

# LEARNER HANDBOOK

LEARNER  
NAME

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PROGRAMME  
OF LEARNING

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LEARNER  
ORGANISATION

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# 1. WELCOME

Welcome to Pilot IMS Ltd. Congratulations on starting your programme of learning, we trust you will have a rewarding and successful experience.

The aim of this Handbook is to provide you with the essential information you require on your programme of learning.

Since starting in 2001 our Learner Handbook has been designed and developed with you in mind and changes have been made following feedback from our learners. We always welcome feedback so if you have positive compliments or any suggestions for improvements or complaints please see section 5 – “Tell us what you think” and complete the form or speak directly to your Pilot IMS Ltd Trainer/Assessor.

This handbook is your property which you will complete with your information at enrolment with Pilot staff. Once you have read through there is a form for you to complete please fill in and return to your Trainer/Assessor at your first meeting as part of your induction.

There is further information for you on our website – [www.pilotims.co.uk](http://www.pilotims.co.uk) regarding Pilot and our partner organisations. You can download a copy of this hand book at: <http://pilotims.co.uk/workforce-development/additional-information/>

Funded by



Some programmes of learning are part or fully funded by the Skills Funding Agency (SFA).



The training provided by Pilot is part-financed by the European Union through the European Social Fund (ESF). ESF supports activities to extend employment opportunities and develop a skilled workforce.

## PILOT MISSION STATEMENT

To deliver high impact vocational training programmes that embeds a culture of continual development in the skills of young people, jobseekers, employees and employers

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## Awarding body/organisations who we work with



[www.cityandguilds.com](http://www.cityandguilds.com)



[www.i-l-m.com](http://www.i-l-m.com)



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



[www.highfieldabc.com](http://www.highfieldabc.com)

### **PILOT IMS LTD**

**Phone numbers:** 0121 794 0230 / 0121 794 0231

**Email:** [enq@pilotims.co.uk](mailto:enq@pilotims.co.uk) **Fax:** 0121 794 0232

**Website:** [www.pilotims.co.uk](http://www.pilotims.co.uk)

Our website contains full information on all the programmes of learning that we offer. The website also includes a number of testimonials from our existing customers.

**Address:** 30 Floodgate Street, Birmingham B5 5SL

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## 2. PILOT CONTACT DETAILS

Your **Trainer/Assessor** will work with you throughout your chosen programme of learning

The **Project Manager** supports you by liaising with your Trainer/Assessor and employer to facilitate visits and monitor progress

The **Quality Manager** works with all staff and learners to ensure success for all and is available to answer any queries you may have

The **Internal Quality Assurance Team** supports all Trainer/Assessors and may observe them whilst they are working with you

Trainer/Assessor

• 07 \_\_\_\_\_ @pilotims.co.uk

Project Manager

• 07 \_\_\_\_\_ @pilotims.co.uk

Quality Manager

• 07 \_\_\_\_\_ @pilotims.co.uk

Internal Quality Assurance Team

• 0121 794 0230

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## 3. RIGHTS AND RESPONSIBILITIES

### CODE OF CONDUCT

- Treat everyone with respect, regardless of culture, race, nationality, religion, gender, age, marital status, sexual orientation, disability or social class. Pilot will not tolerate any discrimination, harassment or bullying, including cyber bullying and will expect you to report any such incidences to your Trainer/Assessor or member of Pilot Staff as soon as possible.
- Respect contributions made in group sessions by other learners and not undermine them by inappropriate comments or behaviours such as sighing, tutting, snide comments to others.
- Adopt behaviours and use language that is appropriate and does not upset others, swearing, shouting and using inappropriate gestures will not be tolerated.
- Switch off mobile phones when requested.
- Provide feedback as requested and use Pilot procedures if you wish to give a compliment or suggestion for change via our “Tell us what you think” form in section 5 of this handbook.
- Act at all times in a manner that does not cause offence nor bring Pilot into disrepute.
- Attend appointments/classes on time and punctually, informing Pilot if you cannot meet at agreed times.
- Complete work set between appointments. Successfully complete all internal or external examinations and assessments, where appropriate, in order to progress in your programme of learning.
- Ensure all work produced for assignments and exams is your own work. Where you have used information from another source this must be referenced appropriately. Plagiarism and/or cheating will not be tolerated.

