



it's Education
Inclusive Training Solutions

LEARNER HANDBOOK

It's Education 2023 - 2024

Hello!

Welcome to It's Education. We are delighted you are joining us, and we wish you every success on your apprenticeship programme with us.

You are at the start of the exciting journey of apprenticeship learning!

This Apprentice Learner Handbook is your comprehensive guide to navigating the path towards developing valuable skills, gaining real-world experience, and achieving your career goals. Whether you're just starting out or furthering your expertise, this handbook is designed to empower you with the knowledge and resources you need to succeed. An apprenticeship is a unique and time-honoured way to learn by doing. It provides a bridge between classroom education and practical, on and off-the-job training. As an apprentice, you'll have the opportunity to work alongside experienced professionals in your chosen field, putting theory into practice and honing your skills in a real work environment.

This handbook serves as your compass throughout your apprenticeship journey. It's here to answer your questions, clarify expectations, and offer guidance on making the most of your experience. Inside, you'll find valuable information on:

1. **Understanding Your Apprenticeship:** Learn about the fundamentals of apprenticeship, the roles and responsibilities of apprentices, and the benefits of this hands-on learning approach.
2. **Setting Goals:** Explore the importance of setting clear goals and objectives for your apprenticeship, aligning them with your long-term career aspirations.
3. **Navigating the Workplace:** Gain insights into workplace etiquette, communication skills, and professionalism to help you thrive in your work environment.
4. **Safety and Well-being:** Prioritize your health and safety with guidelines on maintaining a secure work environment and promoting personal well-being.
5. **Learning Resources:** Discover resources and tools available to support your learning journey, from mentors and supervisors to educational materials and certifications.
6. **Progress Tracking:** Learn how to measure your progress, receive constructive feedback, and continuously improve your skills throughout your apprenticeship.
7. **Building Your Network:** Understand the importance of networking, both within your organisation and the industry, to expand your horizons and create opportunities for the future.

8. **Problem Solving:** Develop problem-solving skills to overcome challenges and contribute effectively to your team and organisation.
9. **Professional Development:** Explore avenues for ongoing growth, such as additional training, certifications, and career advancement opportunities.
10. **Success Stories:** Be inspired by real-life stories of successful apprentices who have achieved their goals and made a significant impact in their chosen fields.

By embracing the principles and insights found in this handbook, you'll be better equipped to make the most of your apprenticeship experience and set yourself on the path to success.

So, let's embark on this journey together, as you take the first steps towards becoming a skilled and accomplished professional in your chosen field.

Our Values...

The following values, which were developed in consultation within It's Education and development groups, underpin the way we conduct ourselves in seeking to achieve our vision and mission:

Our Mission...

Behaviour and Conduct...

As a learner in any educational or professional setting, your behaviour and conduct play a pivotal role in shaping your experience and the impression you leave on others.

This section of the learner handbook outlines essential guidelines for appropriate behaviour and conduct, ensuring a positive, respectful, and productive environment for all.

1. Respect for Others:

- **Treat Others as You Would Like to Be Treated:** Show kindness, empathy, and consideration towards fellow learners, instructors, colleagues, and anyone you interact with during your learning journey.
- **Cultural Sensitivity:** Embrace diversity and respect different cultures, beliefs, and backgrounds. Avoid discriminatory or offensive language or actions.

2. Professionalism:

- **Dress Code:** Adhere to any dress code or attire guidelines in your learning or workplace, maintaining a professional appearance.
- **Punctuality:** Be on time for classes, meetings, and assignments. Punctuality is a sign of reliability and respect for others' time.
- **Communication:** Maintain clear and respectful communication, both in person and in written correspondence. Use appropriate language and tone.

3. Academic Integrity:

- **Plagiarism:** Never engage in plagiarism or any form of academic dishonesty. Give credit to the original source when using someone else's work or ideas.
- **Honesty:** Be truthful in all academic endeavours, including exams, assignments, and research.

