

# Apprenticeship Learner Handbook





We are an exceptional team, working in partnership with our clients to add value through creative, relevant solutions, which are inspiring and unique.

We encourage clients to think and go beyond the obvious, whilst making learning challenging and fun!



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If you would like any of the information in this booklet in a different format please contact us using the details on page 4.

# Introduction to Fuel Learning



Fuel Learning is an exceptional learning and development company, providing Apprenticeship and non-Apprenticeship programmes to some of the world's greatest organisations.

We are delighted to welcome you to your apprenticeship programme.

This booklet contains information that you may find useful. Please don't hesitate to contact us if you have any further questions, comments or concerns.

## Contact us

We are always pleased to hear from you – whatever the reason. We are especially keen for you to contact us for any of the following reasons:

- You have any comments or suggestions
- You are concerned that you will not be able to complete your programme
- You are unhappy about how you have been treated
- You have concerns about a Health & Safety matter
- You feel unsafe
- You have concerns about a fellow learner

Telephone	0121 651 1200
Email	<a href="mailto:support@fuellearning.com">support@fuellearning.com</a>
Website	<a href="https://fuellearning.com/apprenticeships">fuellearning.com/apprenticeships</a>

# Apprenticeships explained



## *What is an Apprenticeship?*

An apprenticeship is a job with training to industry standards for a recognised occupation. It involves a substantial programme of on and off-the-job training and occupational competence is tested by an independent, end point assessment.

Apprenticeships are employer-led: employers set the standards, create the demand for apprentices to meet their skills needs, fund the apprenticeship and are responsible for employing and training the apprentice.

The needs of the apprentice are equally important: to achieve competence in a skilled occupation, which is transferable and secures long term earnings potential, greater security and the capability to progress in the workplace.

It is a challenging and stretching training and learning programme developed and delivered with the active involvement of the employer. It involves an extended period of on and off the job training, at least twelve months duration with a minimum of 20% of the time in off the job training.

The training develops not only the knowledge and skills required but also the additional transferable skills which allow an apprentice to deal with new employers, situations, problems and equipment in the future.

## *Qualifications*

Your programme may also include a recognised qualification at level 3 or 5. This is awarded to people who have proven their skills, knowledge and understanding in all aspects of their job role. Participants, with the help of their Quality Coach, will collate evidence to indicate competency against

## *Functional Skills*

Sometimes known as 'Key Skills', these demonstrate an ability to deal with everyday problems in the workplace, training and life in general, using number work and communication skills. The level and subjects required depend on your prior attainment, progression route and the qualification you are working towards.

If you do not already hold a relevant level 2 qualification in English and Maths, you will need to undertake and pass Functional Skills tests before progressing to End Point Assessment of the full Apprenticeship.

# Apprenticeships explained (continued)



## *Progress Reviews*

Throughout your apprenticeship programme you will take part in three-way progress reviews. These will ensure that:

- Your apprenticeship programme is effectively planned and achievable targets have been set
- Your achievement and progress is recognised
- You and your employer are motivated to succeed in the achievement of your apprenticeship

Your progress reviews will take place regularly throughout your programme.

## *Completing your Apprenticeship*

Generally, apprenticeships take between one and four years to complete but the length of time varies depending on the level of qualification, the frequency of assessment and individual knowledge and commitment.

- The Level 3 programme is equivalent to 2 A-level passes and typically takes 13 - 16 months to complete depending on previous learning and experience
- The Level 5 programme is equivalent to a foundation degree and will take between 18 - 30 months to complete depending on previous learning and experience
- The Level 7 programme is equivalent to a Masters degree and will take between 18 - 30 months to complete depending on previous learning and experience

## *End Point Assessment*

Final assessment will be undertaken by an independent registered assessment organisation who work to the nationally defined criteria. Your final certificate is issued by the Institute for Apprenticeships.

## *Key benefits of undertaking an Apprenticeship:*

- Earn a salary and get paid holidays
- Your existing skills and knowledge are recognised and can help you gain a qualification faster
- Gain new skills and experience which can be used across a range of jobs and industries
- Learn at your own pace and get support when you need it

# Information, Advice & Guidance



We want to help you make informed decisions about improving your skills, gaining a qualification, making the most of your current job or improving your career prospects.

