



# Learner Handbook



Helping people create their future  
since 1988

## Welcome to your Apprenticeship

Whether you are just starting out in the world of work or are looking to gain improved knowledge & skills in order to progress in your career, Apprenticeships are an excellent way to achieve your goals.

Apprenticeships are directly related to job roles and designed to improve industry knowledge and performance. Your employer and Derwent Trainers will support you through your Apprenticeship, provide professional advice and guidance to help you develop your personal and professional skills, and plan for the next stage in your career.

This handbook provides a useful guide to everything you need to know about Apprenticeships and your journey as a learner, as well as containing information on getting the most out of your programme.

Whatever your goals and aspirations, we are here to support you develop, progress, and achieve.



**Claire Gavaghan**  
CEO

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<sup>1</sup> The information detailed in this handbook is correct at the time of publication.

## Derwent Training

Established in 1988, Derwent Training is a well-established independent training provider providing Apprenticeships across North Yorkshire.

We pride ourselves on the quality of our provision and are dedicated to learner and employer satisfaction, by placing emphasis on individuals and supporting their needs.

We strive to provide a flexible approach to training by offering access to training opportunities in the workplace and good training at our Training Centre combined with first-class information, advice, and guidance.

We employ a fantastic team of professional people who are constantly undertaking training and development and are committed to the continuous improvement of our services.

Our aim is to provide and make a real difference to every learners life and every employers business.

### Our vision

**Deliver skills training to improve engineering and leadership in North Yorkshire.**

### Our Mission

**Provide excellent training for the benefit of employers.**





### **What is an apprenticeship?**

Apprenticeships are ideal if you are starting out on your career or are employed and looking to undertake further professional development, have been promoted to a new role with different responsibilities, or are looking for a change of career.

They combine employment with workplace study and external training, so you will receive new skills, knowledge and behaviours directly related to your job role, industry, and career. During your Apprenticeship, a minimum of 6 hours per week of your time will be spent learning. The rest of your time will be spent applying your knowledge and skills within the workplace with additional training being delivered by your employer.

### **Apprenticeships:**

- are occupation focused; although some are mapped to a job role and may contain a relevant qualification, they are not qualification led
- focus on skills, knowledge, and behaviours an apprentice will need to have learned by the end of their Apprenticeship
- assess learners at the end of their Apprenticeship via an independent End Point Assessment (EPA) to prove the learner can carry out all aspects of their job

### **How is your apprenticeship funded?**

Apprenticeships are funded by the Government and depending on the size of your employer, your employer also may pay towards your training.

## Your learning journey

### **Part one: Application, enrolment, and induction**

Undertaking an Apprenticeship is a big commitment, and we want to make sure that you make the right decision, understand the dedication it takes to complete, and are able to cover all the requirements of the Apprenticeship.

Prior to the start of your Apprenticeship, we ask you to complete an application form and undertake an initial assessment. This will identify the most appropriate level of Apprenticeship for you and inform your Individual Learning Plan (ILP).

#### **Initial assessment**

The initial assessment helps to identify your starting point and existing skills level. It will look at your job role and responsibilities, as well as any previous skills and achievements.

We also ask you to complete a Personal and Social Development Questionnaire which will help us to get to know you and identify where additional support may benefit you.

#### **Recognition of prior learning (RPL)**

RPL acknowledges qualifications and learning you may have previously completed, that offer an exemption from parts of your Apprenticeship. These will be discussed and identified during your initial assessment process and will help to develop your ILP.

#### **Maths and English assessment**

Functional skills involve the application of Maths and English to everyday situations and are relevant to all jobs in all sectors and industries. All learners will be supported during their Apprenticeship to continually develop their Maths and English.

You will undertake Maths and English diagnostic assessments to identify the level to which you are currently working. If you have not already achieved an English or Maths qualification at the required level to complete your Apprenticeship you will study maths and/or English Functional Skills qualifications as part of your Apprenticeship. Your diagnostic results will be used to provide accurate teaching, learning and skills building for the areas identified where you need additional support.

#### **Enrolment and induction**

After a thorough initial assessment we will confirm to you and your employer whether your application has been successful and the most appropriate level of Apprenticeship that will ensure you are fully stretched and challenged.

We will enrol and induct you onto your programme and explain:

- The content of the Apprenticeship, including the types of learning which will contribute towards your off-the-job training requirement
- Your ILP and how this will be delivered and monitored
- Your Apprenticeship assessment methods, including End Point Assessment
- The types of learner support available
- Any English or Maths requirements
- The Bud e-portfolio system that provides all learning resources, assessment material and the only method of submitting work

If you are a new employee undertaking an Apprenticeship, your workplace induction will ensure that you have a thorough knowledge of procedures relating to your employment responsibilities, company policies on health and safety, equality and diversity, welfare, terms and conditions of employment and some important information regarding enrolment onto your Apprenticeship. Your Derwent Trainer will check through all induction requirements during your enrolment session.

