



Learner's Handbook

2021-2022

Contents

Welcome to Hoople Training and Education	4
Mission and shared values	5
How we use your data	6
Your employer's responsibilities	7
Your responsibilities as the learner	8
Hoople's responsibilities	9
Your learner journey	10-11
Your programme	12
Complaints procedure	12
Assessment appeals procedure	13
Safe learning and safeguarding	14
Fairness for all	16
Protected characteristics	17
British values	19
Facilities	19
Help and support	20-21
Notes	22

Welcome to Hoople Training and Education

On behalf of all the team, may we welcome you to Hoople Training and Education and to your learning programme. We are delighted to be able to offer you a personal and professional development opportunity, which we are sure you will find enormously beneficial to you and your employer.

We are committed to supporting you to reach your full potential and your learning goals. From the outset, we will help you to make the correct choice of programme and undertake with you an assessment of your individual needs. Evidence of prior learning will be discussed and if appropriate, included in your learning plan.

If it is identified that you need some extra support to succeed, we will be happy to help. For example, we can provide extra equipment or resources.

Once you're on programme, you will be assigned a Hoople assessor/tutor who will oversee your learning and assessment and review progress with you (and your employer) at regular intervals. On completion, we will provide you with information, advice and guidance in terms of your options - for example additional learning opportunities, progression and career choices.

I'm sure you will find the whole team here professional and welcoming and our environment perfect for your studies. However, we always welcome feedback and, in particular, ideas on how we can improve.

Please do let us know if you have any suggestions for improvement. We'd also love to hear from you if you think we've done a good job!

We hope you enjoy your learning programme and wish you every success with your studies and your future career.

**Senior Management Team
Hoople Training and Education**



Stephen Weller
Head of Commercial Development

Our shared values

Respect for all, regardless of faith and beliefs, race, age, gender, sexual orientation, marital status or disability

- Democracy
- Individual liberty
- Law abiding attitudes and behaviours
- Equality of opportunity
- Freedom of speech
- The rule of law
- Mutual respect and tolerance

Our mission

To provide excellent, cost effective services and create added value for our shareholders and customers

How **we** use **your** data

Information is required in order to process your application and to manage and support you through the lifecycle of your training.

Your information may be shared with partner organisations such as awarding bodies for your qualification. Subject to strict agreements, your information may also be shared with the local authority and/or your employer.

We are committed to complying with all data protection legislation and will only keep your information for the minimum period necessary. A full copy of our privacy notice can be found on the Hoople website (see: <https://www.hoopleltd.co.uk/media/1788/esfa-funded-training-privacy-notice.pdf>) or, on request, provided in writing to you.

Your employer's **responsibilities**

- To provide you with a contract of employment, in line with the Employment Rights Act 1996
- To agree jointly with you and Hoople an Individual Learning Plan to ensure satisfactory progress is maintained. Any changes to the Individual Learning Plan will be agreed by all parties concerned
- To regularly review your performance and progress in both the workplace and on training, alongside the Hoople representative
- To undertake legal and contractual responsibilities for your health and safety and provide Hoople with appropriate evidence of current health and safety insurance when requested
- To provide a fair and safe working environment, complying with employment legislation for equal opportunities and safeguarding
- Agree to allow you to attend Hoople as identified in the Individual Learning Plan in order to ensure successful achievement of all qualifications
- To take part in regular tutorial and assessment visits and to input into your progress reviews



Your responsibilities as the learner

- To work for the employer to the best of your ability and in accordance with your employer's policies and procedures
- To observe your employer's terms and conditions of employment
- In employment and training, to get actively involved in your learning, showing a commitment and determination to succeed and to achieve, ensuring attendance, punctuality and attitude are excellent throughout
- To attend all classes at Hoople on time
- To communicate effectively with Hoople at all times and to inform your assessor/tutor within a reasonable timescale if you are unable to attend arranged appointments
- To keep Hoople informed of any changes in your contact details and any changes in your situation that could affect your learning
- At all times to behave in a safe and responsible manner and in accordance with the requirements of health and safety legislation relating to your role and responsibilities
- To behave respectfully with regard to other learners and staff and adhere to our values. Bullying, mistreatment or discrimination will not be tolerated
- To use all Hoople facilities, computers and other equipment responsibly and to wear your visitor's badge at all times when within Hoople's premises.