## *Our aims are to:*

Provide information, advice and guidance to learners ensuring that any programmes offered reflect their individual needs whilst also meeting the needs of employers.

Give learners the opportunity to discuss their requirements throughout the programme and advise them of, or signpost them to, other organisations accordingly.

## *What you can expect from us:*

- Knowledge, professionalism and confidentiality
- Access to our services by e-mail, telephone or face to face
- Flexibility and adaptability – we will arrange appointments to suit both learners and employers
- Commitment to the aim of offering equality of opportunity to all by offering a fair, impartial, tailor-made service specific to individual needs
- Support throughout the duration of your programme

If you have any questions or comments please speak to the person conducting your Induction Session or your Facilitator, or contact us by any of the methods detailed on page 4 of this handbook.

# Health & Safety for Learners Policy



Fuel Learning is committed to providing a safe and healthy learning and working environment for all learners, staff and others who may be affected by our activities.

## *As a learner you are entitled to:*

- Learning that takes place in a safe, healthy and supportive environment
- Competent supervision and support for your health and safety
- Information on your employers and/or training providers health and safety policies and procedures
- A health and safety induction when starting your programme
- Personal protective equipment and clothing as required, free of charge
- Information on any restrictions or prohibitions that may apply to processes, equipment, areas, vehicles etc.
- Report any dangerous situations or occurrences and refuse to do anything you feel would put you in danger

## *As a learner you are responsible for:*

- Following health and safety rules or procedures
- Not behaving in a way that would put you or others at risk
- Reporting any defects or dangerous situations which may be a risk to you or others
- Co-operating with others to ensure a healthy and safe working/learning environment.

# Safeguarding



Fuel Learning is committed to ensuring that every candidate is happy, safe and secure. We want you to have the utmost confidence that our employees are trustworthy and responsible and that your safety and well-being are a priority.

We are determined to prevent unsuitable people working with any learners, especially young people and vulnerable adults.

**Vicky Harris is the Designated Safeguarding and Prevent lead and can be contacted on 07720 634 365 or 0121 651 1200. Philippa Gamble is the Deputy Safeguarding and Prevent lead and can be contacted on 0121 651 1200 or 0121 651 1204.**

*Some of the measures we take include:*

- Ensuring all partners and employers are aware of safeguarding issues and fully co-operate with our procedures
- Annually reviewing our policies, procedures and practices to ensure compliance with legislation and best practice
- Ensuring our staff are adequately updated in understanding, recognising and reporting abuse.

Abuse is a violation of an individual's human rights that may occur in either a home or work environment and may take many forms including; serial abuse (sometimes sexual or financial); long term abuse (such as domestic violence); opportunistic abuse (maybe theft of money left lying around); or situational abuse (such as neglect possibly relating to drug, alcohol or mental health problems).

*If we are informed of or suspect abuse, we will:*

- Always listen to what we are being told
- Ensure the person is safe
- Get appropriate help as soon as possible
- Never ignore a report of abuse or suspected abuse
- If you are concerned about yourself, a colleague or fellow candidate speak to someone you can trust about it

You will find the current versions of our full 'Safeguarding' and 'Prevent' policies on the Fuel Learning website: <https://fuellearning.com/wp-content/uploads/2022/02/Fuel-Learning-Safeguarding-Policy-2022.pdf> and <https://fuellearning.com/wp-content/uploads/2022/02/Fuel-Learning-Prevent-Duty-Policy.pdf>

# British values & the prevention of extremism



Fuel Learning has a duty to promote “British Values” and to prevent the extremism and radicalisation of learners.

## *British values are defined as:*

- Democracy
- The rule of law
- Individual liberty
- Mutual respect
- Tolerance for those with different faiths and beliefs and those without faith.