*Please see section 5 –“Tell us what you think” and complete the form or speak directly to your Pilot IMS Ltd Trainer/Assessor or any member of staff if you have any feedback*



## **EQUALITY & DIVERSITY**

Pilot IMS is committed to upholding and promoting equality of access and treatment for all, both as an employer and in the service we provide.

Pilot is proud of its diverse community of staff, students and visitors and is committed to maintaining its excellent record in teaching and learning by ensuring there is equality of opportunity for all, fostered in an environment of mutual respect and dignity.

The promotion of Equality and Diversity concerns all of us and is the responsibility of everyone. It is expected that we will contribute to ensuring that Pilot continues to be a safe, welcoming and productive environment. We fulfil our crucial roles of promoting and celebrating Equality and Diversity in everything we do - whether you are a member of staff or a student, you should raise issues and challenge discrimination.

What if I am bullied, harassed or discriminated against?

Pilot IMS staff work within equality and diversity guidelines and we expect the same standards of behaviour from learners. If you believe that you have been treated unfairly, you can

- Confront the offender yourself. You can ask a colleague to support you, and your Trainer/Assessor can help you think about how to do this if you want such help.
- Complain verbally to your Trainer/Assessor. This is called an informal complaint and will be dealt with by the Trainer. If you don't want to complain to the Trainer/Assessor (perhaps because this is the person causing the problem) the complaint should be made to the Safeguarding Officer – Sue Selby (see contact details in section 2)

The United Kingdom can be described as being one of Europe's most diverse and multicultural countries that has many different ethnic minority and religious groups living within it. People of different cultures, sexual orientation and political beliefs all combine to make Britain such a diverse country to live in. Being able to accept and enjoy each other's culture, race and religion is vital to successful social integration and a productive working environment. A successful, diverse working environment can include people from different religions, races/ethnic groups, gender and also sexual orientation, all working together for a common cause.

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## DEFINITIONS OF DIVERSITY IN SOCIETY

- *A wide array of people coming from different backgrounds, lifestyles, social experiences, races and religions.*
- *An equal representation of age, race, gender, socioeconomic status, religion and political perspectives in the patient population.*
- *Diversity is anything that sets one individual apart from another; this includes variables such as race, gender, sexual orientation, religion and culture.*

Diversity is defined as a range of many people or things that are very different from each other and can include things like race, religion, sexual orientation, social background and political beliefs to name a few. Responsible employers understand the importance of inclusion to their success and strive to employ staff who will devise and implement diversity and equality strategies across all areas of the business.

Having a diverse workforce means that an organisation can offer a wide range of ideas, skills, resources and energies to the business to give it a competitive edge. There is a much wider pool of talent available to organisations which embrace diversity and they will reap the benefits of a broader market, improved productivity and a raised profile within the community.

Some of the key benefits of 'diversity management' (i.e. actively encouraging the seeking of a diverse workforce) include:

- Knowledge of different areas of the community can be utilised
- A better understanding of market segments and consumer behaviour can be attained
- Companies become an employer of choice
- You will work where there is a wider talent pool when recruiting
- You will work where there is a more 'balanced' and representative workforce

The working environment with diversity management initiatives will produce benefits to all employees. Some of these benefits include giving everyone a better appreciation, understanding and respect for different contrasting perspectives will be encouraged, which can lead to improved team productivity and success for all.

Equality Legislation has been put in place which makes it a legal obligation and duty for employer's to treat all their staff fairly and to take necessary steps to ensure they are not discriminated against within the work place. Current laws and regulations aim to tackle prejudice and discrimination in work environments.

When a community is diverse, it allows a greater choice for people; it also helps people to learn about different cultures and different lives. If people take the time and make an effort to learn about different individuals in their community, it could increase their knowledge and tolerance. It also allows for a wider range of people who could become acquaintances and friends so there is the possibility that you can find more people who may have things in common with you.