## Part 2: On-programme

The results of your initial assessment will be used to plan your programme of learning and create your ILP.

Your ILP will be agreed with you and your employer at the start of your Apprenticeship. It details the Apprenticeship criteria, your individual needs and the development objectives that have been agreed. Your ILP will be updated regularly during tripartite reviews and a progress chart will be available for you to easily view your progress and achievements via your e-portfolio.

### Trainer visits

Learning targets will be agreed and previous targets reviewed with your Trainer when they visit workplace, providing a continuous learning cycle.

During the visit, your trainer will hold a tripartite review discussion with you and your workplace supervisor. This three-way discussion is an opportunity to acknowledge your progress and achievements towards previously set on- and off-the-job training targets, and to agree planned training and further development requirements before your next review.

Tripartite review meetings may be held remotely via telephone or video conferencing, to discuss progress, complete a recorded discussion or review completion of independent learning targets. However, most visits will be conducted in person. Additional visits or meetings can be arranged if they are needed and will be agreed directly with your Trainer.

The purpose of the visit is to:

- Review short term targets set at the previous visit, plus ongoing independent learning objectives, and provide feedback to help you develop your knowledge and skills
- Enable your Trainer to work alongside your employer to support your development, agree targets and objectives and discuss any barriers to progress or success
- Review and record off-the-job training that has been completed and off-the-job training planned for the coming months as well as record on-the-job training undertaken by the employer
- Support your well-being and welfare, and help you with any problems you may be experiencing
- Review your programme of learning
- Update and review your ILP
- Discuss further continuing professional development through on-going information, advice, and guidance



Association of  
**Apprentices**

Corporate  
Member

The Association of Apprentices is a not-for-profit membership organisation, providing a social and professional network for UK apprentices.

Its vision is simple: they want to inform, empower, and connect apprentices to help them progress during their programmes and beyond and fulfil their potential.

Through the Association, apprentices can access additional learning and development and get support from apprentices outside of the workplace.

As an apprentice training at Derwent Training, you receive automatic free membership of the Association of Apprenticeship. You will log-in details during your induction, however you can watch a short introductory video about your free membership [here](#).



## Bud E-portfolio system



You will have an e-portfolio system through which you will demonstrate your competence on your Apprenticeship. This is the only way you can submit work. During your time on programme, you will be able to gain remote access to Apprenticeship materials, work on activities and assessments, and submit all evidence to confirm your competence as part of the programme requirements. Your Trainer will remotely access your e-portfolio to mark assessments and provide feedback, as well as maintaining communication and updates via the contact diary log an e-portfolio messaging system.

### Off-the-job training

During your Apprenticeship you are required to spend a minimum of six hours of your working week completing off-the-job training *during* your normal working hours. Off-the-job training refers to

- anything in the workplace that is new to you, that will support your knowledge and performance skills development in the workplace,
- is directly relevant to your Apprenticeship and job role, and is undertaken away from your normal working duties
- all your training and development undertaken at the Derwent's training centre

Examples of off-the-job training may include: work shadowing, industry and inter-departmental visits, individual study time to complete assignments and research, and completing eLearning activities.

Your employer will need to ensure you are allowed time to complete this requirement. Derwent Training will support you and your employer in identifying suitable activities.

The key is to ensure that on a weekly basis you log all off-the-job training hours and reflect on the development that has taken place. An off-the-job training diary is provided within your e-portfolio.

### Derwent Training, learner, and employer commitments

We are committed to helping you succeed. To help you do so we require you and your employer to make the commitments outlined below.

#### What you can expect from Derwent Training

- We will treat you with respect and in a professional manner
- You will benefit from high expectations, engagement, care, support, and motivation
- Our staff will use their skills and expertise to plan and deliver the necessary teaching, learning and support to meet your own specific needs, and enable you to achieve your Apprenticeship
- We will initially assess your starting point, monitor your progress, and set challenging tasks to develop knowledge, skills, and behaviours, including Maths, English and ICT where such support has been identified
- You will have tripartite visits at regular intervals to provide support towards the achievement of your learning goals
- Our staff will promote equality and diversity and discuss "well, equal & safe" practises throughout your programme

#### What we and your employer expect from you

- Work towards targets agreed via your ILP to achieve your Apprenticeship objectives and keep your employer informed of your progress and any issues
- Ensure all work you complete is on time and to the required standard
- Monitor and manage off-the-job training requirement and ensure this is documented and reviewed on a regular basis
- Adhere to Derwent Training's Acceptable IT User Agreement

