head Office  
Halford House,  
2 Coval Lane,  
Chelmsford,  
CM1 1TD.  
Tel. Number - 01245 505630

## 14. Useful links and Support for you;

### Helplines and Useful Support Numbers

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