



Bar Venues

Communication
Effective communication is everything - without it we stand a chance of failure.

First Impressions
You never get a second chance to make a first impression.

Integrity
We will operate with absolute honesty and integrity at all times and we own our mistakes.

Ownership
Don't just take part in the future, create it.

Self Belief
Having the strength of character to consistently demonstrate self belief and instill confidence in others.

Personal Accountability
We are passionately committed to exceed our customers' and our own expectations, and for this we will take personal responsibility.

Our mission statement:

"To deliver business excellence through a high quality organisation"

talenttraining



Learner Induction Handbook

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Introduction

This pack has been designed to ensure you, as a Learner, are equipped with everything that you need to know to support you through your development, and to successfully achieve your Qualification.

We would encourage you to read the document fully. If any aspects are unclear, or you require further guidance/information, please do not hesitate to contact one of the Learning and Development Team (contact details overleaf). We wish you every success on your journey!

Our mission: Achieving Excellence and Changing Lives



A message from David Harper, Chairman of Talent Training (UK) LLP

Welcome to Talent Training

Thank you for choosing to study with us. Our mission is to help people and organisations achieve more. I started my career as an apprentice and the experience I gained whilst working towards my goals has proven to be invaluable.

At Talent Training, we work with hundreds of organisations in the UK and mainland Europe, supporting them to find and develop their talent. We undertake always to take time to listen to you and to support you in planning your career. We will provide you the necessary support to enable you to achieve your full potential.

With determination, hard work, a great attitude and the appropriate training, you will achieve amazing things. Organisations do not think, act or make decisions....People do! Behind every great business is great people. It is your chance to shine.

We look forward to working with you and assisting you to **ACHIEVE MORE**.

Good luck!

David Harper

Talent Training (UK) LLP in Context

Talent Training (UK) LLP is your Training Provider. Whilst our office is based in South Tyneside, we are a national provider delivering quality learning in all regions of England.

Our mission statement is: *“to deliver business excellence through a quality learning organisation”.*

The aim of management is: *“to achieve your organisational objectives and continuously improve its performance, through people”.*

Talent Training (UK) LLP is committed to ‘achieving excellence’ and in doing so is working towards becoming an outstanding provider.

Talent Training (UK) LLP is a Grade 2 training provider as recognised by OFSTED.

How will we support you?

Now that you are enrolled on your programme with Talent Training, a Training Advisor will help you identify your training needs and provide appropriate training to achieve your qualification aims. They will help you identify evidence for your qualifications and assess your skills and knowledge against the qualification standards.

The Internal Quality Assurer (IQA) oversees the training and assessment programme at all stages. Their role is to ensure that you are supported and assessed openly and fairly. If at any time you are concerned about your learning progress or how you being assessed, the IQA assigned to you will help you to resolve your concerns.

Please take time to read through this entire Handbook. It provides important information for your qualification.

Learner Contract

Talent Training believes that this is a “partnership” for learning and achievement.

As a learner you are entitled to:

- Be taught by professional, qualified and experienced staff in a safe and secure environment.
- Have access to guidance and advice about courses available to you; to ensure that you have as much information as possible to make a decision about which course is right for you.
- A fair and equitable assessment of your work that is clearly explained to you
- Be treated with respect and understanding.
- Work in an environment where you feel safe and free from harassment that enables you to be healthy, feel safe, enjoy and achieve, make a positive contribution to the community and achieve economic well-being.
- Give your opinion on the quality of the teaching and the environment in which you are learning and to have any concerns resolved.
- Engage in activities that celebrate and recognise your achievements.
- A quick and fair response to suggestions or complaints

Talent Training is committed to providing you with the best learning experience possible. If you feel that we are not doing what we have promised above, please let your Training Advisor know and we will immediately take steps to correct this.

If you feel that you cannot raise this issue with your Training Advisor you can contact your Internal Verifier or Clare Learwood, Talent Training (UK) LLP’s Head of Curriculum and Quality on (0191) 438 7520 or e-mail: clarelearwood@talenttraininguk.com

Your commitment – what we expect from you:

- Make sure Health & Safety rules and procedures are understood and followed.
- Always act with care for yourself and others and report any hazards you notice in the workplace immediately to your company's designated Health and Safety contact
- Treat your fellow learners and all staff with respect, and to report any incidents of bullying or harassment of other learners that you witness immediately to your Training Advisor.
- Treat other people's property and the property in the workplace with respect.
- Attend all sessions, assessments and meetings with your Training Advisor on time.
- Pay attention to your Training Advisor and approach learning with a positive attitude
- Complete work on time and as agreed with your Training Advisor
- If you are having difficulties with the course raise these issues as soon as possible with your Training Advisor

Learner Involvement

Talent Training recognises that learning is most rewarding when the learner has input into their course and the teaching methods used. We aim to tailor your course as much as possible to your own learning needs and interests. Your Training Advisor will talk to you about what you want to get out of your learning and support you in developing an individual learning plan tailored to your own needs

We seek to continually improve our courses by getting feedback from our learners. Your Training Advisor will collect your feedback, both formally and informally, throughout the learning process. If you have any suggestions on how we could improve our course or comments on things you particularly enjoyed please let your Training Advisor know using the learner feedback questionnaires.

The Assessment Process

You and your Training Advisor will meet and agree your first Assessment Plan. This will be stored on the on-line portfolio along with all future plans.

- 1 You carry out the activities listed on your plan and collect the evidence.
- 2 If you choose to upload your own evidence to the on-line portfolio then you will be asked to review and select the criteria that you wish to claim. This will then allow your Training Advisor to review the claim before your next meeting and provide any feedback if required. This will be discussed further during your face to face visit.
- 3 You meet your Training Advisor and get feedback on your evidence. (S) he will also question you to check your knowledge and understanding. (S) he will give you training to cover any shortfalls or any aspects of the knowledge that you are not familiar with.

The on-line portfolio will automatically update your progress as your evidence is agreed with your Training Advisor.