### **What you can expect from your employer**

- Opportunities for you to gain significant new knowledge, skills, behaviours, and the wider employment experience necessary to achieve your Apprenticeship within your normal working hours
- Support, encouragement and supervision and the provision of sufficient time for you to complete independent learning targets between your Tripartite visits
- Allow regular Trainer visits with you for review of progress, teaching and learning sessions and support and guidance towards your learning objectives
- Release you from the workplace to attend Derwent's training centre

### **Absence from your apprenticeship programme**

While on your programme you should follow your company's requirements and report any absences as instructed by your employer. Poor time keeping and attendance will be dealt with in line with your company's disciplinary procedure.

If your personal circumstances change during your Apprenticeship (pregnancy, accident, illness etc,) and this results in a long term absence from work, we can agree a break from your learning on condition that you fully intend to return to the programme and complete your Apprenticeship.

This will also apply if you leave your job and move to a different employer. Please inform your Trainer as soon as possible, so we can consider the best way to move forward and provide some advice about continuing your Apprenticeship. If we are contacted by your employer to confirm you have left the company, we will endeavour to contact you to discuss your continuation on the programme.

Changes to funding for Apprenticeships means that in some cases, your new employer may have to agree to continue to co-fund your Apprenticeship in order for you to continue.

## **Part 3: Assessment**

You will have your skills, knowledge and behaviours evaluated at the end of your Apprenticeship by undertaking an End Point Assessment. This will be undertaken by an external independent assessor. Each Apprenticeship Standard has its own assessment plan which deals with the criteria required to successfully achieve your Apprenticeship and the grade you may receive. Throughout your programme, your Trainer will discuss your progress and agree targets to stretch and challenge your learning and maximise your potential.

Assessments may include methods such as: workplace observations, project work, portfolio, reports, practical assessment, professional discussion, interviews, presentation, and multiple choice tests.

### **Assessment, preparation, and support**

External tests are required for completion of the Apprenticeship Standards and Functional Skills, Derwent Training is committed to achieving equality of opportunity in the assessment process. Learners may have individual requirements for several reasons and reasonable adjustments can be put in place to accommodate your requirements.

Derwent Training will assist you to prepare for external assessment during your Apprenticeship, ensuring you build the necessary skills, and providing you with the opportunity to experience an external assessment via mock exam or practice sessions.

Should you feel that you have additional needs or require additional support, or just find external assessment or exams situation stressful, please advise your Trainer as soon as possible.

### **Appeals procedures and malpractice**

Derwent Training's Appeals Procedure covers the process for raising appeals against an academic decision that has been made. A full copy the procedure is available on the website.

Malpractice is any activity or practice which deliberately contravenes regulations and compromises the integrity of an internal or external assessment process and the validity of certificates. A copy of our Malpractice Policy is available on the website.

## Careers advice and progression opportunities



Derwent Training holds *matrix* Standard accreditation. The *matrix* Standard is the Department for Education's standard for ensuring the quality of the delivery of high-quality information, advice, and guidance.

Throughout your Apprenticeship you will access information, advice, and guidance. This ensures you can obtain information about how to develop personal skills and understand the different options available to you as you progress through your career.

Speak to a member of the Business Support Team to access careers advice or progression opportunities.

Additionally, your Association of Apprentices membership allows you to access resources via AoA Connect, AoA Learn, and AoA Events, that help you make the most of the information, advice, and guidance available to you.



## Your rights and responsibilities

### **New employees**

As an Apprentice you have the same rights and responsibilities as all other employees within your company. This includes pay, working hours, holidays, and sickness. Below are the main areas of rights and responsibilities.

1. Pay - if you are a new Apprentice, your employer will be responsible for paying your wage, which will be at least the minimum Apprenticeship wage appropriate to your age:
  - If you are aged 16-18, your employer must pay at least the Apprenticeship Minimum Wage
  - If you are aged 18+, your employer must pay at least the Apprenticeship Minimum Wage for the first year of your apprenticeship only. After this date, your wage will need to increase to the appropriate National Living/Minimum Wage for your age
  - Your employer is able to pay above the minimal levels at any time irrespective of your age
2. Rights - your hours of work, holidays and sickness pay must comply with current employment legislation.
3. Statement of employment particulars - your employer will need to provide you with a written statement of employment particulars. This is not necessarily an employment contract but will include the main conditions of employment and must be provided to you within two months of the start of your employment.