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Diversity brings along a greater a choice for people, this can range from clothes, to different types of food. Although there is strong legislation in place to prevent discrimination and prejudice from threatening equality and diversity in communities, the situation is not perfect. As a result intolerance and extremism still occurs in our society.

Intolerance occurs when people reject views, beliefs or behaviour that is different from their own. This rejection may be coupled with verbal or physical abuse or social exclusion of those beliefs or behaviour is being rejected.

## **EXTREMISM**

This occurs when people hold political, social or religious views that are radically different from those that are accepted by the majority of other people. In itself this is not a threat to equality and diversity. Extremism only becomes a threat when extremists use socially unacceptable means to try to make other people hold the same beliefs as them.

## **PREVENT**

### **The Government's Counter Terrorism and Security Act 2015 – Also known as Prevent Duty**

The main aim of Prevent is to prevent people from becoming terrorists or supporting terrorism, it will challenge extremist ideologies. The encouragement of terrorism and inviting support for a proscribed terrorist organisation are both criminal offences. Pilot will not support a platform for these practices to be carried out, in the event of any concerns they will be reported to the appropriate governing body.

We define extremism as “vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs”.

## **STEREOTYPE**

The term stereotype means a widely held but fixed and oversimplified image or idea of a particular type of person or thing. For example "the stereotype of the woman as the carer".

Some individuals experience discrimination and this might affect their access to learning opportunities. We will do everything reasonably possible to ensure that no learner receives less favourable treatment because of some personal characteristic or situation.

The law forbids discrimination and harassment on the basis of someone's sex, race, colour, nationality, ethnic origin, marital status, civil partnership, religion or belief, sexual orientation, gender reassignment, disability, age, maternity or paternity rights.

Discrimination may also occur on the grounds of people's accent, appearance, class, political beliefs, caring responsibilities, working patterns etc. Our commitment to equality and diversity means that unfair, unjustifiable discrimination is unacceptable on any grounds.



## **HARASSMENT AND BULLYING**

Everyone has a right to be treated with respect and dignity at work, and harassment and bullying are unacceptable. This might include

- Jokes/comments about someone's sex, race, disability, appearance, sexual orientation etc;
- Offensive visual material, such as pictures, graffiti, text messages, gestures etc;
- Picking on people or excluding and ignoring them;
- Unwelcome touching or standing too close

This is not a complete list. What matters is how people on the receiving end of such behaviour feel about it, not the intention of those that have caused offence.

## **CYBER BULLYING**

Cyber bullying is bullying that takes place using electronic technology. There are lots of great things about using technology, but sometimes people use phones, websites, chat lines, game sites to be abusive. Setting up a safe profile is a really important part of social networking.

Remember you have the right to block anyone who bullies you and report them to the social network, so they can take down anything offensive. Some thing you can do is to keep messages you have been sent so you can show someone. Do not answer any calls from a withheld number or from someone you don't know. You could change your number or any contact details and only give to close friends and family.

Remember not to keep things to yourself tell someone you trust. There are sites on line to provide information too – Think U Know, Chat danger, Bullying UK, You & Co.

## **SAFEGUARDING**

Pilot believes that it is always unacceptable for a learner to experience abuse of any kind and safeguard the welfare of all learners by commitment to practice that protects them. The best defence against abuse is the strength of values incorporated in our culture. We recognise that the welfare of the learner is paramount and that all learners have the right to protection from all types of harm and abuse.

We will seek to safeguard all learners by:

- Valuing them, listening to them and respecting them.
- Adopting safeguarding guidelines through procedures and code of conduct for learners and staff.
- Recruiting staff safely.
- The protection, wherever possible, of exposure to the threats of radicalisation and extremism through the adoption of learners code of conduct.
- Creating a safe and secure learning environment that promotes well being and security, this is essential for all learners and staff.