- 4 During the programme, Talent Training's Internal Verifier (IV) will check your portfolio and *may* observe an assessment to ensure that your Training Advisor is providing a high quality and fair assessment.
- 5 When you have completed all of the units within your qualification, your Training Advisor will confirm completion on the on-line portfolio.
- 6 When the IV is satisfied the Awarding Body External Verifier (EV) visits and may check your portfolio or see you.
- 7 When the EV is satisfied, Talent Training claims your certificate from the Awarding Body and sends this to your employer (or if you inform us that you are leaving your current employer at the end of the programme it will be sent directly to your home address).
- 8 You could be asked at any time to present your portfolio for the EV. This may be some time after you have achieved and it is therefore your responsibility to keep the portfolio in the event that this is required.

Learner Malpractice

Talent Training takes any malpractice very seriously therefore you must ensure that work produced is your own. Attempting to or actually carrying out any malpractice activity is not permitted by Talent Training or the Awarding Body. Examples of malpractice could be:

- Plagiarism by copying and passing off, as the learner's own, the whole or part(s) of another person's work, including artwork, images, words, computer generated work (including Internet sources), thoughts, inventions and/or discoveries whether published or not, with or without the originator's permission and without appropriately acknowledging the source.
- misuse of assessment/examination material
- behaving in such a way as to undermine the integrity of the assessment/examination/test
- the alteration of any results document, including certificates

Dealing with Learner Malpractice

If malpractice is discovered an investigation will be supported by the Head of Curriculum and Quality and all personnel linked to the allegation.

It will proceed through the following stages:

Stage 1 – notification of malpractice

Stage 2 – investigation

Stage 3 – imposition of penalty or sanction where allegation is proven

Stage 4 – appeal

Talent Training will:

- make you fully aware at the earliest opportunity of the nature of the alleged malpractice and of the possible consequences should malpractice be proven
- give you the opportunity to respond to the allegations made
- inform you of the avenues for appealing against any judgment made
- document all stages of any investigation

Possible consequences of proven malpractice could be:

- supervised completion of award or qualification, employer/awarding body notified
- withdrawal of registration with awarding body, employer/awarding body notified, enrolment terminated.

Additional Support and Guidance

We are committed to ensuring all learners' needs are met, and actively encourage learners to use the appropriate support services available.

We are a Matrix accredited organisation. The Matrix Standard is the unique quality framework for the effective delivery of information, advice and/or guidance on learning and work.

An initial assessment is carried out for all learners to assess their current learning styles and individual learning needs (for example, this will include your numeracy, literacy and IT skills). Where we agree that these skills require improving, to a level appropriate to the programme, we will support and encourage the learner on an individual needs basis. This also applies to:

- learners with diagnosed difficulties such as dyslexia
- learners whose first language is not English and whose language skills (reading, writing and comprehension) are not sufficient to fully achieve the qualifications.

Support services include:

- an opportunity to meet and discuss particular individual needs with your Training Advisor
- improvement of numeracy, literacy and language skills
 - via workshops, self-learning and coaching
 - support and interpretation for candidates not fluent in the English language (although evidence cannot be submitted in European nor minority community languages)
- advice on screening and statements for dyslexia, dyspraxia and other difficulties
 - training can include strategies to improve organisational skills/time management; writing techniques, reading techniques
 - information Advice and Guidance/Careers Advice
- all learners have access to impartial information, support and guidance prior to the start of their learning, during learning and upon completion of their learning programme

Learners are continually supported and encouraged throughout their development. For further information regarding services provided, please speak to your Training Advisor.

Appeals & Complaints

If you are unhappy with any part of the learning or assessment process you should follow either our Appeals or our Complaints procedures, both of which are set out in the following pages.

Appeals

If you think your Training Advisor has made an incorrect assessment decision and you want to appeal against it, this is the procedure to follow:

- In writing, ask your Training Advisor to re-consider his/her decision. Do this within 5 working days of you receiving your Training Advisor's decision.
- Your Training Advisor will respond in writing within a further 5 working days.
- If you feel your Training Advisor's response is unsatisfactory, you may appeal to the Internal Verifier (IV) in writing within a further 10 working days. The IV will then re-consider the Training Advisor's decision and write to you within 10 working days with the outcome. If the IV does not change this decision, he/she will explain to you the reasons for this.
- If you feel the IV's response is unsatisfactory, you may appeal to Talent Training (UK) LLP's Head of Curriculum and Quality in writing within a further 10 working days.
- The Head of Curriculum and Quality will then re-consider the decision and write to you with the outcome within 10 working days. If the Head of Curriculum and Quality does not change this decision, he/she will explain to you the reasons for this.
- If you feel the Head of Curriculum and Quality's response is unsatisfactory, you may appeal in writing within a further 10 working days to the Awarding Body. The Head of Curriculum and Quality will provide you with the relevant telephone number and address for the Awarding Body that you are registered with for your qualification.
- The Awarding Body will contact you, normally within 6 full working weeks of receiving the complaints file from Talent Training (UK) LLP.

Complaints (Grievance)

At Talent Training (UK) LLP we strive to deliver excellence in everything we do. Our primary focus is to exceed the expectations of all learners and clients.

Your feedback is invaluable to us and is taken very seriously. We are not only interested in hearing about good feedback in relation to our business and colleagues but we also want to hear from you if you have any complaints or concerns. We also consider complaints to be an important source of information for improving our services for the future.

Definition of a Complaint

We define a complaint or grievance as an expression of dissatisfaction concerning the provision of a programme of learning or administrative service, when the complainant has drawn his or her concern to the attention of Talent Training (UK) LLP and is not satisfied with the response.

If you want advice before making a complaint or taking a complaint to the next stage, Head of Curriculum and Quality at Talent Training (UK) LLP, HarperCo House, Merchant Court, Monkton South Business Park, South Tyneside, NE31 2EX. Tel: (0191) 438 7520.

Email: clarelearwood@talenttraininguk.com, who will be happy to help you. We will not register a formal complaint unless you ask us to.

Before you make a Complaint

If you experience problems with any aspect of your learning programme or administrative services, you should contact your Training Advisor as soon as possible so that we can act quickly to put things right.

