

Apprenticeship Learner Handbook



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The Apprenticeship Journey

Welcome

Ixion welcomes you to your apprenticeship. We are a national, not-for-profit, Ofsted 'good' training provider of skills and education, and proud to be part of the Shaw Trust Group, a social purpose organisation. Our focus is on you, the learner. We aim to help you reach your full potential, making each step of your journey an enjoyable and safe learning experience. This handbook will provide you with the information you need for your apprenticeship. We hope you find it informative and helpful.

Overview of the Apprenticeship

Your apprenticeship is a structured apprenticeship and an exciting paid option for you to gain experience, develop job-specific skills, upskill or change career offering the chance to earn a wage whilst working and studying.

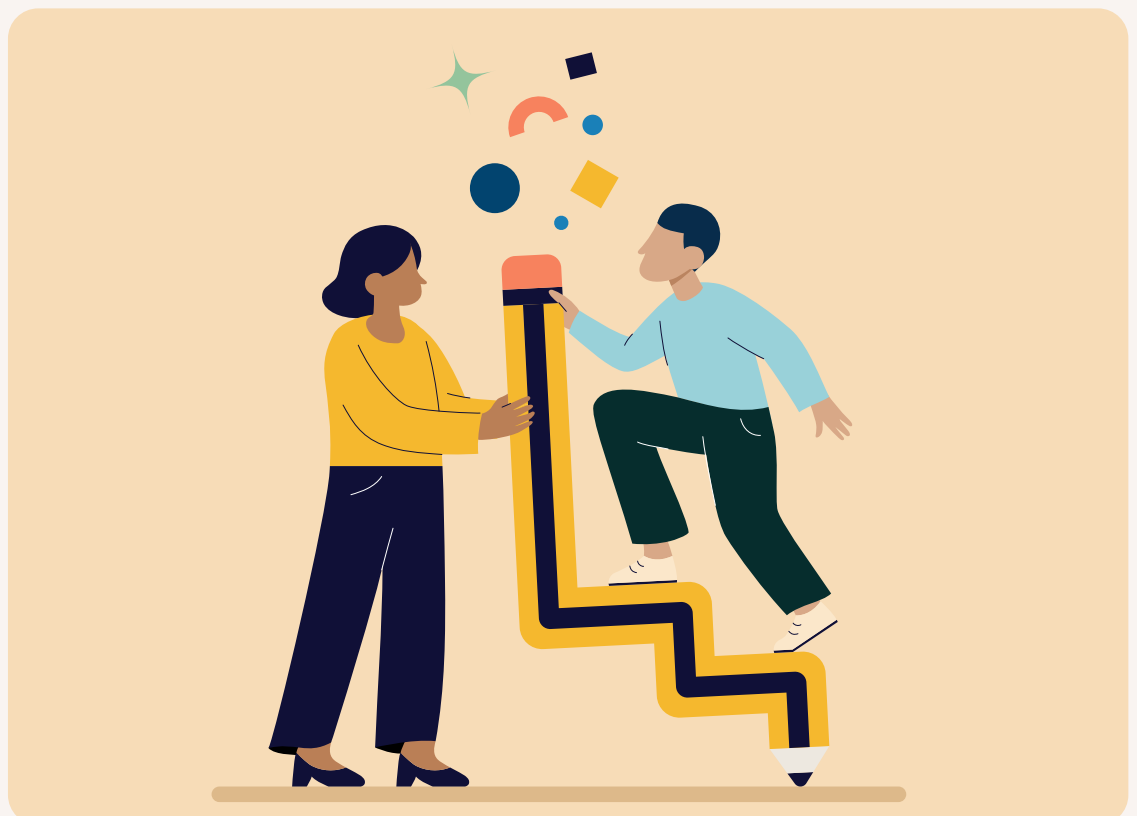
There are many benefits to achieving your apprenticeship, which include:

- Experience and skills development enhancing your professional growth and career opportunities.
- A nationally recognised qualification.
- Employee benefits and salary.
- Exposure to industry professionals.

An apprentice who works at least 30 hours per week is considered as full time. For those working less hours (part time) we may extend the duration of the apprenticeship if the minimum off the job training hours per week cannot be met within the apprentice's working week.

Who's Involved in Your Apprenticeship?

Your apprenticeship is a team effort. While you're at the centre of your learning journey, several people are here to support you every step of the way.



1

You - The Apprentice

You are the most important person in this process.

Your commitment, effort, and engagement will shape your success.

Understanding how the apprenticeship works will help you make the most of it.

2

Your Employer and Line Manager

Provides you with off the job training time and resources to complete your training.