Fuel Learning would like to enable and encourage learners to:

- Respect democracy and support participation in the democratic process
- Distinguish right from wrong and to respect the civil and criminal law of England
- Develop their self-knowledge, self-esteem and self-confidence
- Accept responsibility for their behaviour, show initiative, and to understand how they can contribute positively to society
- Appreciate and respect other people, their cultures and beliefs

## *What is extremism?*

The government definition is:

“Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.”

The Prevent Duty is the duty under the Counter-Terrorism and Security Act 2015 for specified organisations to have due regard to the need to prevent people from being drawn into terrorism.

*If you have concerns that you, or others, are being drawn into extremism or are at risk of being radicalised please speak to your Facilitator or contact Fuel Learning using any of the methods detailed on page 4 of this handbook.*

# Equality & diversity



Fuel Learning is committed to supporting equality and diversity. This means we work with organisations that have similar values, policies and practices to ourselves.

*Equality is about making sure all people are treated fairly and given fair chances*

The Equality Act 2010 focuses on nine 'protected characteristics; Age, Disability, Gender Re-assignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation. By law, individuals must not be unfairly discriminated against on any of these grounds.

Equality is not about treating everyone in the same way - it recognises that their needs are met in different ways. We should all contribute to ensuring equality of opportunity and to creating a positive environment where discriminating practices and discrimination no longer happen.

*Diversity is about recognising, valuing and utilising the unique talents and contributions of all individuals*

If we appreciate the views of others, and the differences in each individual, we listen to their views without prejudice. When we are able to do this we learn more.

Stereotyping groups of people, making assumptions about others or holding prejudices all lead to a lack of understanding and can lead to discrimination. If we learn to understand and respect people as individuals we can start to learn more about ourselves.

For diversity to flourish we all need to embrace and encourage it.

## Equality & diversity (continued)



The main aims of our policy are to ensure:

- You have a fair opportunity to receive training
- You are not discriminated against
- Any forms of harassment and bullying are eradicated
- The way your programme is organised sets out to support any needs you may have to ensure you have every reasonable opportunity of completing it. This may be support with a disability or learning difficulty for example
- The positive advantages of diversity are recognised creating a training environment that is supportive and inclusive of differences in others
- Positive action is taken where applicable to support under-represented or disadvantaged learner groups or individuals
- You are provided with a safe and appropriate environment enabling you to complete your qualification
- Encouragement of your feedback for the purpose of providing you with the best possible learning experience in line with any individual needs

You will find the current version of our full 'Equality and Diversity' policy on the Fuel Learning website: <https://fuellearning.com/wp-content/uploads/2022/02/Fuel-Learning-Equality-and-Diversity-Policy.pdf>

*If you would like to discuss any of the above points please speak to the person conducting your session, your Facilitator, or contact us using the details on page 4 of this handbook.*

# Your responsibilities as an Apprentice



As agreed in my Commitment Statement (issued prior to enrolment) I, the Learner, commit myself to:

- Accept responsibility for my own learning and to ask for help when needed (from my Facilitator or Supervisor)
- Attend both the workplace and other required activities regularly and punctually and account for any absence
- Be honest and trustworthy and willing to learn how to do the job well
- Be motivated to progress and develop career skills
- Inform Fuel Learning of any changes in employment and/or personal details
- Complete all required work between scheduled sessions
- Read, accept and comply with Fuel Learning's Apprenticeship Learner Handbook and maintain good standards of behaviour
- Understand my responsibilities around health and safety
- Adhere to my Employer's and Fuel Learning's Equality and Diversity policy
- Report promptly to Fuel Learning any absence from work that may impact my progress on the programme
- Provide feedback to Fuel Learning as requested (e.g. questionnaires) on the quality of the service provided within my training programme
- Respect the beliefs, values and culture of others by behaving responsibly at all times and in a manner that is inclusive and sensitive to others
- Work hard and adhere to my employer's rules and procedures

## *Unable to complete your programme?*

If, for any reason, you feel you will not be able to complete your programme (e.g. you may be leaving your employer) or you need a break in learning (e.g. maternity or paternity leave or long term illness) please contact us as soon as possible. We may be able to find a solution to help you achieve your programme in the future.