We cannot accept responsibility for problems that affect the outcome of your learning programme if you delay telling us about them until it is too late for us to put things right.

If you have told us about problems and you are not satisfied with our response, you are entitled to make a formal complaint.

Making a Formal Complaint

Stage one:

Contact the Head of Curriculum and Quality, Clare Learwood, at Talent Training (UK) LLP, HarperCo House, Merchant Court, Monkton South Business Park, South Tyneside, NE31 2EX. Tel: (0191) 438 7520, Email: clarelearwood@talenttraininguk.com.

Although a simple matter can be dealt with over the phone, to make sure that we record your complaint accurately you should put it in writing (if you have a disability that makes it difficult for you to send a written complaint, please contact us so that we can discuss alternatives) and send it to us by post or email. Concise numbered points can be a helpful way to set the situation out clearly.

We will send you an acknowledgement within two working days and a full reply after investigation within 28 days of receiving your complaint.

If we can't give you a full reply within that time, we will tell you when we will be able to do so. To guarantee confidentiality we will send our reply to you by post, unless you ask us to reply by email.

Stage two:

If, when you receive our reply to your complaint, you are not satisfied that we have done everything possible to answer it, you can ask the Operations Director of Talent Training (UK) LLP to review your case – contact details: HarperCo House, Merchant Court, Monkton South Business Park, South Tyneside, NE31 2EX. Tel: (0191) 438 7520, Email: support@talenttraininguk.com. At this stage in the complaint process, you should put your complaint in writing (if you have a disability that makes it difficult for you to send a written complaint, please contact us so that we can discuss alternatives). You should include:

- full details of your complaint and all matters related to it;
- copies of any previous correspondence with us related to your complaint, or enough information to help us trace this correspondence quickly.

You should also tell us what you think we should do to resolve your complaint.

The Director of Operations will send you an acknowledgement of your complaint within three working days of receiving it, and a full reply within 10 working days of the date of the acknowledgement letter. If we can't give you a full reply within that time, we will tell you when we will be able to do so.

Stage three:

If, when you have a full reply from the Director Of Operations, you are still not satisfied that we have done everything possible to answer your complaint, you can ask the Head of Curriculum and Quality to refer it to the CEO of Talent Training (UK) LLP.

We will acknowledge your request within three working days.

The Chairman will investigate whether we have handled the matter fairly in line with our policy and procedures, and whether we should do anything else. The CEO will reply to your complaint within 10 working days of the date of the acknowledgement letter, or, if that is not possible, contact you again to let you know when you can expect a full reply.

This stage may take longer because the CEO will need to see previous correspondence and may get advice from several members of staff.

The reply from the CEO will explain the basis of their decision. The CEO's decision is the final decision on behalf of Talent Training (UK) LLP. If you remain dissatisfied with this decision, you should contact the local Skills Funding Agency.

Rights and Responsibilities

We will:

- deal with all complaints within the time limits set out in this handbook
- make sure that we deal with all the points you raise, and that our replies explain the outcomes clearly
- handle your complaint confidentially and only give people the information that is needed to carry out a proper investigation and make a full response
- keep records of complaints separate from other records
- make sure that no complaint you have made in good faith will be used to your disadvantage in the future
- always be polite.

If you are making a complaint, you should:

- give us full details of your complaint
- deal sensitively with issues that involve other learners or staff, and not name them unless it is necessary

Feedback Procedure

At Talent Training (UK) LLP we value all feedback. Therefore, we encourage our learners to let us know if there are any aspects of their training course that they feel could be improved upon and to inform us of instances where they have been particularly pleased by the service they receive from our staff.

At certain times throughout your development, we will encourage you to complete a validation questionnaire. This will ensure we are providing you with the best possible training and support. The detail you provide will also help us to continually improve our training provision.

At the end of your qualification, we would also encourage you to complete a 'final' validation form, on which you can detail all aspects of your learning experience.

The data you provide is essential to our commitment to continuous improvement and we would ask that you be descriptive and honest as possible.

Access to Fair Assessment Policy

Talent Training (UK) LLP recognises that assessment is fundamental to all qualifications and must be available to all those who have the potential to achieve the standards. It is an important feature of all qualifications that competence is recognised at the start of any programme of study every candidate will have different experiences and previous learning. This places them at different starting points with different learning objectives - though always in relation to the same standards. A key feature of access to assessment is that candidates should be able to make informed decisions about their own assessment and learning needs.

The promotion of access and fair assessment acknowledges that there is a diverse range of candidates with different needs. Candidates with particular assessment requirements in relation, for example, to learning difficulties, visual or hearing impairment, mental illness, or English as an additional language - may need to use alternative means of providing evidence. Different approaches and support will be provided to allow each candidate to demonstrate their competence. Talent Training (UK) LLP shall seek to ensure that proposed assessment methods are of equal quality and rigour to those for mainstream candidates in order to demonstrate that the candidate has achieved the national standard.

It is of paramount importance that learners and employers have confidence in the Talent Training (UK) LLP's standards and assessment procedures. Talent Training (UK) LLP is committed to ensuring that learner assessment and its consequences are managed effectively and consistently.

Assessment arrangements for learners with disabilities

It is well documented that learners learn in different ways and respond differentially to different assessment methods. Please work with your Training Advisor so together you can find out your own particular learning style and what you hope to get out of your course, as well as any learning disabilities you may have. Your Training Advisor will then be able to tailor the course to best meet your needs and interests and will be able to introduce additional teaching aids/materials if this is necessary. Talent Training (UK) LLP is supportive of those learners who are prepared to identify themselves as having a disability.

Examples:

For learners who have dyslexia Talent Training (UK) LLP might, for example, allow additional time and/or present written questions in a more suitable format, text or colour.

For learners who have a hearing impairment Talent Training (UK) LLP might, for example, make provision for an induction loop to be used where all or part of an assessment is presented orally and/or engage a third party to communicate questions and instructions to the candidate through sign language.

For learners who have a mobility disability Talent Training (UK) LLP might, for example, allow candidates who undertake presentations a longer lead-in time to plan answers verbally or in writing before commencing their presentation; and/or use a combination of oral and written or other visual formats.