### **New and existing employees**

#### *Apprenticeship agreement*

Your employer will provide a copy of an Apprenticeship Agreement to you and Derwent Training. This is an official document setting out how your employer and Derwent Training will support you to achieve your Apprenticeship. It includes information on the training you will receive, your working conditions and any qualifications you may be working towards. This agreement will be completed with you and your employer at the start of your Apprenticeship.

#### *Training Plan*

You, your employer, and Derwent Training must sign a Training Plan. This must include information on: planned content and schedule for training; what is expected and offered by your employer, Derwent Training, and yourself; how to resolve any queries or complaints.

#### *Working time regulations*

If you are aged under 18 you must not work more than 8 hours per day or 40 hours per week. If you are aged 18+ you must not work more than 48 hours a week on average - normally averaged over 17 weeks. This is sometimes called the working time directive. There are some exceptions to these rules which can be found by visiting [www.gov.uk/maximum-weekly-working-hours](http://www.gov.uk/maximum-weekly-working-hours)

## Key people

### Occupational Trainers

The Trainers are industry experts and deliver tailor-made training solutions to meet the individual needs of all learners.

Trainers deliver teaching and learning at the Derwent training centre. They also conduct regular tripartite visits with you and your employer. These experts will guide and support you towards your learning target and provide well-being and welfare support. Your Trainers will also help you to prepare for any assessment and will provide additional support via telephone, e-mail, and tripartite visits.

### Maths and English Trainer

If it is identified at initial assessment or at any point during your Apprenticeship, that you require additional English or Maths support, the specialist Maths and English Trainer will provide additional support. Your Trainer will hold regular meetings with you, helping you to develop new Maths and English skills as well as providing opportunities to refresh and revisit topics where necessary.

### Workplace supervisor

In many cases, your workplace supervisor will act as your mentor. They will be responsible for supervising your workplace development and supporting you to achieve your Apprenticeship. Your mentor will provide learning and development guidance, and support you with any problems, issues, concerns, or challenges that you may have. You will meet regularly with your Derwent Trainer and mentor to

- Set learning and development objectives
- Review your progress towards completion of your Apprenticeship



## Well, equal & safe

Throughout your Apprenticeship, Derwent Training is committed to ensuring that you are supported, remain safe, and are treated fairly and equally.

### Safeguarding

Safeguarding is a term used to describe the duties and responsibilities that those providing education and training must carry out to protect individuals from harm and to ensure they feel safe. Safeguarding includes online safety, sometimes referred to as e-safety.

Derwent Training strive to make your learning environment a place where you can feel safe from harm, bullying or abuse and we have a zero tolerance to abuse and other harmful behaviours including being at risk from radicalisation.

We ensure that we practise safe recruitment of staff, raise awareness of safeguarding issues, and implement procedures for identifying and reporting issues, as well as supporting any vulnerable learner suffering or likely to suffer any significant harm.

Further details are available in our safeguarding policy which is available on the website. Any specific safeguarding concerns you have may be raised with Trainers or the Designated Safeguarding Officer. If you have a Prevent related concern, please contact a member of staff with this concern immediately.



Look for a blue hand around the building as these indicate a safe space for you.

### Examples of unfair, unsafe, or abusive treatment of others

Abuse or harm make occur face-to-face or online and is not always obvious. In grooming, abusers befriend and then exploit others for the purposes of criminal, sexual or financial gain.

The following list is not exhaustive both gives some examples, however there are many more.

*Psychological or emotional abuse* - bullying, harassment, taunting, teasing, or making belittling remarks about you. This could also be via social media or text.

*Financial or material abuse* - people stealing from you or bullying you into handing over money or possessions.

*Sexual abuse* - carrying out any sexual abuse such as harassment, unwanted or uninvited touching. Sexual violence such as being touched or being forced to touch sexual parts of somebody's body, being forced to watch or take part in a sexual act, making suggestive sexual remarks about others, using sexist language or acts such as up-skirting.

*Neglect* - failure to provide access to basic living needs such as shelter, food and water, clothing, and medicine.

*Discrimination* - people should not discriminate against you because of age, sexual orientation, sex, religion or belief, race, gender reassignment, marital or civil partnership, disability, pregnancy, maternity, or ethnic background.

### Prevent

Prevent is part of the Government's Anti-Terrorism strategy and helps to stop vulnerable people being groomed, radicalised, and drawn into terrorism or violent extremism. You will be introduced to this strategy and learn about who may be vulnerable to, or at risk of radicalisation. If you have any information regarding suspected terrorist activity you should report this to the police or contact the Anti-Terrorist Hotline on 0800 789321.



British values reflect life in modern Britain and our common values that all communities shares. There are five British values.