Reviews your progress every 8-10 weeks.

Confirms when you're ready for Gateway and EPA.

Provides you with a workplace mentor.

3

Your Teaching Assessor

Identifies your learning needs. Helps to create and guide your Individual Learning Plan. Deliver your training and assesses your progress. Gives you regular feedback and support. Make sure you're meeting the standards of your apprenticeship and helps you prepare for your End Point Assessment (EPA).

4

Functional Skills Teaching Assessor

If you're working towards English or Maths qualifications, a specialist Teaching Assessor may support you.

Your Teaching Assessor will refer you if needed.

5

Internal Quality Assurer

The IQA checks that your teaching assessor is delivering high-quality training and assessment.

They may:

Join sessions to observe your learning.

Speak with you about your experience.

Review your progress and feedback.

6

SEND Lead

If you have a learning difficulty or disability, our SEND Lead will:

Review your needs (conduct a Learning Needs Assessment). Help arrange reasonable adjustments. Works with your Teaching Assessor to support your learning.

7

External Quality Assurer

If your apprenticeship includes accredited qualifications, an EQA from the awarding body may visit to:

Check the quality of your training. Ensure Ixion meets national standards.

8

Independent End Point Assessor

Assesses your final EPA. They are independent and not part of Ixion.

They evaluate your knowledge, skills, and behaviours using methods such as interviews, presentations, or practical assessments.

9

Ofsted

Inspects independent training providers such as Ixion to ensure we meet national education standards.

They may speak with you or visit your workplace during an inspection.

We will always inform you if this happens.

Information, Advice and Guidance (IAG)

At Ixion, we are committed to supporting you throughout your apprenticeship learning journey with clear, helpful, and personalised guidance.

We are here to help you make informed decisions and stay on track to:

- Understand your apprenticeship and what is expected of you.
- Make informed choices about your learning and career options.
- Access the right support at the right time.

You will receive IAG at key milestones in your journey:

- Before you start – to help you choose the right apprenticeship.
- During your apprenticeship – through regular meetings with your Teaching Assessor.
- On achievement – to help you plan your next steps after completing your apprenticeship.

Career Planning and Exit Review

As you near the end of your apprenticeship, your Teaching Assessor will:

- Meet with you and your employer.
- Review your progress and achievements.
- Offer advice on further learning or job opportunities.
- Help you plan your next steps.

We will make sure your IAG experience is:

- Accessible – delivered in a way that suits your needs
- Inclusive – respectful of your background, goals and individual needs
- Motivational – designed to inspire and build your confidence
- Personalised – tailored to your individual learning and career path
- Supportive – helping you stay healthy, focused, and on track

Need Help or Have Questions?

If you're unsure about anything – whether it's your course, career options, or personal support – just ask your Teaching Assessor. They're here to help or can refer you to someone who can.

Recruitment and Enrolment

We will speak to you and your employer to gain an understanding of what you require from the apprenticeship and will provide information about your options. We will explain everyone's responsibilities, so you understand what is required, enabling you to achieve your apprenticeship, develop your potential, and access future career opportunities.

Before you start, we will:

- Talk with you and your employer to understand your needs, learning objectives and career goals and identify any additional support that may need to be considered
- Identify the most suitable apprenticeship for your skills and career aspirations

Explain the commitment required from you and your employer during your apprenticeship including:

- Attendance.
- Submission of work and meeting deadlines.
- Progress reviews with learner, line manager/mentor and Teaching Assessor.
- Off the job minimum required hours and how these are recorded within your eportfolio.
- End point assessment.

Initial Assessments

Before starting your apprenticeship, we will conduct a robust initial assessment to evaluate your current knowledge, skills, and behaviours to create an individualised training plan for you, providing you and your employer with any support requirements.

English and Maths skills-you will receive a link to complete this online which will be invigilated by an Ixion representative.

Skills Scan –please complete this with your line manager to judge your current knowledge, skills and behaviours against your chosen standard.

Discussion to understand your previous experience and prior learning related to your chosen standard as well as a confidential discussion to understand any individual support needs and to discuss how we can provide that support to you.

SEND Learner Support

If you have a learning difficulty or disability, we're here to make sure you get the support you need to succeed. We are committed to creating an inclusive learning environment where everyone can thrive.

What is SEND?

SEND stands for Special Educational Needs and Disabilities. This includes any learning, physical, or emotional needs that may affect how you learn or access your apprenticeship.

How We Identify Support Needs

We may identify your support needs in several ways:

- You tell us about a diagnosed condition or previous support.
- Your Teaching Assessor identifies you may benefit from extra support.

