

TSP *Learn*



TSP Learning Resources

Welcome to TSP Learn

TSP Learn, Howarth Lodge, 9 Reading Road,
Pangbourne, Reading, RG8 7LR



Apprenticeships

Traineeships



Funded by
Skills
Funding
Agency



Learner Charter

TSP is committed to:

Keeping you safe

Providing support for learning

Respecting difference

Supporting your personal and professional development

Teaching you new skills

Being flexible

Meeting individual learning needs where we can

Providing high quality resources

Assessing you fairly

PART I

Your rights and responsibilities

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Our Address is

TSP Learn,
Howarth Lodge,
9 Reading Road,
Pangbourne,
Reading, RG8 7LR
Tel: 01451 810 387

About your qualification.

Qualifications that use the QCF rules are made up of units. This provides flexible ways to get a qualification. Each unit has a credit value which tells you how many credits are awarded when a unit is completed. The credit value also gives an indication of how long it will normally take you to prepare for a unit or qualification. One credit will usually take you 10 hours of learning. Units build up to qualifications. There are three different types of qualification in the QCF: Award, Certificate and Diploma. You can achieve an Award with 1 to 12 credits; for a Certificate you will need 13 – 36 credits and for a Diploma you will need at least 37 credits. Units and qualifications are each given a level according to their difficulty, from entry level to level 8. The title of a qualification will tell you its size and level. If a qualification includes a unit that you have already been awarded, you can use the unit you have already taken towards that qualification. Units awarded by different awarding organisations can be combined to build up qualifications.

Recognition of prior learning

If you have previously completed units from an NVQ qualification that can be matched to units on the QCF qualification you would like to register for, then you may be eligible for RPL. RPL is a method of assessment (leading to the award of credit) that considers whether a learner (you) can demonstrate that they can meet the assessment requirements for a unit through the knowledge, understanding or skills that they already possess and so, do not need to develop these through a course of learning. It enables the recognition of achievement from a range of activities using any valid assessment methodology. Provided that the assessment requirements of a given unit or qualification have been met, the use of RPL is acceptable for accrediting a unit, units or a whole qualification. Evidence of learning must be both valid and reliable.

I • A few things you can do for us ...

1 Ensure your training is secure and effective.

To make sure your learning programme runs smoothly and gets you to where you want to be there are a number of things we need you to do:

- Maintain courteous and professional behaviour
- Observe the conditions of the award you're undertaking
- Keep us informed of changes in your employment circumstances
- Help set a reasonable timetable for progress in your programme
- Ensure your Learning Journey Record is up to date
- Discuss any concerns over the programme content or timetable
- Work towards achieving the competencies in the training plan
- Ask for help if you need it
- Allocate sufficient time for study
- Undertake training, attend courses if required, keep records, prepare for assessments and carry out the work required in order to achieve your qualification.
- Be as punctual if you can and let the tutor know about relocation, shift changes or leave in plenty of time
- Conform to H&S arrangements in your workplace
- Understand that all information obtained from the employer and given in confidence must be kept confidential

For further information, ask your tutor



2 Work at developing learning skills

Apprenticeships give you an opportunity not only to learn more about your job, they also give you scope to develop yourself as a 'lifelong learner'. The lifelong learner is a favoured employee, more likely to be recruited and promoted, less likely to find themselves out of work...

Improving your learning isn't rocket science!

1) Find out what your learning style is.

We all learn in different ways. Some of us can't learn anything without having a discussion, some of us need to do practical exercises before we get it, some of us can take in everything we need from a demonstration... Once you're clear about your best learning style, the whole business of studying becomes much easier. You can find out about your learning style at: <http://www.bbc.co.uk/keyskills/extra/module1/1.shtml>



2) Think about the ways you have **acquired knowledge** in the past.

There are scores of theories about how our brains learn stuff, from fairly simple learning cycles to more complex learning domains and mind maps. You are the best source of information about how you acquire knowledge and your tutor will discuss your experience with you as you proceed to ensure delivery of your learning programme is a "good fit" for you.

3) Observe your own learning through **reflection**.