For learners who have a visual impairment Talent Training (UK) LLP might, for example, install specialist software on computers and/or engage a third party as a reader; and/or present questions orally and elicit answers orally for assessment by one or two Training Advisors; and/or present audio-taped questions and audio-tape the answers; and/or convert paperwork to large print or Braille.

Principles

Talent Training (UK) LLP's policy governing the assessment of learners is based on the following principles:

- that assessment is an integral part of a dynamic learning and teaching process and not separate from it
- that assessment plays a key part in the rigorous setting and maintaining of academic standards
- that all learners are entitled to parity of treatment
- that progress is achieved by credit accumulation and the completion of prerequisites
- that due attention is paid to the assessment requirements of professional bodies
- that different module learning outcomes should be recognised by and reflected in different forms of assessment
- that explicit criteria against which learner performance is assessed should be published to learners in advance of their assessment
- that all learners should be afforded maximum opportunity to demonstrate their knowledge, skills, competencies and overall strengths through a variety of assessed activities
- that assessment practice is scrutinised by external examiners in order to maintain and monitor standards and to ensure consistency and comparability across modules in the fields to which they are appointed
- that all learners are consulted and kept fully informed about expectations, processes and the outcomes of assessment

The Policy

- Talent Training (UK) LLP will ensure that all methods used to assess learner performance are fair and fit for purpose
- Talent Training (UK) LLP shall ensure that the assessment process is carried out by appropriately qualified and competent staff
- Talent Training (UK) LLP shall ensure that all formative assessed work is returned to learners with appropriate feedback within a reasonable period
- Talent Training (UK) LLP shall ensure that arrangements for the submission of work for assessment (format, deadline, location etc.) are clear, communicated to all learners affected and that these arrangements are as reasonable and convenient as possible for all learners

- Talent Training (UK) LLP shall seek to ensure that learners experience a variety of assessment methods which target the learning outcomes of their modules and programme, that the methods used are consistent with equality of opportunity and that, taken as a whole across a programme, they take account where appropriate of individual differences between learner
- For any learner with special needs due to a disability or learning difficulty, Talent Training (UK) LLP shall ensure that alternative comparable assessment tasks are agreed and approved sufficiently in advance of the point at which the assessment is undertaken
- Talent Training (UK) LLP shall continually review and monitor the Access and Fair Assessment Policy

Please raise any questions you have regarding our Access and Fair Assessment Policy or if you feel you have any learning needs that are not being addressed within you course with your Training Advisor. You can also contact Talent Training (UK) LLP's Head of Curriculum and Quality, by calling (0191) 438 7520 or emailing clarelearwood@talenttraininguk.com

Quality Assurance

Talent Training (UK) LLP will rigorously and continuously monitor the effectiveness of its quality assurance procedures to assure that they are operating in accordance with good practice.

These include:

- Production of written policies and procedures that clearly define how key activities are carried out within the organisation.
- Regular checks that policies and procedures are being adhered to by all members of staff
- Management reviews of all policies and procedures on an annual basis to ensure they remain fit for purpose.
- Staff observations are conducted on all teaching and learning staff. This includes observing the recruitment of learners, initial assessment, induction, on and off-the-job training, assessment and exit interviews.
- Seeking the views of learners on the standard of training they receive at key stages throughout their development. These are evaluated and improvements made where necessary.
- Seeking the feedback of employers on the delivery of training programmes and the standard and relevance of training to their organisation. This feedback is evaluated and improvements made where necessary.

- Seeking the feedback of delivery staff on the effectiveness of training methods and using this to adapt our course delivery in the future.
- Ensure that all assessment and verification activities confirm to Ofqual and Awarding Body requirements and are in accordance with our documented procedures.
- Benchmark our performance against available SFA data, Ofsted reports, good practice guides and other available data.
- Constantly analysing the performance of learners, monitoring trends and taking action to ensure that retention and achievement levels increase yearly.

Safeguarding

Talent Training (UK) LLP is committed to ensuring that arrangements are in place to safeguard and promote the welfare of all learners. Talent Training (UK) LLP is committed to ensuring that it complies with its statutory duties as outlined in the Education Act 2011, the Children Act 2004 and the Children and Families Bill 2013.

We will:

- Establish and maintain an environment where learners feel secure, are encouraged to talk and are listened to.
- Ensure that learners know that there are designated staff at Talent Training (UK) LLP whom they can approach if they are concerned or upset.
- Include opportunities in the learner review for learners to develop the skills they need to recognise and stay safe from abuse.

The aim of this policy is to ensure that all our learners are able to:

- be healthy
- feel safe
- enjoy and achieve
- make a positive contribution
- achieve economic well-being

At Talent Training (UK) LLP we recognise that all learners, especially those who are vulnerable, need to feel safe and that all programmes need to be delivered in a safe learning environment that promotes well-being and security to enable successful learning. If you consider yourself a vulnerable learner, or you believe one of your fellow learners is suffering abuse or neglect, please

raise this with your Training Advisor. You can also contact Clare Learwood, who is Talent Training (UK) LLP's designated contact trained to deal with issues relating to vulnerable learners.

Please email her at clarelearwood@talenttraininguk.com. Clare can also be contacted by telephone on 0191 4387520 during office hours. Alternatively use the support email address support@talenttraininguk.com or telephone 07484 545480

Safeguarding can be applied to any workplace	
Staying Safe	From maltreatment, neglect, violence, sexual exploitation, accidental injury and death, bullying and discrimination, crime and anti-social behavior in and out of work, have security and stability and are cared for.
Being Healthy	So that they are physically, mentally, emotionally and sexually healthy, have healthy lifestyles and choose not to take illegal drugs.
Making a Positive Contribution	To engage in decision-making, support their community/team and environment, engage in law-abiding and positive behavior in and out of work, develop positive relationships, choose not to bully and discriminate, develop self-confidence, successfully deal with significant life changes and challenges and develop enterprising behavior.
Achieving Economic & Social Well Being	To engage in further education, employment or training, are ready for work, live in decent homes and sustainable communities, have access to transport and material goods, live in households free from low income.
Enjoying & Achieving	Attend and enjoy work, achieve stretching national educational/training standards, achieve personal and social development and enjoy recreation and work.