If needed, our SEND Lead will contact you to complete a Needs Assessment and create a support plan tailored to you.

What Support Can You Get?

We can offer:

- Adjustments to how your learning is delivered (e.g. extra time, different formats).
- One-to-one support or mentoring.
- Help with organisation, communication, or study skills.
- Tools and resources to support your learning style.

Your Teaching Assessor will work with you and the SEND Lead to make sure your Individual Learning Plan reflects your needs.

Remote Learning Support

We understand that remote learning can be more challenging for some learners. We will work with you to:

- Adapt sessions to suit your learning style.
- Provide accessible materials.
- Offer extra support where needed.

Need Help?

If you have questions or think you might need support, speak to your Teaching Assessor.



Teaching, Learning, and Assessment

You will receive teaching and learning at least once per month to develop your knowledge, skills, and behaviours which can be delivered:

- In-person at your workplace.
- Online remotely via Microsoft Teams.
- A blended combination of both above.

You will complete mock end point assessment activities at key milestones in your learning journey to ensure that you are fully prepared to successfully achieve your end point assessment. (Please see the EPA section).

Tips for Remote Learning

To get the most out of online sessions:

- Sit at a desk or table if possible.
- Use headphones to reduce background noise.
- Keep your camera on (unless advised otherwise).
- Dress appropriately for a professional setting.
- Take regular breaks to avoid screen fatigue.

If you need help with digital tools or equipment, speak to your Teaching Assessor.



Plagiarism and Malpractice

At Ixion, we expect all learners to complete their work honestly and independently. Plagiarism and malpractice are serious issues that can affect your progress and the value of your qualification.

What is Plagiarism?

Plagiarism means presenting someone else's work, ideas, or words as your own, without giving credit. This includes:

- Copying from the internet or books without referencing.
- Submitting someone else's work as your own.
- Using AI tools or software to generate work without permission.

What is Malpractice?

Malpractice is any action that gives you an unfair advantage or breaks the rules of assessment. Examples include:

- Working with others on individual assignments.
- Copying or cheating during tests or exams.
- Faking results or evidence.
- Pretending to be someone else or letting someone else do your work.
- Using hidden notes or digital devices to cheat.

What Happens If It Is Suspected?

If we suspect plagiarism or malpractice:

- We will investigate the situation fairly and promptly.
- You may be asked to explain your work or provide additional evidence.
- If confirmed, it may affect your qualification or lead to disciplinary action.

In some cases, we may need to inform the awarding organisation.

You can read our full Plagiarism and Malpractice Policy here [Learner Resources | Ixion Holdings](#). If you're ever unsure about what is allowed, ask your Teaching Assessor, they are here to help.

Off-the-job Training

As per in England, it is a statutory requirement for an apprentice to spend a minimum of 6 hours per week (adjusted for part time hours) of their paid time 'off-the-job'. This involves essential training to help you gain the skills needed to complete your apprenticeship.

Off-the-job training is delivered by subject experts and can include:

- Teaching theory (e.g. classroom lessons, lectures and online learning).
- Practical training (e.g. shadowing, mentoring, industry visits).
- Learning support and time to write assignments.
- Employer inhouse training/courses*.

The training can take place in or out of the work environment but must be completed during paid working hours or time must be given back in lieu if outside of normal working hours. If not completed on time, this could put your apprenticeship at risk.

Off-the-job hours recording, the activity you have completed, what you have learnt relating to your knowledge, skills and behaviours and how you will apply this, must be recorded in your Learning Journal in your e-portfolio (OneFile). You and your employer will be advised of dates to attend OneFile and off the job training to support in recording eligible entries.

This can include internal mandatory training if the training can be cross referenced to the Knowledge, Skills and Behaviours of the standard and is new learning for the apprentice.

Progress Reviews

You and your employer will be invited by your Teaching Assessor to attend your initial progress review, within your first 5 weeks, and subsequently every 8–10 weeks thereafter. This is a mandatory requirement of your apprenticeship to enable a review of your progress, agree new learning objectives, off-the-job activities, and identify any further support required.

It is important that your progress remains on track, enabling you to progress towards your End Point Assessment (EPA) in a timely manner.

Gateway and End Point Assessment (EPA)

Once you have completed your learning programme including the required off-the-job training hours for your apprenticeship standard, your Teaching Assessor will invite you and your line manager/mentor to a Gateway meeting.

The purpose of this meeting is a formal agreement between you, your line manager/mentor and Teaching Assessor to agree that you are ready to proceed to EPA. Gateway requirements will vary dependent on your apprenticeship standard but will often include a portfolio of evidence, tracking matrix and a signed declaration form.