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## HEALTH AND SAFETY

- Show regard for the well being and safety of other learners, staff and visitors
- Become acquainted with the health and safety requirements of the premises on which your training programme is being undertaken
- Inform Pilot staff of any disability that might result in help being required in the case of an emergency evacuation
- Please do not smoke, bring illegal drugs, alcohol or offensive weapons onto the premises or be under the influence of drugs or alcohol whilst on Pilot premises or your place of training
- Notify a member of staff if you have an accident at Pilot or at your work place
- Keep the premises clean, free from litter and graffiti and show respect for the premises and property of Pilot or your site of work
- Be responsible for the loss or damage to your own property. All articles of value left on Pilot premises, including bikes, cars and motorbikes are left at the owner's risk



As a Matrix accredited organisation with professional trained staff we look to support you to achieve your potential.

We believe that through the right support and guidance we can work with you in the pursuit of attaining all your goals to succeed on your chosen career path.

### *What you can expect from us*

- *Advice, guidance and respect*
- *Support in providing you with the correct advice and/or signposting you to where you can receive further guidance*
- *Equality of opportunity for all*
- *Completion of self-review activities, reflection and continuous improvement*
- *Achievement of all learning and development goals*



## **Fair Assessment for all Learners on all programmes of learning**

Pilot will ensure all learners have access to fair assessments by ensuring:

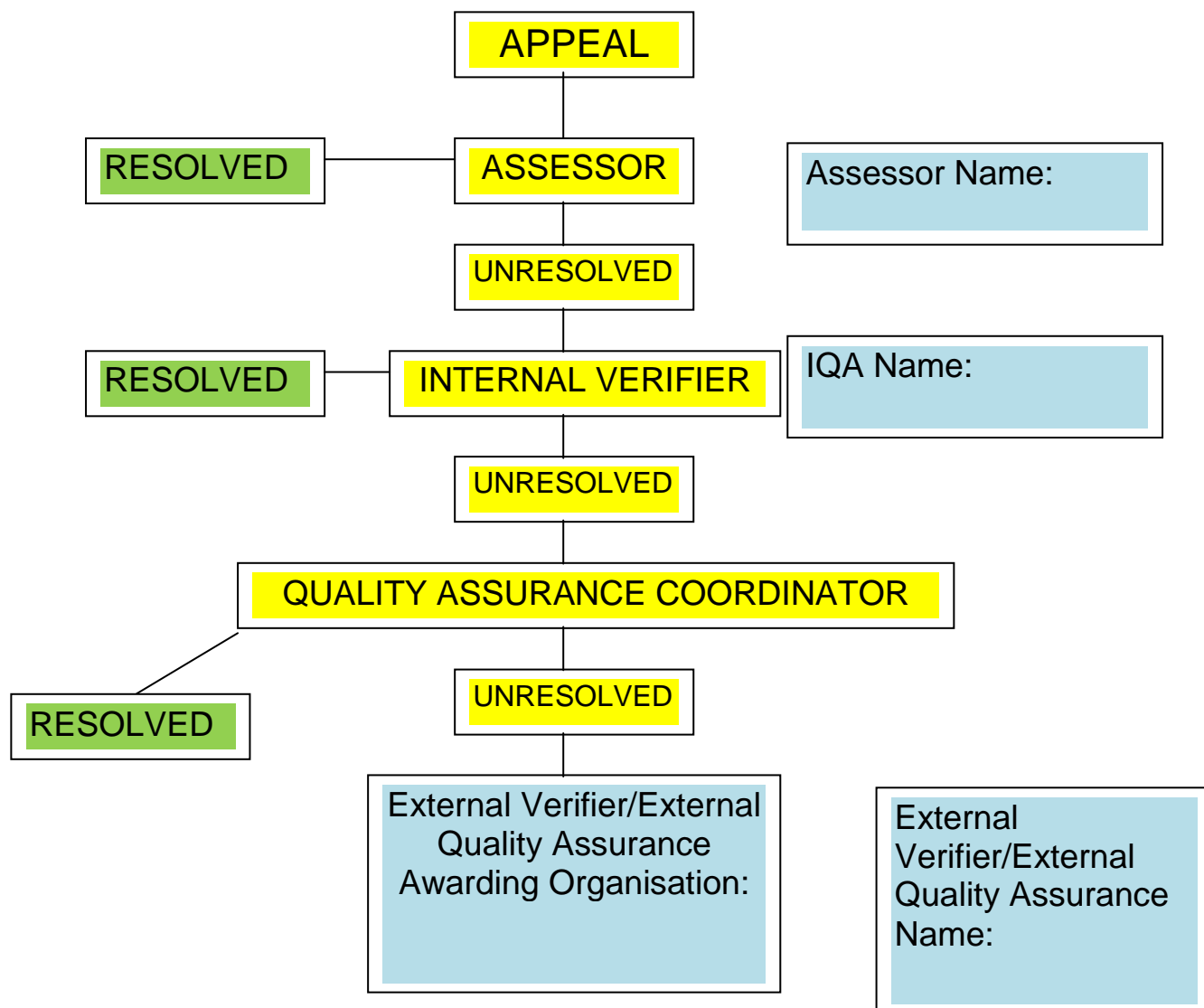
- Trainer/Assessors are competent
- Trainer/Assessors and Internal Quality Assurance staff are regularly monitored
- Pilot procedures are followed relating to assessments
- All learners are registered against their programme of study
- All learners understand the assessment process
- All learners/Trainer/Assessors complete assessment plans which are reviewed against their progress
- All learners, Trainer/Assessors, Internal Quality Assurance staff understand the appeals procedure
- Regular communications are maintained between all members of the delivery team
- Candidates have access to their Trainer/Assessor and nominated Internal Quality Assurance person