4. Classroom/Workplace Conduct:

- **Participation:** Actively engage in class or workplace activities, discussions, and projects. Contribute positively to the learning or work environment.
- **Listening Skills:** Show respect by actively listening when others speak. Avoid interrupting or dominating conversations.
- **Conflict Resolution:** Address conflicts or disagreements professionally and seek resolution through appropriate channels.

5. Technology and Device Usage:

- **Responsible Use:** Use electronic devices, including smartphones and computers, responsibly. Follow any policies related to device usage in your learning or work environment.
- **Privacy:** Respect others' privacy and data security. Do not share sensitive or confidential information without authorisation.

6. Ethical Behaviour:

- **Ethical Decision-Making:** Make ethical choices, even in challenging situations. Consider the impact of your actions on yourself and others.
- **Conflicts of Interest:** Disclose any conflicts of interest that may arise in your academic or professional activities.

7. Safety and Environment:

- **Safety Protocols:** Follow all safety guidelines and protocols in your learning or workplace. Report any safety hazards or concerns promptly.

- **Environmental Responsibility:** Be conscious of your impact on the environment. Follow sustainability practices, such as recycling and energy conservation, where applicable.

8. Social Media and Online Presence:

- **Responsible Posting:** Exercise caution when posting on social media or other online platforms. Remember that your online presence can reflect on your professionalism and character.

Remember, your behaviour and conduct not only shape your own learning or career but also influence the experiences of those around you.

By adhering to these guidelines, you contribute to a positive and respectful learning or working environment, fostering collaboration, growth, and success for everyone involved.

Your Apprenticeship...

Congratulations on embarking on an apprenticeship journey! This section of the learner handbook is dedicated to providing you with essential information about your apprenticeship program, including its purpose, structure, and what you can expect during your apprenticeship experience.

What is an Apprenticeship?

Definition: An apprenticeship is a structured, hands-on training program designed to provide you with practical skills and knowledge in a specific trade, profession, or industry.

Purpose: The primary goal of an apprenticeship is to prepare you for a successful career by combining classroom learning with on and off-the-job training.

The Structure of Your Apprenticeship:

Duration: Your apprenticeship will have a defined duration, the typical duration of an apprenticeships ranges from 12 months to several years, depending on the trade or profession and which apprenticeship standard you are enrolled on.

Phases: Apprenticeships often consist of multiple phases, including classroom instruction, practical training, and progressively more complex tasks as you gain experience.

Mentorship: You will work closely with experienced professionals who will serve as mentors, guiding you through the learning process.

Roles and Responsibilities:

Apprentice: Your role as an apprentice is to actively engage in learning, complete assigned tasks within the agreed timeframes, and seek guidance and feedback from your mentors.

Your assessor: Your assessor and mentor are responsible for providing training, feedback, and assessing your progress, completing reviews, gathering feedback and offering IAG (information, advice and guidance).

Employer: Your employer will provide you with the opportunity for practical training as per your training plan, attend your progress reviews and provide opportunity for progression.

Learning Objectives:

- **Skills Development:** Your apprenticeship will focus on developing specific skills and competencies relevant to your chosen field, this will incorporate knowledge, skills and behaviours set by the apprenticeship standard. This is what you will be assessed on during EPA (end point assessment).
- **Certifications:** In some cases, successful completion of your apprenticeship may lead to industry-recognised certifications or qualifications, if your apprenticeship standard includes a mandatory diploma.

Expectations During Your Apprenticeship:

- **Learning Attitude:** Maintain a positive and proactive attitude towards learning and improvement and adhere to the behaviours and conduct section above.
- **Attendance:** Attend all required sessions/tutorials, reviews and training opportunities as per your agreed training plan and inform your assessor of any non-attendance as per our policy so, this can be logged and any necessary adaptations made.
- **Safety:** Prioritise safety at all times, adhering to safety guidelines and reporting any safety concerns, as per our policy.

Progress Tracking:

- **Assessment:** Your assessors will assess your progress periodically with your e-portfolio system called Smart Assessor and provide feedback to help you improve and work towards achieving EPA.
- **Documentation:** Keep records of your work, achievements, and any relevant training for your future reference, this will be captured within your e-portfolio (Smart Assessor) however, it is good practice to keep your own copies.