Your EPA will be conducted by an independent body, known as an End Point Assessment Organisation (EPAO), ensuring impartiality.

An Independent End Point Assessor will assess whether you can demonstrate the skills, knowledge and behaviours specified in your apprenticeship standard, using a variety of assessment methods which could include; practical assessment, knowledge test, interview, professional discussion, project and presentation.

English and Maths Requirements

Functional Skills

Functional skills (English and Maths) are relevant to all jobs in all sectors and industries. They are applied skills that run alongside the specific skills of the job and aid your development, as well as supporting your employer's business to become more efficient and competitive. They help you to solve real-life problems as well as support you with enhanced communication and mathematical skills.

In February 2025, the Department for Education (DfE) introduced a new flexibility in the apprenticeship funding rules. Functional Skills Qualifications (FSQs) in Maths and English are now optional for adult apprentices (aged 19+ at the start of their apprenticeship). Therefore, if you are aged 19+, we will discuss the options available to you on whether you would like to complete functional skills as part of your apprenticeship however achievement would not be a barrier to progressing to End Point Assessment.

If you are 16-18 at the start of your apprenticeship, and do not hold a suitable exemption certificate, achievement of the relevant level of Maths and English functional skills is a mandatory requirement before proceeding to End Point Assessment.

Exemptions

You may be exempt if you already have:

GCSE grade D–G or 3–1: Exempt from Level 1, you will be required study and take the assessments at Level 2.

GCSE grade A–C or 9–4: Exempt from Level 2, we will continue to develop your occupational English and Maths skills during your apprenticeship.

You must provide valid certificates at the start of your apprenticeship to confirm your exemption.



Continuous Professional Development (CPD)

You will use our e-portfolio system, OneFile, to track your learning and reflect on your progress. It is your personal CPD toolkit, and you should record:

- Off-the-job training hours, including all learning activities.
- Reflect on how you are applying your new skills at work, including how these skills are supporting your job role.
- Your goals, ideas and aspirations for the future.

How to Use It

You can use your Learning Journal as:

- A reflective diary.
- A log of future learning needs.
- Notes for your personal development record.
- A resource for one-to-one meetings with your manager.

Planning Your Study Time

Once you decide when, where, and how often you will study:

- Create a study plan.
- Review it regularly to make sure it works for you.
- Use your Apprenticeship Learning Journey to guide your activities.

Tips for Effective Study

Ask yourself:

How much time can I study each week?

- When do I focus best — morning or evening?
- Do I prefer short sessions or longer blocks?
- Where can I study without distractions?
- Do I have everything I need (e.g. laptop, internet, quiet space)?
- Create a realistic study plan including breaks and time for other commitments
- Review your plan regularly and adjust as needed



Learning Environments and Code of Conduct

At Ixion, we are committed to creating a safe, respectful, and supportive learning environment, whether you are learning in person, online, or at your workplace.

Respect and Behaviour

We expect all learners to:

- Be respectful to staff, peers, and others.
- Attend all sessions and be punctual.
- Let your Teaching Assessor know if you cannot attend.
- Submit work on time and to the best of your ability.
- Dress appropriately and follow any PPE requirements.

In return, you will be treated with respect and supported throughout your journey.

Learner Code of Conduct

Our Learner Code of Conduct outlines your responsibilities and expected behaviours. You can access it [via this link] (insert link when available). It applies to all learning environments, online, in-person, or on-site.

Unacceptable Behaviour

- We do not tolerate:
- Bullying, harassment, or discrimination.
- Abusive or offensive language.
- Disruptive behaviour in any learning setting.

If you experience or witness any of these, please report it to your Teaching Assessor or contact our Safeguarding Team on: lws@ixionholdings.com

Health and Safety

Your safety and wellbeing are our top priorities. Whether you are learning in the workplace, online, or at a training venue, we want to make sure you feel safe, supported, and informed.

Our Commitment

Ixion will do everything reasonably possible to ensure your health, safety, and welfare throughout your apprenticeship. Your course will include guidance on how to stay safe in different learning environments.

Your Responsibilities

As a learner, you are expected to:

- Follow all health and safety instructions from your Teaching Assessor and employer.
- Use only the digital tools and platforms provided by Ixion.
- Attend remote learning sessions only at pre-agreed times.
- Report any unsafe situations or concerns immediately.

In the Workplace

We work with your employer to make sure you understand:

- Local health and safety procedures.
- How to report accidents or concerns.
- Fire safety and evacuation routes.
- Your responsibilities as an employee.

If you are unsure about any of these, speak to your line manager or Teaching Assessor.