Hoople's responsibilities

- To provide a supportive environment that encourages and welcomes you and ensures a positive learning experience
- To deliver high quality training and assessment appropriate to the individual qualification requirements and to provide access to training areas that are safe and equipped for learning
- To assess and ensure learners are employed in a safe working environment in line with health and safety, safeguarding and equality and diversity legislation
- To ensure you are visited in your working environment as a minimum every six to eight weeks or more frequently if required and agreed by all parties
- To ensure you are in possession of a contract of employment
- To provide access to information, advice and guidance throughout your programme and provide you with the opportunity to give feedback on your experience.



Your learner journey

1

GETTING IN

Before starting your programme, we will complete a basic skills assessment and an analysis of any employment skills to date. This will also take into consideration your future goals and any individual needs.

This will enable us to help you to make the right choice of programme and will be used to develop your learning.

2

INDUCTION

You will undertake a one-to-one induction with your course assessor/tutor. Your assessor/tutor will meet with you to sign up and administer all initial course paperwork and to provide you with information, advice and guidance in relation to your programme and the support available to you. This will include:

- Course content and how your work will be assessed, including the awarding organisation's requirements
- Our expectations in terms of your behaviour when on programme and what you can expect from us
 - Health and safety, equality and diversity
 - Our compliments and complaints procedure

We will discuss your Individual Learning Agreement, which will form a 'route map' of how you will travel from your starting point at the beginning of the programme to the end point. As the name suggests, your Learning Agreement is individual to you and will reflect your personal goals, aptitudes and needs. It is a live document that will be referred to throughout your learning programme and will be useful to you, Hoople's delivery staff and your employer as an indication of progress towards your goals.

3

GETTING ON

Throughout your programme, your assessor/tutor will oversee your learning and assessment and review progress with you and your employer (where applicable). This will include visits to your workplace at least every six-eight weeks.

The assessment decisions made by your assessor/tutor will be internally verified (and sometimes externally verified by the awarding organisation that oversees your qualifications).

4

MOVING ON

Once you have completed your programme, you will be invited to an exit interview with your assessor/tutor. At this meeting you will receive information, advice and guidance on your options, including further learning opportunities, progression and career choices. It will also be an opportunity for you to provide feedback on your programme.

Your programme

Your qualification includes a blend of different components that together will provide you with valuable skills and knowledge and the tools to do your job effectively.

Competencies

This is the onsite element of your programme and is designed so that you can demonstrate your competence in your job role. You will compile a portfolio of evidence which shows that you have met the relevant standards, for example:

- Professional discussions
- Question and answer sessions
- Accreditation for prior learning
- Assessor/tutor observation
- Witness testimony

Complaints procedure

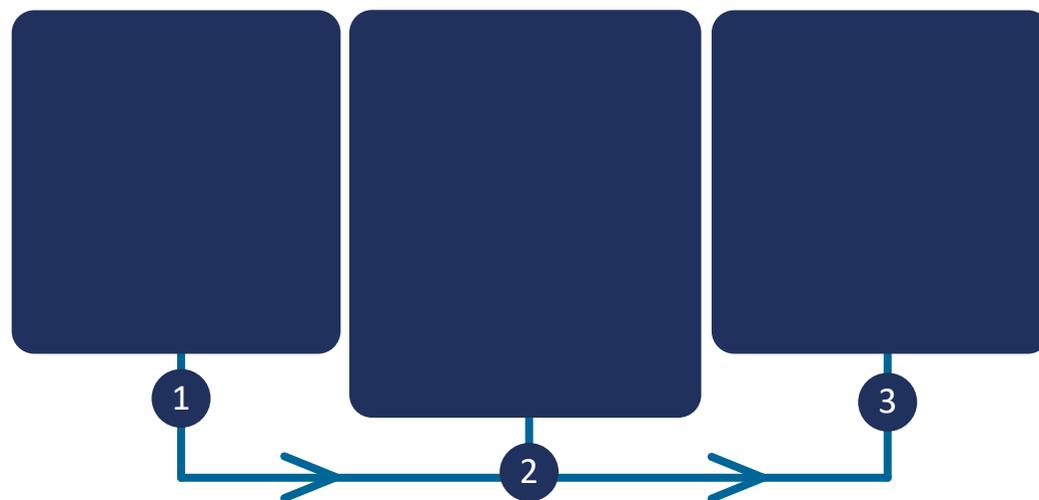
We will do our best to support you throughout your programme and to offer information, advice and guidance to help you maximise your potential and achieve your learning goals.