Many apprentices come to their programmes having been given few opportunities for reflective learning in their secondary education. The key to understanding why reflective learning is valuable is this: We often take in far more information from a learning experience than we actually process into knowledge and skills. This is wasteful and - in the long run - means more study.

Talk to your tutor about simple methods you can use to deepen your understanding and expertise without additional teaching/learning.

For further information, ask your tutor

I • Safeguarding your welfare

Our Number One priority is your health, safety and welfare.

Our daily lives contain a variety of hazards:

Risky things



Risky activities



**Listen!
This is
important**

If you don't feel safe, discuss the situation with your tutor. *(Incidentally, if you are under 18 or have particular health or social support needs your tutor has a duty to report concerns to our Safeguarding Officer who will deal with the issues sensitively).*

If you can't talk to your tutor, text your name and contact number to our Quality Manager, on **07583 876 858**

Risky people



We expect our tutors to ensure that you are familiar with the risks in your workplace and that both you and your tutor are familiar with the policies and procedures that are in place to protect your physical health and safety.

STAY SAFE!

Risky activities aren't limited to extreme activities. Working long hours over a long period is as risky to your emotional safety as ignoring safety advice is to your physical safety.

STAY SAFE!

Risky people come in all shapes and sizes. There are those who exploit or exclude you, colleagues who give you a hard time, family or acquaintances who take advantage of you and those people who don't care about your safety.

STAY SAFE!

For further information, ask your tutor

2 • You have a right to complain ...

We're not perfect, we make mistakes and if we do, you should let us know. The first thing to do is to tell your tutor. You have a right to a quick response to any problem you've got with our service. If your tutor can't fix it, or your tutor is the problem, we'll do everything we can to sort the matter out immediately.

Here's a number to call if you have a complaint that you feel isn't being properly dealt with:

0118 984 4638

This is the telephone number of our Customer Services Team. If they can deal with your concern immediately, they will. If they can't, they will take the matter to someone who can.



If you would prefer to put your complaint to us in writing, possibly because it's too complex or sensitive for a telephone call, you should write in the first place to your tutor. His/her email address is on the induction documents you had at the start of your programme. If you don't wish to use email, write to him or her care of:

TSP Learn, Howarth Lodge, 9 Reading Road, Pangbourne, Reading, RG8 7LR.

If you feel your complaint is not being dealt with properly, send an email to our Quality Director, Steve Starling on: ssstarling@tsplearn.co.uk

At the end of the day, if you don't get satisfactory answers, you can always email our Chief Executive, James Bishop on jbishop@tsplearn.co.uk

For further information, ask your tutor

3 • Don't stand for any bullying

In TSP we are opposed to any kind of bullying. It's not acceptable and may actually be illegal.



How to respond to bullying:

The problems associated with bullying will be discussed as part of your Personal and Professional Development Award. If you write down some ideas below about how to deal with bullies in the workplace, this will contribute to your award.

Bullying takes many forms. Have you come across any of these?

Cyber bullying

Using the internet, email, mobiles or social networking sites to cause distress, embarrassment or fear in others etc.

Pressure bullying

For example, colleagues come under stress at work and take their anger out on others by shouting, swearing, or being intimidating.

Corporate bullying

For example, threatening employees with the sack if they don't work unreasonable hours or complain about pay/conditions.

Sexual harassment

For example, unwanted - and often offensive - remarks, looks, suggestions, invitations or physical contact etc.

Humiliation

For example excluding a certain person from activities which would normally involve them, deliberately making unnecessary problems for a certain person etc.

For further information, ask your tutor

4 • Let's be fair ...

Diversity – Equality – Fairness

These three elements all fit together.

Diversity is respect for the differences between us, **Equality** means life's opportunities are open to all of us and **Fairness** means that we are fully involved in decisions that affect us.

TSP works hard to ensure that teaching/ learning doesn't favour one learner, or one group of learners, more than any other.

We are always considering whether we can improve **a) the way we do our work, b) how our courses are administered and c) where/when the programmes are run** to ensure that we are not excluding, or discriminating against you, or anyone, who wants to learn and achieve. We have anti-discrimination procedures in place in the company.