**Democracy** - meaning the people of Britain had the right to have their voices heard, vote for the people who make the laws and decide how the country is run

**Rule of law** - the laws, legislation, rules, and policies designed to ensure Britain is a safe and secure environment in which to live and work

**Tolerance of Different Faith and Beliefs** – acceptance of people who have a different or no belief faith system

**Mutual respect** - show mutual respect full and tolerance of those who think differently from you

**Individual liberty** - the protection of your rights and the rights of others to believe, act and express oneself really

#### Our commitment

**Democracy** – Derwent Training is committed to listening to the views of staff, learners and employers when making improvements to our systems.

**Rule of law** - To ensure we follow all relevant legislation to protect staff, learners and employers and prevent any legal injunction against us through any form of neglect.

**Tolerance of different faith and beliefs** – To improve the understanding of religion and belief amongst staff, learners, and employers so that they can sensitively address the needs of individuals and different faith communities.

**Mutual respect** – To treat all staff, learners, and employers in a way we expect to be treated.

**Individual liberty** - Strive to foster an environment which recognizes, respects, and empowers individuality.

#### **Equality and Diversity**

Our commitment to equality of opportunity covers all stages of your apprenticeship. We aim to ensure that our learners do not receive less favourable treatment on the grounds of sex, religion or belief, age, race, gender reassignment, marital or civil partnership, disability, pregnancy or maternity, ethnic background, being an ex-offender with spent crime.

We expect employers to have an Equality and Diversity Policy which sets out their commitment to ensuring equality and valuing diversity. Please ask to see a copy if you are not already familiar with it. If you believe you have been treated unfairly at any stage of your programme, we urge you to discuss this with your employer and Trainer. A copy of Derwent Training Equality and Diversity Policy is available on the website.

#### **Health and safety**

Derwent Training has a legal and contractual duty to take all necessary steps to ensure you are safe at work and are covered by your employer's liability insurance whilst on your Apprenticeship. To help us and your employer in meeting these duties you most:

- Take reasonable care of your own health and safety
- Make sure you do nothing that is adversely affects other people's health and safety
- Cooperate with your employers on all health and safety matters
- Read and adhere to the Health and Safety Law poster

- Abide by your own companies rules and regulations regarding health and safety, for example, wear protective equipment where necessary, use safety devices, report hazards and unsafe conditions to your supervisor and your Trainer
- Inform your Trainer should you have an accident or suffer ill health at work, so that this can be investigated if necessary. Your Trainer can provide further guidance on health and safety matters should you need it

### **Bullying and harassment**

This can take many forms at work and can include unwelcomed physical, verbal, or non-verbal conduct such as sexual advances, physical contact, gossip, obscene posters, and gestures etc. Should you feel you are being bullied or harassed at work you should report the details to your supervisor and your Trainer. Your Trainer can provide help and guidance should you require it. If this does not solve the problem you will need to follow your company's grievance policy or contact your trade union if you are a member.

### **Resilience**

Developing emotional resilience helps us all to deal with difficult situations and pressure and enables us to bounce back and recover quickly after a setback or stressful situation. It also affects how we adapt to different situations, and we should all try to take steps to help ourselves become more able to deal with pressure and different situations. As a member of the Association of Apprentices, you can access training to improve and develop your resilience.





## Learner privacy notice & Acceptable IT user agreement

### Learner privacy notice

Derwent Training collects and processes personal data relating to learners at enrolment and throughout their chosen programme of learning, to establish and maintain the learner and provider relationship. Derwent Training is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. The GDPR policy provides further details of the data collected and our commitment to data protection, individual rights, and obligations in relation to personal data. This document is available on the website.

### Acceptable IT user agreement

This is intended to make clear your responsibilities when using the Derwent Training internet and computer resources. Derwent Training does not loan computer resources to learners for use outside of the Training Centre.

Derwent Training provides computer resources and mobile computing technologies to support you with your studies. Typical activities may include word processing, Internet research, e-learning via the Virtual Learning Environment, and using software related to your course of study. Web-based communication tools, including email are permitted provided you do not breach the prohibited activities listed below.

Some use of computers for recreational purposes is permissible when not in class time. In such circumstances, you must be prepared to give up the computer for anyone requiring it for study or academic use. Private e-commerce, i.e., buying goods or services for personal use on the Internet is permitted, but this is at your own risk. Your use of our computer facilities must comply with current legislation. This includes the Data Protection Acts 1984 and 1998, the Copyright, Designs & Patents Act 1988, and the Computer Misuse Act 1990. IT usage is monitored, and inappropriate use and certain words trigger an alert on the system.

### Copyright

Copyright law applies to the web as it does to any materials. Everything you browse on the web belongs to someone. You can usually make single copies of web materials for private study or research. Plagiarism (passing off another person's work as your own) is a breach of copyright and is unethical. Quoting from an author is likely to be acceptable provided the source is acknowledged.