Prevent

Prevent is part of a Government initiative to develop a robust counter terrorism programme – CONTEST. The UK faces a range of terrorist threats. All the terrorist groups who pose a threat to us seek to radicalise and recruit people to their cause. The Prevent strategy seeks to:

- Respond to the ideological challenge of terrorism and aspects of extremism, and the threat we face from those who promote these views
- Provide practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
- Work with a wide range of sectors where there are risks of radicalisation which needs to be addressed, including education, criminal justice, faith, charities, the internet and

health A system of threat level has been created which represents the likelihood of an attack in the near future. The five levels are:

- Critical- an attack is expected imminently
- Severe – an attack is highly likely
- Substantial – an attack is a strong possibility
- Moderate – an attack is possible but not likely
- Low – an attack is unlikely

The current threat level from international terrorism in the UK is severe which means that an international terrorist attack is highly likely. Talent Training is committed to working with our key partners and Government organisations to promote the national Prevent Strategy.

Our full policy is available to view via your eportfolio it focuses on 5 key areas;

To promote and reinforce shared values; to create space for free and open debate; and to listen and support the learner voice.

- To break down segregation among different student communities including by supporting inter-faith and inter-cultural dialogue and understanding, and to engage all students in playing a full and active role in wider engagement in society
- To ensure student safety and that Talent Training (UK) LLP is free from bullying, harassment and discrimination on the grounds of ethnicity
- To provide support for students who may be at risk of radicalisation and advise on appropriate sources of advice and guidance
- To ensure that students and staff are aware of their roles and responsibilities in preventing violent extremism.

More information can be found here:

<https://www.gov.uk/government/publications/prevent-duty-guidance>

Useful Contacts – Safeguarding and Prevent

The wellbeing of our learners is incredibly important to us. Find below a list of useful contact details. You can also discuss any issues you may have confidentially with your Training Advisor.

Support Required	Organisation	Contact Details
Prevent	Lets Talk About It Educate against Hate	www.ltai.info http://educateagainsthate.com/
Recently bereaved	Cruse Bereavement Care Cruse is an extremely well known charity that focuses on helping those who have suffered a loss.	www.cruse.org.uk Helpline: 0844 477 9400 Email: helpline@cruse.org.uk
Drug Addiction	National Drugs Helpline (FRANK) 24hr/day FRANK gives free and confidential advice on drugs	www.talktofrank.com Call: 0300 123 6600 Text: 82111
Sexuality	Stonewall Works to achieve equality and justice for lesbians, gay men and bisexual people through: Policy development, cultural and attitude change, lobbying for legal change, providing information and advice	www.stonewall.org.uk Call: 08000 502020
Bullying	Bullying UK Information for victims and their families	www.bullying.co.uk Call: 0808 800 2222
Elder Abuse	Action on Elderly Abuse This organisation works to protect and prevent abuse of vulnerable older adults	www.elderabuse.org.uk
Domestic Abuse	The National Centre for Domestic Violence Specialises in helping victims of domestic violence obtain non – molestation and other orders (injunctions) from court to protect them from further abuse	www.ncdv.org.uk/ 0844 8044 999
Relationship Problems	Relate Specialist in relationship counselling and support	www.relate.org.uk 0300 100 1234
Mental Health	Mind	www.mind.org.uk

	Organisation who work to improve quality of life for those with mental health difficulties	0300 123 3393
Need to Talk	The Samaritans 24hr/day offering confidential advice and support to anyone in distress.	www.samaritans.org 08457 90 90 90
EASY READ Learning difficulties + crime/abuse	Respond UK Website providing an easy read format including pictures and scenarios created by people with learning disabilities. They support people with learning disabilities their families, carers and professional affected by trauma and abuse.	www.respond.org.uk 0808 808 0700
Seeking counselling	British Association for counselling and Psychotherapy This websites allows you to search therapists in your local area and view their special interests	www.bacp.co.uk Call: 01455 883300
Worried about a young person being abused/ bullied	Kidscape Helpline is for the use of parents, guardians or concerned relatives and friends of bullied children	www.kidscape.org.uk 020 7730 3300
Whistleblowing	Public Concern at Work This site offers information on all aspects of whistle blowing including practical guidance and help for individuals. Also there is access to the helpline.	www.pcaw.co.uk 020 7404 6609

Equality and Diversity Policy

Commitment

Talent Training (UK) LLP is committed to making full use of the expertise and resources of its employees and to ensuring that all participants of the services the organisation delivers, directly or indirectly through employers and suppliers, are guaranteed the same opportunity.

Talent Training (UK) LLP is an equal opportunities employer and a provider of training that is committed to the development and use of employment procedures and practices which do not discriminate on the grounds of gender, ethnic origin, religion, disability, age, ex-offender background, sexual orientation or marital status.

The equal opportunities policy has the full commitment of the Board of Talent Training (UK) LLP
This policy will be reviewed on an annual basis by the Senior Management Team.

Responsibilities

Talent Training (UK) LLP recognises its responsibility and legal obligations in relation to:

Equality Act 2010

Human Rights Act 1998

Education Act 2011

The Special Educational Needs and Disability Act 2001

Employment Act 2008

Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000

Common Inspection Framework 2012

Data protection Act 1998

Public Interest Disclosure Act 1998

A summary of the key statutory requirements of these acts and advice are available from Clare Learwood on (0191) 438 7520 or clarelearwood@talenttraininguk.com.

The responsibility for equal opportunities for Talent Training (UK) LLP is vested in the Chief Executive.

It is the responsibility of all employees and learners of Talent Training (UK) LLP, and, through its quality processes, its suppliers, employers and staff to eliminate discrimination by ensuring the practical application of the equal opportunities policy and reporting incidents of discrimination to an appropriate person.

The Equality Act covers the same groups that were protected by existing equality legislation – age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity. There is an additional new protection arising from disability. This states that it is discrimination to treat a disabled person unfavourably because of something connected with their disability (e.g. a tendency to make spelling mistakes arising from dyslexia). This type of discrimination is unlawful where the employer or other person acting for the employer knows, or could reasonably be expected to know, that the person has a disability.