If an Accident Happens

If you have an accident at work:

- Tell your employer and your Teaching Assessor as soon as possible.
- We may carry out an investigation if needed.
- We will stay in contact to support your recovery and learning.

Need Help?

If you have concerns about your safety at work or during the apprenticeship, speak to:

- Your line manager.
- Your Teaching Assessor.

Or contact:

The Health and Safety Team.

Email: HealthSafetyAndEnvironment@shaw-trust.org.uk



Equality, Diversity and Inclusion

At Ixion, part of the Shaw Trust, we believe everyone deserves to be treated fairly, with dignity and respect. We are proud to be an inclusive training provider and are committed to creating a learning environment where everyone feels safe, valued, and supported.

What Do We Mean by Equality, Diversity and Inclusion?

Equality - means giving everyone the same opportunities by removing barriers and treating people fairly, based on their individual needs.

Diversity - means recognising, respecting, and valuing people's differences, including their backgrounds, experiences, beliefs, and identities.

Inclusion - means making sure everyone feels welcome, involved, and able to participate fully, especially those who might otherwise be excluded.

What This Means for You

We will:

- Treat you fairly and respectfully, regardless of your background.
- Make sure learning materials are inclusive and accessible.
- Support your individual needs so you can succeed.
- Take action against any form of discrimination, bullying, or harassment.

Your Rights

You are protected under the Equality Act 2010, which covers:

- Age.
- Disability.
- Gender reassignment.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Race.
- Religion or belief.
- Sex.
- Sexual orientation.

If you ever feel you have been treated unfairly or discriminated against, speak to your Teaching Assessor or contact our Safeguarding Team on: lws@ixionholdings.com

You can read our full Equality, Diversity and Inclusion Policy here: [learner resources | Ixion Holdings](#). Your Teaching Assessor will also discuss what this means for you during your apprenticeship.

Safeguarding

Your safety and wellbeing are our top priorities. At Ixion, we are fully committed to protecting all learners from harm, abuse, and exploitation. Safeguarding is about keeping you and others safe.

What is Safeguarding?

Safeguarding means:

- Protecting you from abuse, neglect, or harm.
- Helping you stay safe at home, at work, online, and in your community.
- Supporting you if you are at risk or feel unsafe.

We also have a duty to promote Fundamental British Values and reduce the risk of exposure to extremism, violence, or exploitation.

What is Harm?

Harm can be:

- Physical –being hurt or attacked.
- Emotional –being bullied, threatened, or made to feel unsafe.
- Sexual –unwanted or inappropriate sexual behaviour.
- Neglect –not being cared for properly or being ignored.
- Online –cyberbullying, grooming, or exposure to harmful content.

If something does not feel right, it probably is not. Please speak up.

Cyberbullying and Online Safety

Cyberbullying includes:

- Nasty messages or threats online.
- Sharing embarrassing photos or videos.
- Spreading rumours or excluding others digitally.

If you or someone you know is being bullied online, tell your Teaching Assessor or contact the Safeguarding Officer.

How We Keep You Safe

We:

- Enhanced DBS check all teaching staff through the Disclosure and Barring Service (DBS).
- Train staff to recognise and respond to safeguarding concerns.
- Work with external agencies to provide extra support when needed.
- Have a Designated Safeguarding Lead you can contact at any time.

Who to Contact

If you're worried about your safety or someone else's, contact our designated safeguarding team on: lws@ixionholdings.com

You can also speak to your Teaching Assessor or report concerns through our website.

We will always try to respect your privacy, but if we believe you or someone else is at risk, we may need to share information to keep you safe.

Learner Wellbeing Support

We understand that life as a learner can be challenging. Whether you are feeling stressed, overwhelmed, or just need someone to talk to, we are here to help.

What is Learner Wellbeing Support (LWS)?

Learner Wellbeing Support (LWS) is a free, confidential service that offers emotional and practical support during your apprenticeship. We are here to listen, guide, and connect you with the help you need.

What Can We Help With?

You can contact us for support with:

- Mental health and emotional wellbeing.
- Disability or learning support.
- Personal or family issues.
- Apprenticeship concerns.
- Anything else that is affecting your learning or wellbeing.

No issue is too small, if it matters to you, it matters to us.

How to Get Support

If you need help, just send us an email: lws@ixionholdings.com

We will arrange a confidential telephone call or remote appointment to talk through your concerns and offer support.

Remember

It's okay to ask for help. You are not alone, and we're here to support you every step of the way.



The Prevent Duty

As part of your apprenticeship, we have a responsibility to help keep you safe from radicalisation and extremism. This is known as the Prevent Duty.

What is Prevent?