You can contact us to discuss this further using any of the methods on page 4 of this handbook.

# Safe and Acceptable Use of ICT



**This policy is intended to ensure:**

- that learners stay safe while using Fuel Learning's ICT systems and equipment
- that Fuel Learning's systems and users are protected from accidental or deliberate misuse that could put the security of the systems at risk
- learners have good access to digital technologies to enhance their learning

**Learners agree to use Fuel Learning's ICT systems and equipment in a responsible way, to ensure that there is no risk to their own safety or to the safety and security of the systems and other users:**

- Fuel Learning will monitor learner use of the systems and devices
- Usernames and passwords must be kept safe and secure. They should not be shared
- Fuel Learning's systems and devices are primarily intended for educational use and should not be used for personal or recreational use unless permission has been given
- Learners are responsible for ensuring they delete any work, passwords or other personal information from Fuel Learning's equipment before returning it
- Learners will respect others' work and property and will not access, copy, remove or otherwise alter any other user's files, without the owner's knowledge and permission
- Learners should not take or distribute images of anyone without their permission
- Learners should not try to upload, download or access any materials which are illegal or inappropriate or may cause harm or distress to others
- Learners must immediately report any damage or faults involving equipment or software, however this may have happened
- Learners should not open any hyperlinks in emails or any attachments to emails, unless they know and trust the person / organisation who sent the email, or if they have any concerns about the validity of the email (due to the risk of the attachment containing viruses or other harmful programmes)
- Learners should not install or attempt to install or store programmes of any type on any Fuel Learning device, nor try to alter computer settings
- When using the internet for research, learners should ensure that they have permission to use the original work of others in their own work and where work is protected by copyright, they will not download copies
- Learners should take responsibility for keeping themselves and others safe online. Cyberbullying, online hate and harassment will not be tolerated
- If learners are concerned about anything they have seen or experienced online, they can speak to a member of the Fuel Learning team, or contact [safeguarding@fuellearning.com](mailto:safeguarding@fuellearning.com)

**By using Fuel Learning's ICT systems and equipment, learners are agreeing to follow these guidelines.**

## Fair assessment policy



You will be assigned a Facilitator to guide and support you through your programme and a Quality Coach to assess the work you submit. Fuel Learning will ensure that you have access to fair

- Facilitators and Quality Coaches are competent, qualified and regularly
- You are made fully aware of the assessment process and that procedures are followed relating to assessments
- Facilitators and Quality Coaches complete assessment plans with you which are reviewed against
- Regular communication is maintained between the assessment teams
- You have access to your Facilitator/Quality Coach and you know how to make contact when needed
- Any specific assessment needs are identified and assessment procedures are adjusted as far as is reasonably possible

# Plagiarism policy



## Plagiarism

“The practice of taking someone else’s work or ideas and passing them off as one’s own.”

Source: <https://en.oxforddictionaries.com/definition/plagiarism>

Plagiarism is when an individual submits an assignment containing work that they have not created, or that is not their own, without clearly making a reference to the actual source. For example:

- Copy text from a written piece word for word
- Using, copying or downloading photographs, pictures, diagrams and such without acknowledging the source
- Copying text or notes from another student’s piece of work
- Downloading text directly from the internet
- Using a direct quote without acknowledging the actual source
- Copying from your own notes on text, from a video, lecture or other that contains direct quotes
- Use of a choice phrase or sentence
- Paraphrasing text closely

Whilst it is encouraged to show that you have undertaken wider reading and research by using quotes and making references to source material, you must always make it clear when doing so and you must also provide details of the source.

When you submit an assignment, completing the relevant Statement of Authenticity, you are confirming that the work submitted for all tasks is your own. Should Fuel Learning have any reason to suspect plagiarism has taken place, we have a responsibility to notify the awarding body, as soon as possible. In the event that any Learner is found to have perpetrated malpractice, they will be withdrawn from their qualification immediately.