However, if you feel you have any cause for complaint, please do let us know. In the first instance, please write, email or telephone your assessor/tutor. If the complaint is about your assessor/tutor,

please direct your correspondence to the Training and Education Service Manager, Stephen Weller (stephen.weller@hoopleltd.co.uk).

Assessment appeals procedure

If you are dissatisfied with the outcome of an assessment, you have the right to appeal. There are three stages to the appeals procedure, as shown below. If you feel you have reason to appeal, please do so as soon as possible after the assessment decision has been made.



Safe learning and safeguarding

Hoople Training and Education is committed to providing a safe, healthy, supportive and inclusive learning environment. We want you to learn about being safe by being involved in assessing risks and following health and safety procedures, including learning about the safe use of computer equipment and the internet.

Please note:

- Being under the influence of alcohol or other drugs is not permitted, nor is smoking in the building or surrounding areas
- Knives or other offensive weapons are not permitted in the centre
- We strongly urge learners to get to know each other before exchanging personal details
- We have a 'zero tolerance' policy against all forms of abuse, including bullying whether direct, by phone, text or social media, harassment, discrimination, exploitation, or motivated by all types of extremism or radicalisation. This means we will investigate and take action in all cases. We will refer concerns to external agencies where these involve children, at risk adults or radicalisation and cannot guarantee confidentiality. We will also signpost you to organisations that can offer you support

If you have worries about any aspect of health and safety you should immediately report them to your assessor/tutor.

Keeping you safe

If you think you have suffered, or are suffering from, any form of abuse (eg physical, sexual, emotional, financial, psychological abuse, discrimination, neglect and being exploited) we hope that you will talk to someone you trust.

There are designated safeguarding officers in the centre who can help and support you. Please refer to the section at the back of this booklet for contact information.

Working in partnership with PREVENT

Radicalisation is the process by which a person comes to support terrorism and other forms of extremism leading to terrorism.

As part of our safeguarding arrangements, our aim is to provide you with a safe environment to discuss issues relating to radicalisation and extremism, and to give you the skills required to recognise radicalisation and protect yourself and others.

If you are worried or have concerns about someone, tell:

- Your assessor/tutor
- A designated safeguarding officer



Fairness for all

Hoople Training and Education values people as individuals. We believe in equal life chances for everyone and that everyone has the right to be treated with respect and dignity.

Our staff will:

- Help you fulfil your potential
- Help build a strong and safe learning environment
- Give you information that you can understand
- Fight bullying, discrimination and abuse
- Help you to have a say and make a difference

If you believe you have experienced or observed unfair treatment or discrimination, please tell:

- Your assessor/tutor
- The quality assurance coordinator
- A designated safeguarding officer

Please refer to the section at the back of this booklet for contact details.