This type of discrimination is only justifiable if an employer can show that it is a proportionate means of achieving a legitimate aim. The Act also includes a new provision which makes it unlawful, except in certain circumstances, for employers to ask about a candidate's health before offering them work.

Discrimination/Harassment

A company has legal obligations notably under the Equality Act 2010. It is an offence under this Act for any employees to unlawfully discriminate against another. Accordingly, any individual who is found to be involved in any form of racial or sexual discrimination or harassment of others will be subject to the appropriate disciplinary action. Anyone involved in such offences may also leave themselves liable to prosecution under legislation.

Definition of Discrimination

Discrimination can be divided into two main areas:

- **Direct**
- or**
- **Indirect**

Direct discrimination occurs when one person is treated less favourably than another

Indirect discrimination occurs where a requirement is imposed with a smaller proportion of persons can comply

There is more detail about Direct and Indirect discrimination in the Equal Opportunities Example Policy later in the session.

Harassment

Harassment can be interpreted in a number of ways, but the main areas are:

- verbal abuse or taunting
- racist and/or sexist comments or jokes
- ignoring someone
- unwanted physical contact
- unfair allocation of work
- displaying or circulation of offensive materials/books etc.
- intrusive questioning about ethnic origin

- unnecessary reference to sex

Grounds for Discrimination

The main grounds for discrimination are:

- sex
- race
- marital status
- disability
- age
- part time or fixed term contract status
- sexual orientation
- religion

Prohibited in the Workplace

There are many items and activities that are unacceptable in the workplace and your company will have its own exclusions, but in the main the list should include:

- alcohol
- drugs
- gambling
- sale of goods
- assault / threatening behaviour
- harassment
- discrimination

Training and Development

Training is recognised as an integral part of promoting equal opportunities and ensuring that individuals have a clearly developed understanding of relevant issues.

All staff and learners will receive equal opportunities awareness training as part of their induction.

All learners will receive equal access to training and development.

Talent Training (UK) LLP will work with its employers to ensure that equal access is given to training and development, that materials are free from bias and that teaching styles give attention to all groups.

Employers

Talent Training (UK) LLP will ensure that all its employers are made aware of its equal opportunities policy.

Any employer that does not have its own equal opportunities policy will be required to sign an undertaking that it will adopt the policy and procedures of Talent Training (UK) LLP.

Breaches of Policy

Any learner who feels that they have been a victim of unlawful discrimination or suffered victimisation has the right to have their complaints investigated through the Talent Training (UK) LLP grievance procedure. In the case of harassment or bullying these will be investigated under the Talent Training (UK) LLP bullying and harassment and dignity at work procedure.

Learners who are on an employed status contract with an employer, who have a grievance in relation to equal opportunities which is connected to their training, e.g. they feel that they have been discriminated against or harassed by their Training Advisor, should follow the procedures of Talent Training (UK) LLP. Where it is an equal opportunities issue but not related to training, e.g. they are being bullied by work colleagues they should in the first instance, be encouraged and supported in using their own employer's grievance procedures, followed by those of Talent Training (UK) LLP if they are not satisfied with the outcome.

All incidents of discrimination, victimisation, harassment and bullying will be regarded as a disciplinary offence and dealt with through the Talent Training (UK) LLP disciplinary procedure.

Monitoring and Review Arrangements

In order to assess the effectiveness of its equal opportunities policy the Talent Training (UK) LLP will:

- Monitor the composition of its workforce in relation to gender, ethnic background, disability and age, and report on this on an annual basis.
- Monitor the composition of its learners in relation to gender, ethnic background and disability and report on this for each occupational area and type of programme on a monthly basis.
- Monitor the gender, ethnicity and disability of those learners who leave training with a qualification and report on this for each qualification level, occupational area and type of programme on a monthly basis.

- Review and monitor the incidence and nature of complaints reported under the grievance, discipline and harassment procedures in relation to equal opportunities and report on this on a monthly basis.
- Monitor the promotion, implementation and effectiveness of equal opportunities policies of employers and report on this on an annual basis.
- Talent Training (UK) LLP will produce an annual plan which sets out clear targets for achievement for the forthcoming year in relation to equal opportunities and specific initiatives which it wishes to undertake in relation to addressing imbalances and raising awareness of equal opportunities issues. This will be shared with its partners and reviewed on an annual basis.
- Reports from monitoring and review activities will be reviewed by the Talent Training (UK) LLP's Chief Executive and presented to the Board of Talent Training (UK) LLP on an annual basis

Bullying & Harassment Policy

Talent Training (UK) LLP has a *zero tolerance policy* to harassment and bullying of its learners or staff. If any learner does not follow these requirements or is disruptive we will take reasonable action. This can include your removal from your training programme.

The Policy

Talent Training (UK) LLP is committed to promoting equality, diversity and an inclusive and supportive environment for its learners, staff and others closely associated with its work and affirms the rights of individuals to be treated fairly and with respect.

Sexual, racial and other forms of personal harassment and bullying can seriously harm working and social conditions for both learners and staff. Any incidents of harassment will be regarded extremely seriously by Talent Training (UK) LLP and can be grounds for disciplinary action which may include expulsion or dismissal.

If you believe you are being subjected to sexual, racial or other forms of harassment, including bullying, do not feel it is your fault or that you have to tolerate it.

You can seek assistance, in confidence, from one of the "Contact Persons" (see page 4) who will listen, clarify, give information and where necessary, with your approval, arrange support.

Talent Training (UK) LLP will take action in cases of harassment:

- When the people involved are staff, learners, others closely associated with the organisation, clients or customers such as contractors and deliverers etc.
- When the behaviour causing the harassment takes place on Talent Training (UK) LLP premises or elsewhere, such as at locations where learners or staff have to visit.
- When the behaviour causing harassment takes place during normal working hours or outside these.