There are a number of reasons why it is important to avoid plagiarism:

- It is not fair to take the credit for someone else’s work or ideas
- It may provide a false image of your ability and/or understanding
- It will better prepare you for presenting your own ideas and work
- It could lead to legal action if it was proven that something had been used or copied without being cited
- You will be withdrawn from your qualification

# Appeals procedure



Fuel Learning endeavours to have stringent quality processes and we take the utmost care to ensure that assessment is undertaken in a fair and objective manner. However, if you are unhappy about an assessment decision you have the right to appeal using the Appeals Process:

## Stage 1 – Quality Coach

You should initially discuss the matter with the relevant Quality Coach within 10 working days of receiving the assessment decision.

The Quality Coach must consider the reasons, look again at the assessment and respond to the learner in writing to either confirm that the original assessment decision stands or that there is a new decision with an explanation of the reason for the change.

If you are still unhappy with the decision, you must tell the Quality Coach, in writing, within 5 working days of receipt.

## Stage 2 – Internal Verifier

Following notification that the learner is still unhappy with the assessment decision, the Quality Coach must make available to the IV all relevant documentation within 5 working days.

The Internal Verifier will reconsider the assessment decision, taking the following into account: the learner's reason for appeal, the learner's evidence and associated records, the Quality Coach's reason for the decision, and the opinion of another Quality Coach from the Centre.

The Internal Verifier must then give the reconsidered decision to the learner, in writing, within 10 working days of stage 2 being invoked.

The learner must tell the Internal Verifier in writing if they are still unhappy with the reconsidered assessment decision within 5 working days of receipt of the decision.

## Stage 3 – Appeals Panel

Within 10 working days of receiving the appeal, the Centre Manager will convene an Appeals Panel which will consist of the Centre Manager, a subject expert (internal or external to Fuel Learning) and the Head of Quality.

The learner may speak to the Appeals Panel and may be accompanied by an adviser and/or make a written submission. The Quality Coach who made the original decision will be asked to attend the Appeals Panel to answer questions.

The Appeals Panel will then discuss the matter in private and reach a majority decision. All parties will then be informed of the decision.

The decision of the Appeals Panel is final, although learners may further appeal to the relevant Awarding Body once the internal appeals decision has been made. Fuel Learning will provide learners with the relevant contact details on request.

## Absence & withdrawal policy



We will do all we can to support you in achieving your apprenticeship. If, for any reason, you feel you will not be able to complete your qualification or you need a break in learning please contact us as soon as possible.

We may be able to find a solution to help you achieve your qualification in the future. You can contact us directly using any of the methods on page 4.

Should you decide not to continue with your programme you can notify us either through your employer, Quality Coach or Facilitator.

An apprentice will be considered to have withdrawn from their programme when any of the following apply:

- They are known to have made a decision to withdraw from the programme
- They have been dismissed from the programme due to misconduct
- They cannot be contacted, despite repeated efforts, for a period of four weeks after the last expected review, assessment or structured learning which did not take place.

We will always write to you to confirm your withdrawal from programme.

# Complaints procedure



If you are unhappy with the service provided by Fuel - whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself - we promise to take your complaint seriously and confidentially.

We also aim to resolve your complaint as speedily as possible.

If you have a complaint about any decision that we have made that affects you - for example, if you feel that you have received the wrong grade for an assessment, you should use the Appeals Procedure.

For all other issues and grievances, use this Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other learners, customers and partners.

We're also interested in your ideas for improving our service. We use the information you give only to improve things. Passing on personal information about you is protected by General Data Protection Regulations.

## *If you want to complain, here's what you can do:*

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. You should always make your complaint within 3 months of the event or problem occurring.

At any stage, you can register a formal complaint by any of the following methods:

- By telephoning 0121 651 1200 and speaking to Vicky Harris
- By sending a letter to Fuel Learning, Unit 8 Villiers Court, Meriden Business Park, Copse Drive, Coventry, CV5 9RN
- By e-mail to [vicky@fuellearning.com](mailto:vicky@fuellearning.com)

Give as much information as you can, including times, dates, places and names.

You will get a full response within two weeks of receipt of your complaint.