Prevent is part of the UK government's counter-terrorism strategy. It's about:

- Protecting people from being drawn into extremist or terrorist activities.
- Promoting British Values like democracy, individual liberty, and respect for others.
- Safeguarding learners from harmful influences, online or offline.

Prevent is not about stopping you from having your own beliefs or opinions. It is about making sure those beliefs don't lead to harm.

What is Extremism?

Extremism means:

“Vocal or active opposition to Fundamental British Values, including democracy, the rule of law, individual liberty, and mutual respect and tolerance for those with different faiths and beliefs.”

(UK Government definition)

This can include hate speech, promoting violence, or encouraging others to break the law.

Why It Matters

As a learner, you may come across different views and opinions. Most of the time, this is healthy and part of learning. But if someone tries to pressure you into extreme beliefs or actions, it's important to speak up.

What to Do If You Need Help

If you are concerned about:

- Something you have seen or heard.
- A peer expressing extreme or harmful views.
- Someone trying to influence you in a negative way.

Tell your Teaching Assessor or contact our Safeguarding Team on: lws@ixionholdings.com

They will listen, without judgment and help you take the right steps.

Fundamental British Values

As part of your apprenticeship, you will learn about the values that help shape life in modern Britain. These values are important for creating a respectful, inclusive, and safe society and they are also part of your personal and professional development.

What Are the Fundamental British Values?

Democracy

Everyone has a voice and the right to be heard.

Example: You can give feedback on your apprenticeship experience and help shape improvements.

Rule of Law

Everyone must follow the law, and rules apply equally to all.

Example: You and your employer must follow health and safety laws and data protection rules.

Individual Liberty

You have the freedom to make choices and express your views, so long as they do not harm others.

Example: You can choose how to approach your learning and share your opinions respectfully.

Mutual Respect

We may not always agree, but we treat each other with kindness and understanding.

Example: You show respect to your Teaching Assessor, colleagues, and peers, and they do the same for you.

Tolerance of Different Faiths and Beliefs

We respect people's right to follow different religions or none at all.

Example: You may work with people from diverse backgrounds and support their right to practice their beliefs.



Data Protection and Online Safety

Your personal information and online safety are important. As part of your apprenticeship, you will be using digital tools and platforms, so it is essential to know how to protect yourself and your data.

Protecting Your Personal Information

Be careful about what you share online. Here are some key tips:

- Do not post personal details like your address, phone number, or date of birth.
- Avoid using photos that reveal your location or identity.
- Think before you post, would you be happy for an employer to see it?
- Keep your social media profiles private and review your privacy settings regularly.

Safe Use of Email

When using email:

- Do not forward chain emails, just delete them.
- Never impersonate someone else.
- Do not send or reply to offensive, threatening, or inappropriate messages.
- Always check your message before sending, keep it polite and respectful.

Social Media Safety

To stay safe on platforms like Facebook, X, Instagram, TikTok, Snapchat, and LinkedIn:

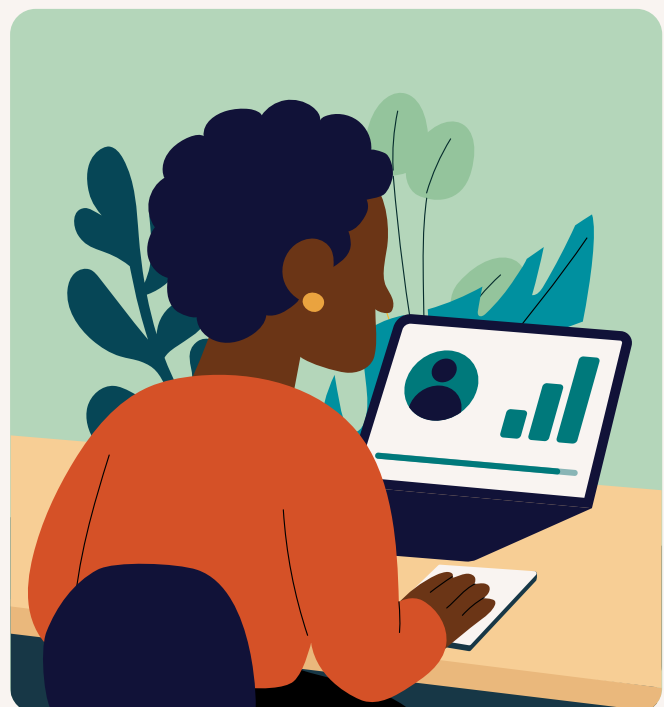
- Choose a username that doesn't reveal your full name.
- Block or report anyone who makes you feel uncomfortable.