More than that, we also want to make sure that you don't encounter unreasonable obstacles or harassment - from us or anybody else - in pursuing your rights to education and training. We have anti-harassment procedures in place in the company.

If you think you are disadvantaged by us in any way because of your gender, age, race etc. or you're being harassed while you are on one of our programmes, tell your tutor immediately. If your tutor can't help you, you can consider making a formal complaint. You can find the details of how to complain on page 9.



For further information, ask your tutor

5 • How to appeal

Has your tutor told you that your knowledge or performance is not up to standard and you think it is?

TSP accepts that this situation occasionally arises and we have an appeals procedure to deal with it.

The first thing to do is to chat with your tutor and explain why you think his/her assessment of your competence is unfair or incorrect. If they don't change their mind you might want to make a formal Assessment Appeal.

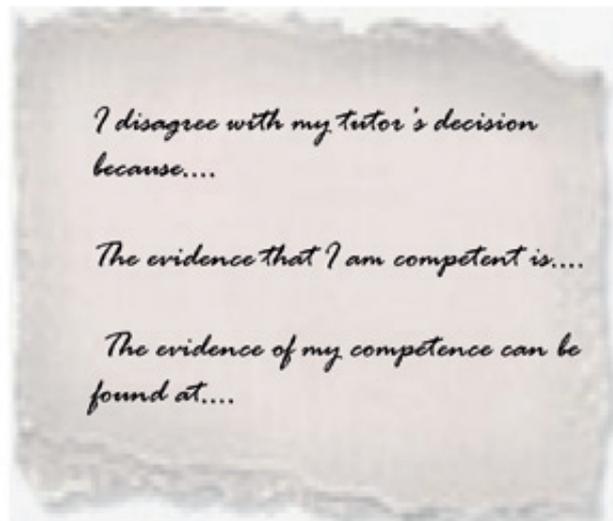
Stage 1 Write down your appeal and hand it or send it to your tutor. Your tutor must then discuss the matter with his/her line manager or team leader and then report back to you within 7 days.

Stage 2 If you're not happy with the outcome of Stage 1 of your appeal, you can send your documents and your view to the Lead Internal Verifier and Quality Manager who is:

Belinda Richards brichards@tsplearn.co.uk

Stage 3 If you're not happy with the outcome of Stage 2, you can send your appeal to the awarding body for the qualification, for example: EDI Pearson, Active IQ, EAL etc.

The name of the awarding body is in the course documentation but if you can't find it easily, call the Administration Team on Tel: 0118 984 4638 and ask them to get the name and address for you.



REMEMBER

Make sure you fully complete actions at each stage before you move on to the next one.

Keep a written record of everything.

For further information, ask your tutor

6 • Protecting information we hold about you



1

Protecting your privacy *The Data Protection Act 1998*

With certain exceptions* we protect any information we hold about you electronically from access by anybody except our own staff.

2

Protecting your privacy *Confidentiality*

With certain exceptions* we treat all personal information about you as strictly confidential and will not reveal details to anyone unless:

- 1) we are required to do so by law.
- 2) we have your agreement.
- 3) we are instructing others to provide services to you on our behalf.
- 4) we are asked to do so by your employer (programme information only).
- 5) we are asked to do so by an awarding body, funding agency and Ofsted.

* Under certain strictly controlled circumstances some information may be shared with your employer, the awarding body for your qualification, the funding agency and authorised audit or inspection teams.

For further information, ask your tutor

7 • Additional Learning Support

All of us learn in different ways and most of us face barriers or challenges of some sort when we are studying.



Identifying and helping overcome obstacles to successful completion of your qualification is part of the delivery of our training. However, we need your help to plan it.

When you are starting with us, we will give you a form like this one to fill in:

Supporting your Learning

All of us learn in different ways and many of us face both health and learning barriers of some sort when we are studying identifying and working with obstacles to successful completion is built into the delivery of our training.

If you need any additional learning support or require us to be aware of health issues please tick the relevant boxes below. Support of all kinds is available and provided as a matter of course throughout your programme whether you flag up anything particular at this stage or not.