If you still aren't satisfied, you can make an appeal, in writing if possible, to the Managing Director, Karen Priestley, at the address above.

She will investigate further and respond to you, usually within 5 working days of receiving your

## Complaints procedure (continued)



There is a final stage that you can go through if you are still not satisfied after appealing to the Managing Director; you can appeal to the Education and Skills Funding Agency but they won't handle your complaint unless you have tried all the other routes first, and still aren't satisfied.

You must contact the ESFA within 3 months of getting a decision from us and you should contact them either

- by email at: [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)
- or by writing to them at: Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

The ESFA will acknowledge your complaint and will let you know what will happen next.

You will find the current version of our full 'Feedback and Complaints' policy on the Fuel Learning website: <https://fuellearning.com/wp-content/uploads/2022/02/Fuel-Learning-Feedback-and-Complaints-Policy.pdf>

## Your Feedback



You may be contacted for your opinion of the services we provide. This could be by Fuel Learning, Ofsted or the Education and Skills Funding Agency. This may be by e-mail, in writing or by telephone.

We value and encourage your feedback as it helps us to continually develop and improve the services we offer.

If you wish to offer any suggestions or comments at any time please do not hesitate to contact us using the contact details on page 4 of this handbook.

## Unique Learner Number & Personal Learning Record



For the period of your programme you are a registered learner. We will write to advise you of your Unique Learner Number (ULN) within three weeks. Your ULN is allocated through the Learning Records Service who also create your Personal Learning Record. The ULN is used to enable collection and sharing of data within the education sector.

The Personal Learning Record will be a lifelong record of your learning and qualifications, which will be accessible to you, organisations linked to your education and training and any other organisations you choose.

For further details of how your data is shared and used by the Learning Records Service, and how to change who has access to your record, please visit [www.learningrecordsservice.org.uk](http://www.learningrecordsservice.org.uk) or call 0845 602 2589.

### *How We Use Your Personal Information*

This privacy notice is issued by the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE). It is to inform learners how their personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations.

For the purposes of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA. Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). Your information will be securely destroyed after it is no longer required for these purposes.

Your information may be used for education, training, employment and well-being related purposes, including for research. The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting on their behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

Your information may also be shared with other third parties for the above purposes, but only where the law allows it and the sharing is in compliance with data protection legislation.

Further information about use of and access to your personal data, details of organisations with whom we regularly share data, information about how long we retain your data, and how to change your consent to being contacted, please visit:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

# Data protection



Fuel Learning process and manage personal information about individuals participating in our programmes and qualifications.

Our belief is that accurate and appropriate sharing of relevant personal information is absolutely essential to the effective delivery of a programme or qualification.

We hold the interests of the individual at the centre of how we process, store, manage and share the information.

Fuel Learning only hold personal information about participants that is relevant for the learning programmes they participate in.

Fuel Learning are registered with the Information Commissioner's Office and operate in accordance with the Data Protection Principles and General Data Protection Regulation.

We use, process and share personal data only where it is absolutely necessary, i.e. with awarding organisations and funding bodies and we never use/share personal information in any manner incompatible with the purpose it was obtained. We do not share personal information with third parties for marketing purposes.

Fuel Learning will ensure that personnel who process personal data are aware of the legal requirements of ensuring confidentiality.

Upon becoming aware of a Data Security Breach Fuel Learning will notify those individuals affected within 48 hours and follow-up with a detailed description in writing, including the cause of the breach, remedial action taken and the potential consequences of the breach.

Fuel Learning databases are regularly updated to reflect changes in programme participation. When necessary, information is kept for reference purposes, as required by funding bodies and awarding organisations. In all other cases, personal information which is no longer relevant is deleted.

For both solicited and unsolicited feedback, we seek permission from the individuals before these are used in a marketing capacity.

If you would like more information about how we process your personal data or to make a request about the information we hold about you (such as requesting a copy or asking for it to be changed), please contact us at [gdpr@fuellearning.com](mailto:gdpr@fuellearning.com)



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[WWW.FUELLEARNING.COM](http://WWW.FUELLEARNING.COM)

0121 651 1200