- Avoid sharing your location or personal routines.
- Do not upload or share anything you would not want your family, friends, or employer to see.

Online Risks to Watch Out For

- Cyberbullying – hurtful or threatening messages, posts, or images.
- Grooming – when someone builds a relationship to exploit or harm you.
- Radicalisation – being influenced to adopt extreme views or actions.
- Scams and phishing – fake messages trying to steal your personal information.

If there is anything online that makes you feel unsafe, speak to your Teaching Assessor or contact the Safeguarding Team on: lws@ixionholdings.com



Password Do's and Don'ts

Do:

- Keep your passwords secret.
- Change them if you think someone else knows them.

Don't:

- Share your passwords with anyone.
- Write them down or store them in plain text.

The Dark Web

As part of your online safety awareness, it is important to understand the different parts of the internet and the potential risks they carry.

The Three Layers of the Internet

Open Web

This is the part of the internet you use every day, search engines, news sites, social media, and online shopping. It's public and easy to access.

Deep Web

This includes content that is not indexed by search engines. You need a login or special access to view it.

Examples include:

- Online banking.
- Private databases.
- Internal company systems.

Dark Web

This is a hidden part of the internet that can only be accessed using special software like Tor. It is designed to keep users anonymous.

Is the Dark Web Illegal?

No, it's not illegal to access the Dark Web or use anonymity tools like Tor. However, the Dark Web is often linked to illegal or harmful content, such as:

- Illegal drug or weapon sales.
- Stolen data.
- Extremist content.
- Exploitation or abuse.

Because of this, it's important to be cautious and avoid exploring it without a clear, safe reason.

Risks of the Dark Web

Even if you are just curious, visiting the Dark Web can expose you to:

- Harmful or disturbing content.
- Scams and fraud.
- Cyberattacks or malware.
- People trying to manipulate or exploit you.

What to Do If You're Concerned

If you have accessed the Dark Web or are worried about something you have seen online:

- Speak to your Teaching Assessor.
- Contact our Safeguarding Officer.
- Don't try to handle it alone, support is available.

Personal Development and Wellbeing

Your apprenticeship is not just about gaining technical skills, it is also about growing as a person.

At Ixion, we are here to support your overall wellbeing and help you build confidence, resilience, and life skills.

What We Offer

Throughout your apprenticeship, you will have opportunities to:

- Receive career information, advice and guidance to help plan your next steps.
- Build your confidence and self-awareness.
- Learn how to manage stress and stay healthy.
- Access support for your physical and emotional wellbeing.

Tips for Managing Stress and Staying Well

Here are some simple ways to take care of yourself during your apprenticeship:

Talk to Someone

If you are feeling overwhelmed, speak to your Teaching Assessor, a friend, or a family member. You can also contact our Learner Wellbeing Support team for confidential help on: lws@ixionholdings.com

Stay Active

Even a short walk, some stretching, or a home

workout can boost your mood and energy levels.

Sleep Well

Try to get enough rest. Avoid screens for at least an hour before bed to help your mind wind down.

Limit the News

It's good to stay informed, but too much news, especially negative stories, can increase anxiety. Try to limit your intake to 30 minutes a day from reliable sources.

Manage Social Media

Limit your daily time on social media and take regular breaks.

Write It Down

Keeping a journal or writing down your thoughts can help you process emotions and reduce stress.

Eat Healthy

It is important to eat a healthy balanced diet, as this will support your wellbeing and your learning.

If you're struggling to afford food, speak to your Teaching Assessor or contact your local food bank.



Feedback and Complaints

We want your learning experience to be positive, supportive, and successful. Your feedback, whether it is a compliment, suggestion, or complaint, helps us improve and provide the best possible service.

Giving Feedback

We love hearing what is working well. You can share positive feedback or suggestions by:

- Speaking directly to your Teaching Assessor.
- Completing surveys or evaluations.
- Emailing us at: Customercare@shaw-trust.org.uk
- Visiting: www.shaw-trust.org.uk/contact-us

All feedback is reviewed regularly to help us improve our services.

Making a Complaint

If something is not right, we want to fix it. Making a complaint is simple and confidential:

- Speak to your Teaching Assessor first if you feel comfortable

If the issue is not resolved, contact us directly:

- Customercare@shaw-trust.org.uk
- 0300 30 33 117
- Shaw Trust Contact Page on: <https://www.shaw-trust.org.uk/contact-us>

We aim to:

- Acknowledge your complaint within 2 working days.
- Handle it fairly, respectfully, and confidentially.
- Explain our decision and apologise if we have made a mistake.
- Use your feedback to improve our services.