The action may just involve offering support and guidance to help you take action yourself to stop the harassment or may involve Talent Training (UK) LLP management taking action on your behalf. In serious cases, it may involve a formal investigation through the disciplinary procedures, however, in the majority of cases a resolution will be sought by less formal routes. Any action taken will be agreed with the complainant, and you will be kept informed throughout the process.

A timescale will also be agreed which will take into account the need to resolve the situation as soon as practicable, whilst taking into account the circumstances.

If you just want someone to talk to about harassment - without wanting any action to be taken, that's OK too - a contact person will be ready to listen!

What is Harassment?

Personal harassment takes many forms. Basically, it is any behaviour which is unacceptable to the recipient and which creates an intimidating, hostile or offensive environment - for work, study or social life. This can be particularly serious if the harasser is in a position of organisational power in relation to the person harassed.

People who are being harassed often feel isolated and stressed, and this can affect their work or studies. It is, therefore, important to seek help as soon as possible, if you feel you are being harassed.

If you are not sure, ask for help anyway!

Any behaviour which shows lack of respect and which creates an atmosphere in which people feel uncomfortable and unwelcome can constitute harassment.

Differences of attitude and culture or misinterpretation of social signals can mean that what is perceived as harassment by one person may not seem so to another.

Sexual Harassment could include:

- any behaviour which patronises, intimidates or offends, e.g. remarks, looks, jokes or offensive language
- any behaviour which makes people feel viewed as sexual objects and which causes offence, even if unintended
- provocative suggestions, propositioning people
- the display of pornographic, semi-pornographic or suggestive material, electronic or paper
- deliberate, potentially objectionable physical contact to which the person has not consented or had the opportunity to object to
- threats of academic failure, or promises of success or other rewards in exchange for sexual favours

Although this most often involves women being harassed by men, the Talent Training (UK) LLP's policy applies equally to harassment occurring between people of the same gender, or of men by women.

Racial Harassment – could include:

- Any behaviour which causes discomfort intimidates or offends or which incites others to do so - derogatory names, insults, racist jokes or ridiculing cultural difference.
- The display or circulation of offensive material, including racist graffiti, electronic mail or information published through the Internet.
- Verbal abuse and threats of physical attack.

Personal Harassment – could include:

- behaviour which makes direct or indirect reference to disability or impairment - and thus causes discomfort, patronises, insults or offends people with a physical, sensory or mental disability
- behaviour which makes direct or indirect reference to religion or culture thereby causing discomfort or offence
- repeated gibes in reference to personal traits, appearance or sexual orientation
- invasion of privacy or practical jokes causing physical or psychological distress
- pressure to become involved in anti-social or criminal behaviour
- messages to or about a person, including electronic mail, that are offensive, insulting or cause discomfort

Bullying

Bullying is the misuse of power or position to persistently criticise and condemn; to openly humiliate and undermine an individual's ability until this person becomes so fearful that their

confidence crumbles and they lose belief in themselves. These attacks on the individual are normally sudden, irrational, unpredictable and usually unfair.

Bullying - could include:

- verbal and/or physical intimidation - threats, shouting, derisory remarks, often in front of others
- ostracism, or conversely, excessive supervision
- undermining of the individual's position by changing work objectives/guidelines without consultation, taking credit for the target's work, deriding the target's work to supervisors, etc.
- removing areas of responsibility and giving people menial or trivial tasks to do instead
- withholding information
- spreading malicious rumours
- persistent criticism
- messages, including electronic mail, that are threatening, derisory or defamatory

What to Do

If you feel you're being harassed or bullied by others

- If at all possible, make it clear to the person causing offence that such behaviour is unacceptable to you.
- If you feel unable to confront the person directly, or if talking to them has no effect, seek a confidential interview with anyone on the list of Contact Persons.

Or

- talk the problem through with a friend and with a member of staff

If you are not sure who sent an electronic message we may be able to identify the sender and take appropriate action without compromise to your confidentiality.

How Confidential will it be?

The Contact Persons appointed by the Talent Training (UK) LLP are concerned members of staff who have volunteered to undertake this role. They will be prepared to discuss any matter with you, however sensitive. A Contact Person will listen carefully to you then inform you about your

choices of action, and help you decide what, if anything, you wish to do or have done about the harassment.

Whatever you say to them will be treated in the strictest confidence and will not be divulged without your permission.

The preferred outcome of the Talent Training (UK) LLP's harassment policy is that people against whom complaints are made to change their behaviour to remove the cause of the harassment. There are various means of achieving this and there are many examples of complaints being resolved to the complete satisfaction of the complainants.

If you have a complaint of harassment made against you, you may feel a range of emotions - from being unjustly accused to feeling humiliated at the effect of your behaviour on others - and need someone to talk to. Arrange an appointment with one of the Contact Persons listed over the page.

Contact Persons

If you need to talk to someone about personal harassment, in the first instance you should discuss this with your Training Advisor. If the complaint/issue involves your Training Advisor or you feel you cannot raise the issue with them you can also contact Clare Learwood who is the Head of Curriculum and Quality and designated to deal with learner wellbeing issues:

- Clare Learwood - (0191) 438 7520 or clarelearwood@talenttraininguk.com

Health & Safety Policy Statement

Foreword

This Safety Policy has been drawn up for the use of Talent Training (UK) LLP.

Everyone who comes into the offices of Talent Training (UK) LLP, whether as a visitor, a member of the general public, a contractor or employee is expected to take responsibility for both their own safety and that of other people. It is the responsibility of all staff to ensure that the aims of operating the office in an efficient manner is done so within a safe working environment, without risk of accident and the subsequent pain and suffering which could result. To meet these ends we must ensure that our employees are well trained and experienced to carry out their duties in a safe and responsible manner within an overall framework of safe working practices.

As employees of Talent Training (UK) LLP we all have a part to play in making the Policy work and influencing matters to produce a safe and healthy work place.

General Policy Statement

Talent Training (UK) LLP recognises its responsibilities under the Health and Safety at Work Act 1974 and other specific legislation and is fully committed to do all in its power to protect the safety, health and welfare of its employees. We will endeavour to provide a safe and healthy working environment including premises, equipment and systems of work that are, so far as reasonably practicable, safe and without risk to health. The target of an injury free, healthy work force is all of our responsibility, ranking alongside the requirement of Communications, Quality, and Finance.