Special assessment needs are identified and assessment procedures will be adjusted as far as is reasonably possible to accommodate each individuals identified needs.

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## APPEALS PROCEDURE



If you are not satisfied with the response from Pilot IMS you may contact the External Verifier/External Quality Assurance person at the Awarding organisation responsible for your qualification.

You need to inform the Awarding Body within 28 days of the assessment decision. The decision of the Awarding Body is final.

Please note that some Awarding organisations require you to complete additional documentation (available directly from them). You can obtain further confirmation of the Awarding organisations requirements and costs by either contacting them direct or through the Pilot IMS Quality Assurance Coordinator.

QAC Sue Selby  
 Pilot IMS Ltd  
 30 Floodgate Street  
 Birmingham B5 5SL  
 Tel: 0121 794 0230

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## 4. INFORMATION, ADVICE AND GUIDANCE

### GOVERNMENT DEPARTMENTS INCLUDING FUNDING AND TRAINING

[www.gov.uk](http://www.gov.uk) (Gov.uk)  
[www.hmrc.gov.uk](http://www.hmrc.gov.uk) (HM Revenue & Customs)  
[www.gov.uk/national-minimum-wage](http://www.gov.uk/national-minimum-wage) (minimum wage)  
[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus) (Job Centre Plus)  
[www.food.gov.uk](http://www.food.gov.uk) (Food Standards Agency)

### HEALTH & WELFARE RELATED ISSUES

[www.adviceguide.org.uk](http://www.adviceguide.org.uk) (Citizen's Advice Bureau)  
[www.allergyuk.org](http://www.allergyuk.org) (allergies and disabilities)  
[www.nhs.uk/change4life](http://www.nhs.uk/change4life) (healthy eating and diet)  
[www.hnh.uk/livewell/disability](http://www.hnh.uk/livewell/disability) (living with a disability)  
[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk) (alcohol advice)  
[www.talktofrank.com](http://www.talktofrank.com) (drug and alcohol advice)  
[www.quit.org.uk](http://www.quit.org.uk) (quit smoking)  
[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk) (domestic violence)  
[www.childline.org.uk](http://www.childline.org.uk) (harm and abuse)  
[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) & [cybermentors.org.uk](http://cybermentors.org.uk) (e safety and bullying)  
[www.fpa.org.uk](http://www.fpa.org.uk) (sexual health and relationships)  
[www.bpas.org](http://www.bpas.org) (British Pregnancy Advisory Service)