E-safety

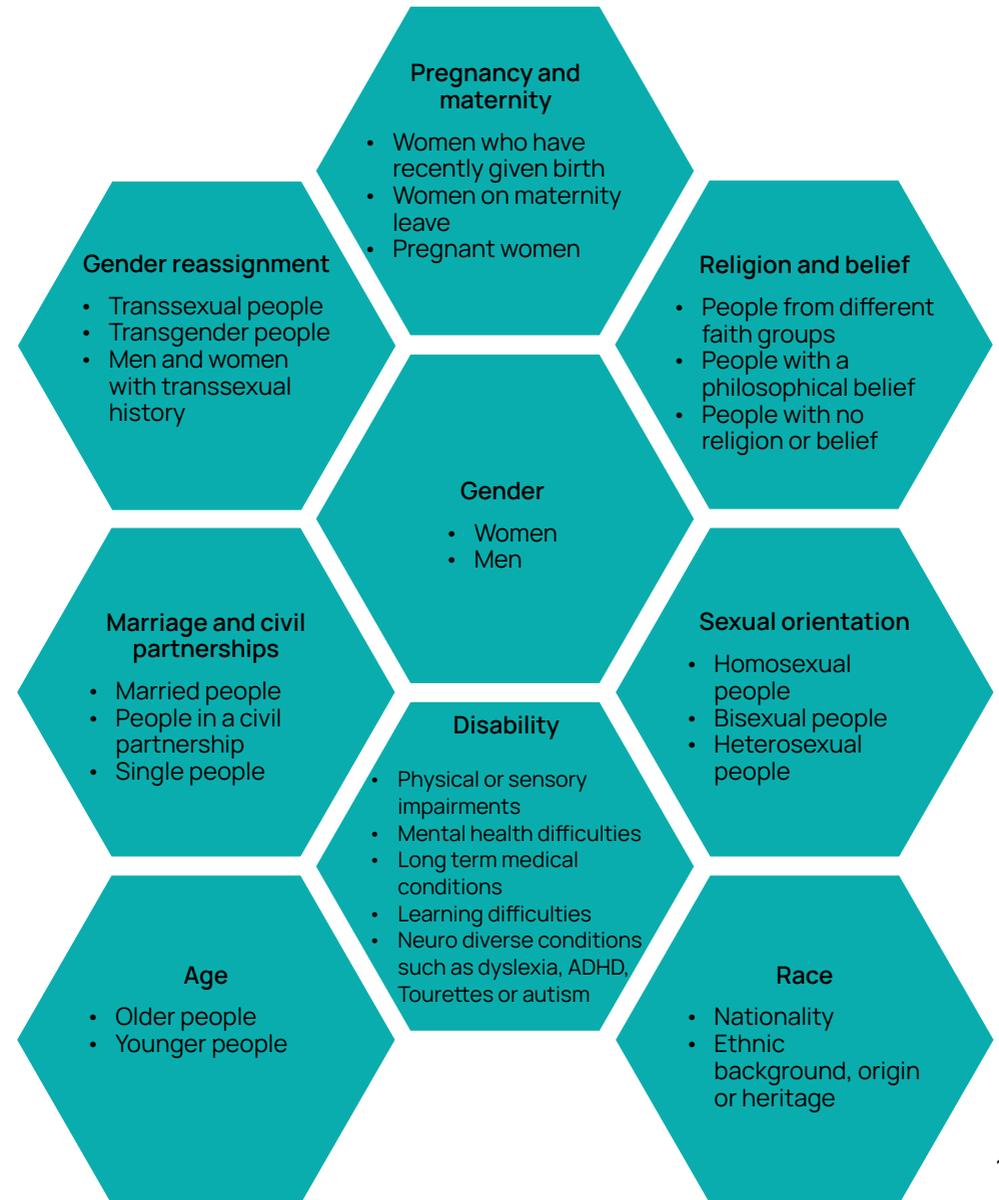
The internet is a great tool for talking to your friends, looking up information, buying things and lots of other activities, but it is a public space and—just like in the physical world—you need to be careful and keep yourself safe.

Tips to keep you safe:

- Set your privacy settings to 'private' so only people you accept as friends can view your profile
- Only upload photos you would be happy to show a stranger, your mum or a future employer. You never know where they may end up
- Think about whether you are giving someone 'clues' to finding you before you write anything on your profile
- Save any abusive texts, emails or other evidence
- Do not respond to or confront an online bully. If they get a reaction from you, it may encourage them
- Tell someone you trust and they will be able to help make online bullying stop

Protected characteristics

We are committed to offering fairness to all learners and will not tolerate discrimination or prejudicial behaviours. The following groups are protected by equal opportunities legislation and are known as 'protected characteristics'.





British values

British values are embedded within all of our learning programmes. The basic principles can be summarised as follows:

- **Democracy** – your opinion counts and you have the right to vote
- **The rule of law** – no one is above the law and the law protects everyone
- **Individual liberty** – freedom of speech
- **Mutual respect and tolerance** – for all backgrounds and cultures, all ages, all genders and sexualities, all religions and beliefs

This translates into the following rights and responsibilities for all:

- The ability to affect decision making through the democratic process
- The freedom to hold other faiths and beliefs
- People having different faiths or beliefs (of having none) should be accepted and tolerated and should not be the cause of prejudicial or discriminatory behaviour
- Understanding the importance of identifying and combatting discrimination.

Facilities

Security and personal property

You are responsible for your own property whilst on site. Lockers are provided for your use, so please do not leave valuables unattended. Please take care to lock your car and use a secure padlock when using our bike racks.

Please let your tutor/assessor know if you have any concerns or see anything suspicious on site or if you witness any deliberate damage to our property, drug abuse or threatening behaviour.

Resource library

There is a range of study materials and reference guides available for your use in our resource library. Please do not remove any of these resources from the premises in order that they are there for other learners to use.

Common room

The common room is available for your use when you wish to relax and unwind with your fellow learners. Please keep this area clean and tidy out of respect for other users.

Refreshments

There is a kitchen available on site to make drinks and warm up food, and a fridge to store lunch boxes. There are local amenities such as Sainsbury's, Aldi and a Fish and Chip restaurant to buy refreshments if required.