Our Complaints Process

We follow a three-stage complaints process, which you can access on our website. You will be guided through each step, and we will work with you to find a fair resolution. You can also find this procedure on page 24 of this handbook.

Learner Appeals Procedure

We want every learner to feel that their work is assessed fairly and professionally. If you ever feel that an assessment decision is incorrect or unfair, you have the right to appeal.

When Can You Appeal?

You can appeal if you believe:

- The assessment was not carried out fairly or professionally.
- Your work met the required standard but was not recognised.
- You were not given a fair chance to show your skills or knowledge.
- The final decision was incorrect or not clearly explained.

What to Do First

Before making a formal appeal:

- Speak to your Teaching Assessor as soon as possible.
- Explain your concerns and ask for clarification.
- Your Teaching Assessor will discuss the issue with the Internal Quality team to try to resolve it informally.
- Often, this step is enough to clear up any misunderstandings.

Making a Formal Appeal

If the issue is not resolved informally, you can submit a formal appeal.

How to appeal:

- Complete the Appeals Form -linked in the policy.
- Submit it to your Teaching Assessor or the relevant contact listed in the policy.
- Your appeal will be reviewed fairly and independently.

You can find full details in the Learner Appeals Policy here: [learner resources | Ixion Holdings](#)

. If you need help with the process; your Teaching Assessor can guide you.

Helplines and Useful Support Numbers

Advice on drugs Tel: 0300 123 6600
www.talktofrank.com

Alcohol advice Tel: 0300 123 1110
www.drinkaware.co.uk

Childline Tel: 0800 1111
www.childline.org.uk

Citizens Advice
See website for local CA number
www.citizensadvice.org.uk

Depression Alliance Tel: 020 7407 7584
www.depressionalliance.org

DIAL (Disability Advice) Tel: 0808 800 3333
www.scope.org.uk

Eating Disorders Association
Helpline: 0808 801 0677
Youth line: 0808 801 0711
www.b-eat.co.uk

Equality & Human Rights Commission Tel:
0800 800 0082
www.equalityhumanrights.com

Every Mind Matters
www.nhs.uk/every-mind-matters/

Gingerbread (Lone Parents) Tel: 0808 802 0925
www.gingerbread.org.uk

HMRC (Tax) Tel: 0300 200 3300
www.gov.uk/contact-hmrc

Mencap (Learning disability support) Tel: 0808 808 1111
www.mencap.org.uk

MIND (Mental Health) Tel: 0300 123 3393
www.mind.org.uk

National Bullying Helpline Tel: 0845 225 5787
www.nationalbullyinghelpline.co.uk

National Careers Service Tel: 0800 100 900
www.nationalcareersservice.direct.gov.uk

National Centre for Domestic Violence Tel:
0800 970 2070
www.ncdv.org.uk

National Debt Line Tel: 0800 808 4000
www.nationaldebtline.org

NHS Direct Tel: 111
www.nhs.uk

NHS Smoking helpline Tel: 0300 123 1044
www.nhs.uk/smokefree

NHS Choices
See website for local services.
www.nhs.uk/Service-Search
<http://www.nhs.uk/Service-Search>

NSPCC Child Protection Tel: 0808 800 5000
www.nspcc.org.uk

Rape crisis Tel: 0808 802 9999
rcewinfo@rapecrisis.org.uk
www.rapecrisis.org.uk

Royal Association for Deaf People
Tel: 0300 688 2525
Text Phone: 0300 688 2527
info@royaldeaf.org.uk
Skype: reception_ch
www.royaldeaf.org.uk

Samaritans-Someone to talk to
Tel: 116 123
Email: jo@samaritans.org
www.samaritans.org

Saneline Tel: 0300 304 7000

www.sane.org.uk

Suzy Lamplugh Trust – personal safety
National Stalking Helpline
Tel: 0808 802 0300
www.suzylamplugh.org

The British Dyslexia Association
Tel: 0333 405 4555
www.bdadyslexia.org.uk

(The) Cystic Fibrosis Trust Tel: 0300 373 1000
Email: helpline@cysticfibrosis.org.uk
www.cysticfibrosis.org.uk
<http://www.cysticfibrosis.org.uk>

(The) Dyspraxia Foundation Supporting
children, families and adults with Dyspraxia.
Tel: 01462 454986
www.dyspraxiafoundation.org.uk

The National Autistic Society
www.autism.org.uk

The National Society for Epilepsy Tel: 01494
601 400
Email: helpline@epilepsysociety.org.uk
www.epilepsysociety.org.uk

Trussell Emergency Food & Helpline Tel: 0808
208 2138
Email: enquiries@trusselltrust.org
www.trusselltrust.org