### USEFUL PHONE NUMBERS

Aids Helpline	0800 567 123
Brook (sexual services for young people)	08000185 023
Carers Direct (NHS) support for carers	0808 802 0202
Citizens Advice	03444 77 1010/0121 683 6900
Crime Stoppers – Crime Prevention	0800 555 111
Crime Victim Support	0845 303 0900
Drinkline	0800 917 8282
Drugs – National Drugs Helpline	0800 776 600
Family – Ginerbread (support & advice lone parents)	02074 889 300
Gam Care – National Association for Gamblin Care)	0845 6000 133
Homelessness – (sheltering 24 hours)	0808 800 4444
Samaritans (24 hours)	0845 790 9090

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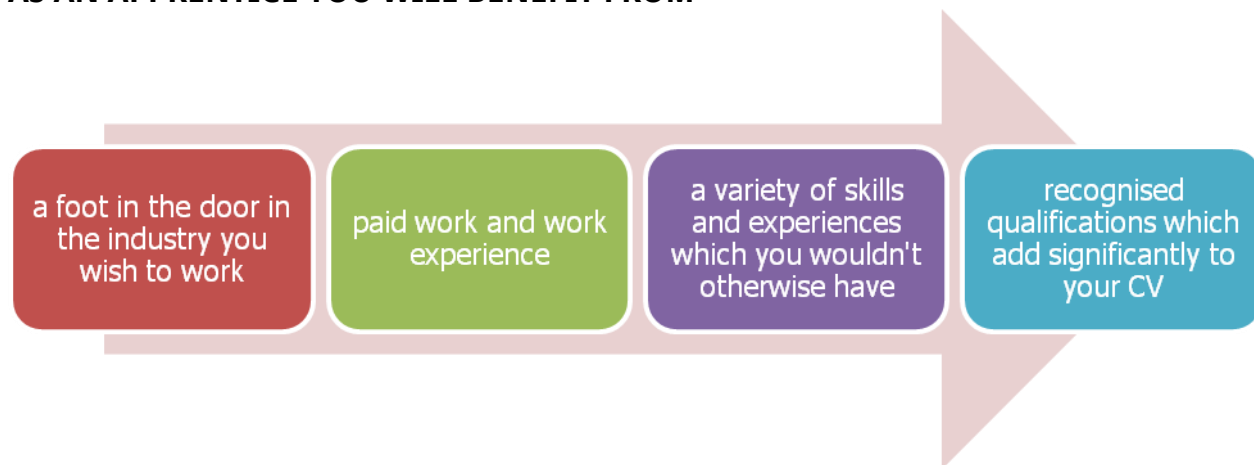


As a learner with Pilot you can apply online, at [www.nus.org.uk](http://www.nus.org.uk), for an NUS extra card or [www.apprenticeextra.co.uk](http://www.apprenticeextra.co.uk) for Apprentice extra.

The website contains information on discounts and you can register for a newsletter.



## AS AN APPRENTICE YOU WILL BENEFIT FROM



## LEVEL OF SUPPORT

Throughout your apprenticeship, you will receive on-going support from your Trainer/Assessor and the rest of the team here at Pilot IMS Ltd.

Your Trainer/Assessor will regularly visit you in your workplace to

- Discuss and review completed tasks for your apprenticeship
- Set and agree further tasks/action planning
- Check progress for each element of your apprenticeship
- Provide on-going support and advice about the apprenticeship to you and your employer
- Review your learning and development with both you and your line manager

As part of your programme of learning you may also be required to attend group workshops on a regular basis. These will assist you in developing the skills required to complete your apprenticeship.