You should ask the copyright owner for permission if you intend to do any more than simply browsing it unless the web site contains a clear statement that you may freely copy it. For example, if you intend to download music, it must be free from copyright restrictions.

### You must not

- create, store, exchange, display, print or share offensive material (or material likely to cause annoyance, inconvenience, or anxiety) in any form (including abusive email; pornographic material; as well as anything that depicts violence and/or incites or promotes racism; homophobia; sexism or any other potential hate crime)
- violate the privacy of other users or harass others with unwanted email or electronic communication of any description
- deliberately introduce any virus, worm, Trojan horse or other harmful or nuisance program or file into any computing facility, or take deliberate action to get around any precautions taken or prescribed by Derwent Training to prevent this
- copy, examine, amend, or delete the data or data structures of other users.
- change the default settings on software unless told to do so by a member of staff
- download and install new software unless told to do so by a member of staff
- use the Derwent Training resources to make money
- deliberately attempt to access facilities or services on the Derwent Training computer network to which you are not allowed or deliberately tell other people your password

As well as the above, you must not do anything that may bring Derwent Training into disrepute.

### **Sanctions**

Any breach of this Policy will be subject to the Behaviour Management Policy. Any illegal activity will be reported to the relevant authority.

### **Plagiarism**

Plagiarism occurs whenever a learner dishonestly presents as his or her own work the work of another person, whatever the medium (text, written or electronic, computer programmes, data sets, visual images whether still or moving).

1. Unacknowledged direct copying from the work of another person, or the close paraphrasing of somebody else's work is plagiarism. This applies to copying both from other learners' work, work of staff and from published sources such as books, reports, or journal articles. Plagiarised material may originate from any source. It is as serious to use material from the Internet or from a computer-based encyclopedia or literature archive as it is to use material from a printed source if it is not properly acknowledged.
2. Use of quotations or data from the work of others is entirely acceptable and is often very valuable provided that the source of the quotation or data is given. Failure to provide a source or put quotation marks around material that is taken from elsewhere gives the appearance that the comments are ostensibly one's own. When quoting word-for-word from the work of another person quotation marks or indenting (setting the quotation in from the margin) must be used and the source of the quoted material must be acknowledged.
3. Paraphrasing when the original statement is still identifiable and has no acknowledgement is plagiarism. Taking a piece of text, from whatever source, and substituting words or phrases with other words or phrases is plagiarism. Any paraphrase of another person's work must have an acknowledgement to the source. It is not acceptable to put together unacknowledged passages from the same or from different sources linking these together with a few words or sentences of your own and changing a few words from the original text: this is regarded as over-dependence on other sources, which is a form of plagiarism.
4. Direct quotations from an earlier piece of the learner's own work, if unattributed, suggests that the work is original, when in fact it is not. The direct copying of one's own writings qualifies as plagiarism if the fact that the work has been or is to be presented elsewhere is not acknowledged.
5. Source of quotations used should be listed in full in a bibliography at the end of the piece of work and in a style required by the learner's curriculum area.
6. Coursework (including assignments, essays, skills assessments, and management reports) must be the learner's own work unless in the case of group projects a joint effort is expected and is indicated as such. Learners must acknowledge assistance given from fellow learners, staff, and work-based mentors to avoid suspicion of plagiarism.
7. Major plagiarism is a serious offence and will result in the disciplinary process being invoked i.e., over 5% of the final script identified as someone else's work. In deciding upon the penalty Derwent Training will consider factors such as the stage of the study, the extent and proportion of the work that has been plagiarised and the apparent intent of the learner. The penalties that may be imposed range from a minimum of a zero mark for the work (with or without allowing resubmission), the down grading of a result, reporting to the awarding body, to disciplinary measures such as temporary or permanent exclusion from the training programme.

**As you prepare your work for submission always remember it has to be about your job and what you do. So, it is okay to use the word 'I', after all you are being assessed on what you do and how you do it.**

## Learner Code of Conduct

Learners must:

- Familiarise themselves and comply fully with Derwent Training's study requirements for attendance, punctuality, and academic performance (including any regulations of the appropriate external examining body)
- Follow the instructions of any member of staff
- Comply with all security measures including not providing door codes to persons not connected with Derwent Training
- Respect all other learners and members of staff and behave at all times in a polite and tolerant manner
- Behave honestly at all times
- Comply with all Derwent Training policies
- Take care to use Derwent Training property properly and only for its intended purposes
- Use the Training Centre and its facilities as a place of learning for the course on which they are registered and not for any other purpose
- In all circumstances maintain a harmonious and secular environment that is free from intimidation or discrimination on the grounds of race, religious belief, gender, disability, age, or sexual orientation
- Maintain a clean, tidy, and smoke free environment at the Training Centre

### **Misconduct**

There are two types of misconduct which may result in disciplinary action being taken against a learner – these are

- i) behavioural misconduct and
- ii) academic misconduct

Either of these could be classed as a minor or gross misconduct – which would inform the type of disciplinary action taken. A learner will either be subject to a non-exclusion disciplinary action or a permanent exclusion disciplinary action.