Help and support

Safeguarding

Hoople's designated safeguarding officer

E: sharon.hampton-smith@hoopleltd.co.uk
T: 01432 260451

Careers advice

Hoople Recruitment agency

T: 01432 383003

W: www.hooplerecruitment.co.uk

Job Centre Plus

T: 0800 169 0190

<https://www.gov.uk/contact-jobcentre-plus>

National Careers Service

T: 0800 100 900

W: <https://nationalcareersservice.direct.gov.uk/>

Health

NHS Choices

T: 111

W: www.nhs.uk

Mental health

T: 01432 271643

W: <http://www.herefordshire-mind.org.uk/>

Sexual health

T: 0300 123 7123

W: www.fpa.org.uk/contact-us

Or https://www.herefordshire.gov.uk/info/200207/family_support/337/sexual_health_in_herefordshire/1

Housing

Herefordshire Home Point

T: 01432 260300

W: <https://www.home-point.info>



Help and support

Support groups

Bullying

T: 0845 225 5787

W: www.nationalbullyinghelpline.co.uk

Carers' support

T: 01432 356068

W: <http://www.herefordshirecarerssupport.org/>

Childline

T: 0800 1111

W: www.childline.org.uk

Citizen's Advice

T: 03444 111444

W: www.citizensadvice.org.uk

Equal opportunities

T: 0808 800 0082

W: www.equalityadvisoryservice.com

LGBT Foundation

T: 0345 330 3030

W: <https://lgbt.foundation/>

Samaritans

T: 116 123

W: www.samaritans.org

Victim support

T: 0808 168 9111

W: www.victimsupport.org.uk

Women's domestic violence helpline

T: 0800 783 1359

W: <http://www.westmerciawomensaid.org/>

Substance abuse

Alcohol support

T: 0800 917 7650

W: www.alcoholics-anonymous.org.uk

Drug support

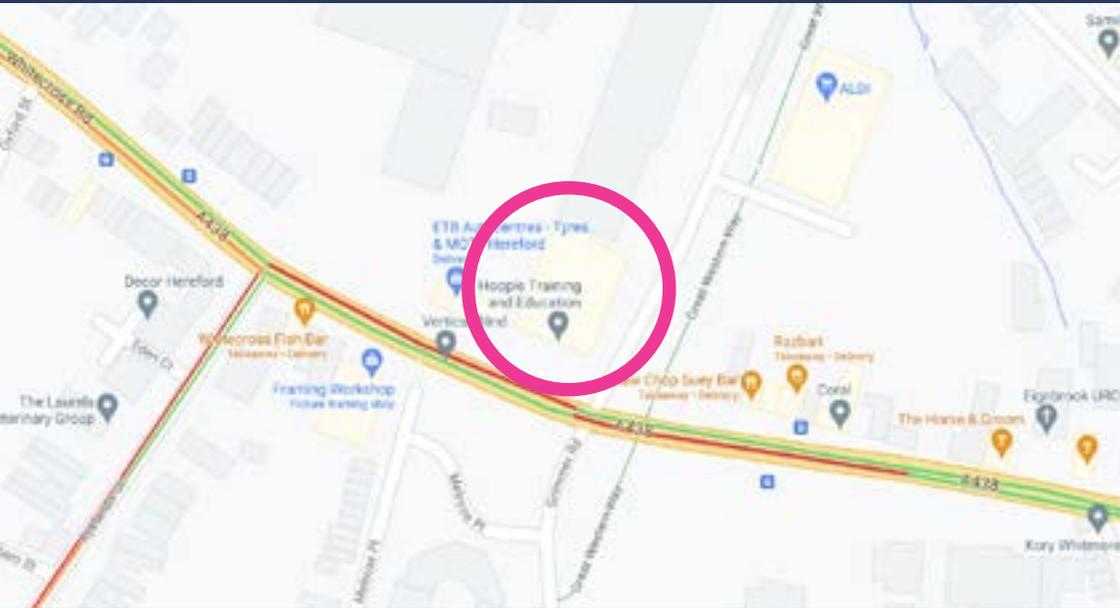
T: 0300 123 6600

W: www.talktofrank.com





hoople
group



Hoople Training and Education
Nelson Building
Whitecross Road
Hereford
HR4 0DG

www.hoopleltd.co.uk
01432 383500
training@hoopleltd.co.uk