Talent Training (UK) LLP recognises the link between safety and efficiency and places high priority on attention to detail by staff towards meeting safety objectives and the prevention of accidents and injuries.

Employees of Talent Training (UK) LLP are recognised as an important part of the organisation. The support of everyone in the organisation is required in avoiding accidents and ill health and the subsequent costs and disruption to the organisation and the individual. All employees are reminded of their obligations and responsibilities in law to protect themselves and other people from danger and injury.

Adequate resources such as sufficient information, instruction and training employees must comply with any training which is given and follow the arrangements and safe systems of work including the use of any necessary personal protective clothing will be made available to ensure

the implementation of this policy and procedures; to monitor and improve safety performance; and to ensure good communications and co-operation.

Talent Training (UK) LLP recognises the role and contribution of staff and the need for consultation on matters concerning the safety, health and welfare of its employees. We accept our responsibility for health, safety and welfare of others (public contractors and visitors) that may be affected by our business. The safety policy will be kept up to date by periodical reviews (at least annually) and will take into account of any new equipment, processes or changes to work which affect health and safety.

Employees will be involved in the Health and Safety Policy formulation and review. All employees have access to the Health and Safety Policy, which is filed on the network.

As a learner you are entitled to:

- learning that takes place in a safe healthy and supportive environment
- a health and safety learning plan with objectives for you to achieve
- competent supervision and support for your health and safety
- appropriate and timely information, instruction and training
- a health and safety induction when starting the programme and when in any new workplace (including being shown round and pointed out any health and safety matters, facilities etc.)
- information and training on the significant findings from a providers and/or employers risk assessment and on the controls measures
- regular reviews and assessment of health and safety understanding and practical application
- personal protective equipment and clothing when required free of charge to the learner;
- information in respect to what to do in the case of an emergency or in the case of an accident or ill-health
- information on the providers and/or employers health and safety policies and procedures;
- suitable and proper equipment and materials to use if part of the learning programme;
- information on any restrictions or prohibitions that apply to them in terms of processes, equipment, areas, vehicles etc.
- be consulted on health and safety matters and participate in health and safety decisions as they affect you and your learning programme
- report any dangerous situations or occurrences and refuse to do anything you feel is putting you in danger.

As a learner you are responsible for:

- co-operating with your provider and/or employer for reasons of health and safety
- following the health and safety rules or procedures
- following the information, instruction and training you are provided
- not doing anything that would put you or other persons at risk
- contributing to health and safety by reporting defects, dangerous situations or where you think health and safety can be improved
- co-operating with your supervisor and following instructions given
- observing any prohibitions or restrictions that apply to you
- reporting any bullying or harassment to you
- wearing when required any necessary personal protective equipment and clothing
- not damaging or misusing anything provided for purposes of health and safety
- keeping your work area clean and tidy
- participating in any necessary health and safety training e.g. fire drills
- following any health and safety training plan

A copy of our full, comprehensive Health & Safety Policy can be made available upon request.

Confidentiality & Data Protection Statement

Talent Training (UK) LLP is a privacy conscious organisation and is strongly committed to your right to privacy.

The Data Protection Act 1998

The Data Protection Act sets rules for processing personal information and applies to structured paper records as well as data held on computers.

The Data Protection Act states that those who record and process personal information must be open about how the information is used and must follow the eight principles of 'good information handling'.

These principles state that data must be:

- 1 fairly and lawfully processed
- 2 processed for limited purposes
- 3 adequate, relevant and not excessive
- 4 accurate
- 5 not kept for longer than is necessary
- 6 processed in line with your rights
- 7 secure
- 8 not transferred to countries without adequate protection

All personally identifiable information provided to Talent Training (UK) LLP is processed in accordance with the principles of the Data Protection Act 1998.

It is Talent Training (UK) LLP's policy to only disclose information to third parties if explicitly required to do so by United Kingdom Law.

Talent Training (UK) LLP will obtain your consent before passing on any information to any third parties.

Talent Training (UK) LLP does not collect or compile personally identifying information for dissemination or sale to external parties for marketing purposes or host mailings on behalf of third parties.

Achieving More: Where training can take you next

Talent Training (UK) LLP is dedicated to improving learners' skills, employability and personal development. One of the ways we do this is by encouraging learners to continue on to other forms of education and training.

If you would like more advice about other qualifications that might be open to you, please speak to your Training Advisor and they will be able to discuss this with you and point you in the right direction. Alternatively you can contact Clare Learwood who will be able to send you some information about the colleges and training organisations in your area:

Contact Clare on (0191) 438 7520 or email clarelearwood@talenttraininguk.com

Useful Contacts	Contact
Learn Direct Learn Direct is a national organisation which delivers a wide range of flexible qualifications that are relevant to your job. These qualifications can be taught at your local Learn Direct centre or can be completed at home in your free time.	Go to: www.learndirect.co.uk to find your local Learn Direct Centre Telephone: 0800 101 901
Job Centre Plus Benefits information to support learners at risk of redundancy	Go to: www.gov.uk call 0800 055 6688 free
Prospects Prospects offers advice on qualifications and Careers across the UK for anyone interested in studying a course taught by universities. These include practical and part-time/ distance learning courses as well as degree level qualifications.	Go to: www.prospects.ac.uk
UCAS If you are interested in attending university, UCAS can advise you on the application process.	Go to: www.ucas.ac.uk Call: 0371 468 0 468

Always remember this:

“Organisations do not think, act or make decisions.....

PEOPLE DO!”

Behind every great business is great people. It is your chance to shine.”

We believe that our company values support this:



Inspirational Leadership

Don't just take part in the future, create it!



Self Worth

Having the strength of character to consistently demonstrate self belief and instill confidence in others



Commitment & Results

We are passionately committed to exceed our customers and our own expectations, and for this we will take personal responsibility



Communication

Effective communication is everything – without it we stand alone



Customer First

You never get a second chance to make a first impression



Honesty & Integrity

We will operate with absolute honesty and integrity at all times and live our values