The following are examples of minor behavioural misconduct, which may result in a non-exclusion disciplinary action being taken against the learner. This list is provided as a guide only and may not be taken to be an exhaustive list of all forms of misconduct or the level of disciplinary action required in all cases.

- Any failure to follow the reasonable instructions\* of a member of staff (this includes 'agency' staff such as security, catering, and cleaning staff)
- Any noisy or unruly behaviour or the use of abusive language or gestures
- A breach of the Derwent Training's policy on maintaining a safe environment
- Any smoking in any Derwent Training building or in any other non-smoking area
- Provision of false information or refusing to supply information such as a named next of kin
- Breach of responsibility outlined in the learning agreement or health and safety requirements
- Inappropriate use of Derwent Training email

*\* An instruction is to be considered reasonable if it is made on the grounds of improving the educational experience of a learner or learners or is made on the grounds of health and safety or equality and diversity.*

The following are examples of **minor academic misconduct**, which may result in an academic disciplinary action being taken against the learner. This list is provided as a guide only and may not be taken to be an exhaustive list of all forms of misconduct or the level of disciplinary action required in all cases.

- Failure to meet the minimum requirements of learner attendance and punctuality for the agreed course of study. This includes failure to attend without authorisation
- Failure to participate in or repeatedly miss deadlines for required assessments, supported independent study, additional support, or tutorials without gaining written authorisation for an extension period
- Deliberate acts of plagiarism and other forms of cheating
- Any breach of the relevant examining body regulations

Persistent occurrences of minor academic misconduct will be treated as gross misconduct.

The following are examples of **gross behavioural misconduct** that may result in a permanent exclusion disciplinary action being taken against the learner. This list is provided as a guide only and may not be taken to be an exhaustive list of all forms of misconduct or the level of disciplinary action required in all cases.

- Being in possession of, or using or being under the influence of, alcohol or any illegal substances on or in the vicinity of the training centre or subcontractor premises
- Breach of the equality and diversity policy including discrimination against another student on the grounds of disability, sexual orientation, age, disability, or gender
- Use of inappropriate language, or the expression of extremist views
- Facilitating or participating in group (gang) activities that may cause harm to other learners inside or outside of Derwent Training
- Any vandalism to the training centre or subcontractors buildings, decorations, books, furnishings or equipment or the environment close to Derwent Training or subcontractors premises
- Any attempt to enter Derwent Training without a reason
- Any unauthorised interference with computer hardware or software belonging to or used by Derwent Training or subcontractor
- Any bullying, intimidation, harassment, or threatening behaviour towards any person. This includes cyber-bullying, and using the internet, social networking sites or mobile technology to harass others
- Forgery, fraud, or malpractice in examinations
- Any act of violence
- Possession of any type of weapon, or any other artefact that Derwent Training or subcontractor judges is intended to be used as a weapon
- Any theft or unauthorised borrowing of property
- Any act of dishonesty, including fraud or misrepresentation
- Any illegal act, whether committed at Derwent Training or elsewhere, which may have an adverse effect on the work or reputation of Derwent Training or on other learners.
- Tampering with any aspect of the training centre alarm system, or otherwise any action that results in the evacuation of the training centre
- Any action that places the health and safety of other learners, members of staff or the public at significant risk
- Any attempt to convert another person to a particular religious faith or ideological view against their will.

## Personal development

Apprenticeships not only develop new skills and knowledge, but they also support your personal development and provide opportunities to explore a range of personal, social, and ethical issues.

The Association of Apprentices provides excellent resources. As a member of Derwent Training, you are also a member of Association of Apprentices. You can access resources to improve your personal skills and also connect with other apprentices around the country.

The personal development section will allow you to undertake short online training that will improve the following areas and increase your employability and progress.

1. Self-awareness
2. Relationships
3. Emotional intelligence
4. Personal resilience
5. Work & life
6. Day to day performance
7. Personal brand
8. Career conversations
9. Career planning
10. Career advancement

This resource is invaluable, please make use of it.