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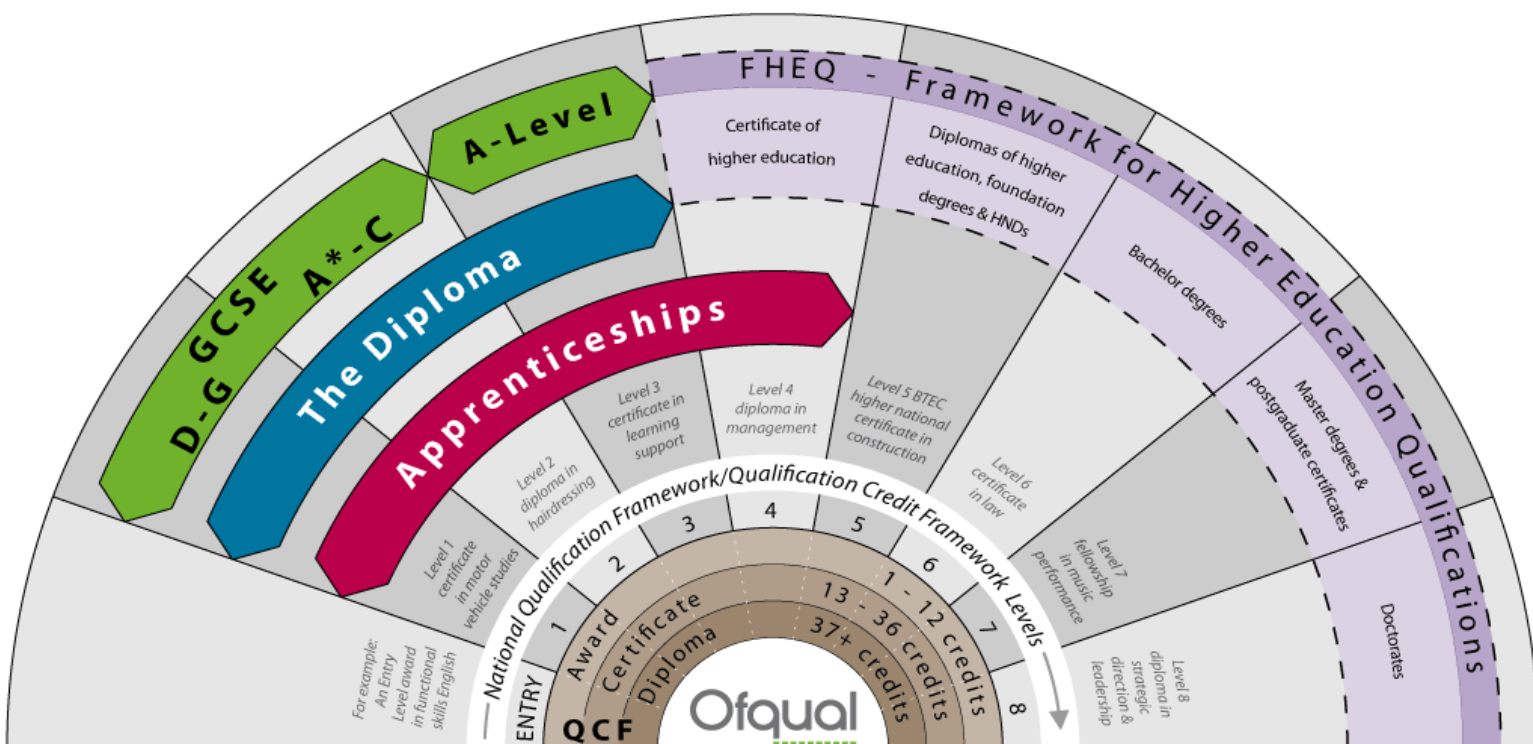
## 6. ROUTES FOR PROGRESSION

We can offer you advice and guidance on potential routes available to you through Pilot IMS Ltd and other organisations involved in further education which may be suitable to your circumstances and potential development.

If at any time you require further information or support in exploring your options please do not hesitate to contact us.

### QUALIFICATIONS CREDIT FRAMEWORK

The following diagram shows you the comparison between levels in both academic and vocational qualifications.



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## LEARNER HANDBOOK FORM

Part A of this form is to be completed by you upon your induction then Part B will be reviewed with you by your Trainer/Assessor at your first meeting.

### PART A

Name \_\_\_\_\_

Programme of learning \_\_\_\_\_

Start date \_\_\_\_\_ Planned end date \_\_\_\_\_

I have read through this hand book and I have the following question/s or no questions

Question/s
_____
_____
_____
_____
_____
_____
Satisfactorily answered yes / no

### PART B

Comments following review of Learner Handbook between Learner and their Trainer/Assessor

Signatures

Learner \_\_\_\_\_

Trainer /Assessor \_\_\_\_\_

Date \_\_\_\_\_

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