Learning Support Questionnaire	Yes (tick)	Individual Health Risk Assessment *	Yes (tick)
1. My mobility is restricted	<input type="checkbox"/>	1. I am taking prescribed drugs for a medical condition that could affect my performance	<input type="checkbox"/>
2. I find maths difficult	<input type="checkbox"/>	2. I have on-going health conditions which could affect my ability to complete this programme. Please specify below	<input type="checkbox"/>
3. My eyesight is not too good	<input type="checkbox"/>	The following questions need only be answered by those enrolling on Exercise & Fitness programmes	
4. I have a lot of other things on my mind	<input type="checkbox"/>	3. I have been diagnosed with a heart condition and/or recommended to limit my physical activity	<input type="checkbox"/>
5. My hearing is not as good as I would like	<input type="checkbox"/>	4. Physical activity sometimes causes me chest pain	<input type="checkbox"/>
6. I have special cultural/religious needs which must not be ignored. Please specify below	<input type="checkbox"/>	5. Sometimes I lose my balance through dizziness	<input type="checkbox"/>
7. I find it difficult to remember what I learn in formal training	<input type="checkbox"/>	6. I have a bone or joint problem that could be worsened by a change in physical activity	<input type="checkbox"/>
8. I have a diagnosis of dyslexia or dyscalculia	<input type="checkbox"/>	7. There are other reasons why I should not do physical activity. Please specify below	<input type="checkbox"/>
9. I have difficulties in planning routine tasks and getting them done	<input type="checkbox"/>	8. I am, or may be, pregnant	<input type="checkbox"/>
10. I feel nervous about embarking on a course. I've not done well with them before	<input type="checkbox"/>	* Learners are responsible for management of existing health conditions. We may request further information before, or during, a course to protect your health and fitness.	
11. I might need to brush up on my reading/writing/language (possibly because English is an additional language)	<input type="checkbox"/>	Confidentiality: The only people who will see the information are your tutor/welfare assessment staff and our Additional Support Manager. Records may be viewed by The Skills Funding Agency & Ofsted but individuals are not identified. Information we keep about support provided to students is not available to your employer or your colleagues and is subject to Data Protection rules.	
12. I think I might encounter other problems but I will discuss the privately with my tutor	<input type="checkbox"/>		
13. Other welfare requirements. Please specify below	<input type="checkbox"/>		

Candidate statement: Learning Support/Health/Welfare

Tutor statement: Action to be taken

Further Information

Do you have access to a computer with internet access at home?

Do you have access to a computer with internet access at work?

Is there anything that you are required to notify us of by law?

Give a number for the items below on a scale of 1 to 5 where 1= Poor and 5=Excellent

How would you rate your maths skills?

How would you rate your English skills in the following areas?

Reading Writing Spoken English

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You can get assistance or adjustments for all kinds of reasons:

- Restricted mobility
- Dyslexia
- Health issues
- Sensory impairment
- Cultural or religious beliefs
- No recent experience of learning
- Few study skills
- Recent injuries or ill health
- Different learning styles
- Maths and English

For further information, ask your tutor

8 • And what about your personal development?

Alongside your main programme, TSP will provide you with an additional award which will demonstrate you are competent in these three key social and workplace skills:

Unit 1 Health and Safety

Unit 2 Equality and Diversity

Unit 3 Safeguarding Vulnerable People

Unit 4 E Safety



The Health and Safety Executive's aim is to prevent death, injury and ill health in Britain's workplaces. You can contact them on their Infoline 0845 345 0055 or visit www.hse.gov.uk

TSP Personal and Professional Development Award

TSP cares about the welfare of all its learners and staff, which is why we have developed the Personal and Professional Development programme.

We think it is important for everyone to:

- Adopt a healthy lifestyle – and we provide advice and resources to support this
- Understand how to keep yourself and those around you safe
- Enjoy learning and gain the qualifications you need
- Understand your role in the workplace and community, respecting yourself and others and valuing diversity
- Develop skills and knowledge that will benefit you in the future



For further information, ask your tutor



For information, advice and guidance contact us:
Tel: 01451 810 387 | Email: info@tsplearn.co.uk | Twitter [@tsplearn](https://twitter.com/tsplearn) | www.tsplearn.co.uk



Apprenticeships



Funded by
Skills
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