## Supporting you through your Apprenticeship

### Support

We provide a wide range of support and assistance with personal, social, or emotional issues and welfare, and can help you with any problems you are facing. We will listen and try to help you to find effective ways to overcome problems, and signpost you to alternative specialist help and support where that is available.

If you feel you are experiencing any circumstances where you need support and advice please contact the Business Support Team on 01653 697698 or talk to your Trainer. Should you be referred to the Business Support Team and do not wish to access that support, we will respect that and will offer to signpost you to external agencies who may be able to help.

Should your Trainer or a member of the Business Support Team believe that you are in serious risk of harm, your situation will be reported to the Designated Safeguarding Officer for their support and advice.

### NUS apprenticeship extra card

The NUS Apprentice extra card provides discounts in-store and online at your favourite brands to help your hard earned cash go a little further. It has been created by the National Union of Students (NUS), and so the money they raise selling the discount card helps to fund the National Society for Apprentices, which will serve to represent your needs and those of all vocational learners. The card only costs you £11 per year so is definitely worth it. Buy your card now by registering yourself on the following website

<https://www.apprenticeextra.co.uk/>

### Feedback

Whether you have a question, suggestion, compliment, comment, or complaint, you can provide us with details through a variety of channels. These include contacting Derwent Training directly by phone e-mail or via website, on-going feedback, and discussions with your Trainers, and through surveys that are taken regularly throughout your programme.

Derwent Training is committed to providing high quality training and learning experience and has a variety of policies and procedures in place to ensure any complaints are resolved in a thorough, professional, and timely fashion. These include Whistleblowing Policy, Appeals Procedure and Compliments, Comment and Complaints Policy. These policies are available on the website. Alternatively, you can contact the Business Support Team directly on 01653 697698 and a member of the team will be happy to assist you with your query.

We wish you every success on your apprenticeship and we look forward to celebrating your achievements.



## Housekeeping

### Fire safety

On hearing the fire alarm stop what you are doing and leave the building by the shortest route and make your own way to the fire assembly point in the car park. Do not run. Do not go back into the building for personal belongings.

If you discover a fire or see/smell smoke:

1. Raise the alarm by breaking the glass at the nearest call point or inform a member of staff
2. Do not attempt to tackle the fire
3. Leave the building via the shortest route by following the green emergency exit signs
4. Do not return to the building until given permission by either the Fire Officer or a senior member of staff.

Do not obstruct any exits, particularly those marked as fire exits.

Please keep all fire doors closed as these provide a barrier to prevent the spread of fire and smoke. Keeping these doors open will aid the spread of fire and smoke. Do not wedge these doors open.

### Car Park

There is a car park at the Training Centre. We cannot guarantee a space will always be available. Please consider the following points when using our car park:

- If the car park is full you will need to park on the roads on the industrial park. Do not block other businesses entrances or use their car parks
- Do not park in the staff spaces that are adjacent to the building
- Do not block the exit to the car park
- Do not park in the accessible space unless you have a valid permit
- The speed limit in the car park is 5mph
- When driving or leaving a space, please be aware of pedestrians and other vehicles
- Do not over rev your engine or play your music loudly when in your car
- Derwent Training will not accept responsibility for any loss or damage to any vehicle or valuables left on site
- Do not throw rubbish out of your car into the car park.

### No smoking policy

Derwent Training is a no smoking site and enforces a strict policy which include the use of e-cigarettes in the building. Smoking is only permitted in one designated area outside of the building. Ensure all cigarette buds are extinguished and placed in the bin provided.

### Waste

There are two types of bin in the general areas of the centre.

- Dry mixed recycling
- General waste

Please help to keep the whole site clean and tidy by using the appropriate bins.

There are specific bins in the workshops of industrial waste. Your Trainer will advise you what to use during your training.

### First aid

If you require first aid, please report to the nearest member of staff.

## Useful contact numbers and websites

**Derwent Training head office**

[info@derwenttraining.co.uk](mailto:info@derwenttraining.co.uk)

01653 697698

**National Minimum Wage**

[www.gov.uk/national-minimum-wage-rates](http://www.gov.uk/national-minimum-wage-rates)

**Advisory, conciliation and arbitration service (ACAS)**

[www.acas.org.uk](http://www.acas.org.uk)

**Health and Safety Executive**

[www.hse.gov.uk](http://www.hse.gov.uk)

**NSPCC**

[www.nspcc.org.uk](http://www.nspcc.org.uk)

**Anti-terrorism hotline**

0800 789321

**Prevent Duty guidance**

[www.gov.uk/government/publications/prevent-duty-guidance](http://www.gov.uk/government/publications/prevent-duty-guidance)





# Derwent Training

TRAINING FOR YOU

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Founded in 1988

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Malton  
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