Additional Resources:

- **Support Services:** Explore any available support services, such as career coaching or career guidance, to enhance your learning experience. As well as other support services for learning needs or mental health support.
- **Networking:** Consider joining industry associations or attending networking events to expand your professional network.
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Your apprenticeship is an invaluable opportunity to gain hands-on experience and build a strong foundation for your future career.

Embrace the learning journey, seek guidance when needed, and always strive for excellence. Your dedication and hard work during this period will set the stage for a successful and fulfilling professional life.

Relationships...

You will come across and work with a number of different staff members during your time at It's Education.

Here is a brief description of what each of them does;

Assessor/Trainer

- Your Assessor will support you in your apprenticeship journey. They will be your key link between you, your employer and it's Education.
- They will set your training and delivery plan, check your progress, provide support and set targets to drive forward your success.
- Your Trainer / Assessor will also complete progress reviews, provide IAG (information, advice and guidance), as well as support with functional skills achievement for Maths and English.
- They will also support with working towards your End Point Assessment.

EPAO (End Point Assessment Organisation)

- End-point assessment (EPA) is the final stage of an apprenticeship. It is an impartial assessment to ensure you have developed the skills, knowledge and behaviours outlined in the apprenticeship standard.

- Assessments are designed by employers in the sector and are conducted by independent bodies known as end-point assessment organisations (EPAOs).

Apprenticeship Manager

- The Apprenticeship Manager will have departmental responsibility for your apprenticeship and leads the apprenticeship provision within your subject area. They liaise regularly with your trainer / assessor and make sure your Apprenticeship is of high quality, along with the person responsible for quality across It's Education.

Awarding bodies

- Awarding bodies are responsible for awarding you with your certificates for any mandatory diplomas that are required with the apprenticeship standard you are completing, along with any functional skills certificates for Maths and English – if applicable.

KSB's

(Knowledge, skills and behaviours)

Knowledge, Skills and Behaviours, also known as the KSBs, are the key requirements of each individual apprenticeship programme in which competency must be achieved before then being assessed by your assessor and then at end point assessment.

You will develop your KSBs throughout your apprenticeship, through training in college or with teaching staff, and whilst at work, to achieve your apprenticeship.

You must show that you are competent in and can demonstrate every KSB.

Knowledge - the information, technical detail, and 'know-how' that someone needs to have and understand to successfully carry out the duties. Some knowledge will be occupation specific, whereas some may be more generic.

Skills - the practical application of knowledge needed to successfully undertake the duties. They are learnt through on- and/or off-the-job training or experience.

Behaviours - mindsets, attitudes or approaches needed for competence. An apprentice must demonstrate that they have the knowledge, skills and behaviours required in order to achieve their apprenticeship standard.

Progress Review

Meetings

The progress review is a detailed three-way discussion between the apprentice, employer and training provider, which monitors progress of the individual learning plan towards the apprenticeship standard.

At the progress review meetings, your assessor/ trainer will discuss with you and your employer what progress has been made, setting targets and expectations for the next planned review. This will help to keep you on track.

At It's Education, progress review meetings for apprentices are expected to take place every 8-12 weeks until the apprentice achieves their end-point assessment with specific types of progress review meeting forming the progress review schedule as part of the apprentice's journey.

The purpose of the progress review meeting is to give apprentices the opportunity to reflect and take ownership of their learning and to review the knowledge, skills and behaviours (KSBs) they have gained. The progress review should also identify what KSBs are still to be developed.

OTJT

(off-the-job training)

Off-the-job training is a mandatory requirement for an apprenticeship. It is training which is received by the apprentice, during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship.

Your planned off-the-job training is detailed in your Training Plan / Delivery plan which will indicate what training you need to do, when and where the training will take place and who will lead on the training.

Your off-the-job training may take place at college, in your workplace, at other venues or even at your home.

Off the job training includes taught sessions, in-work training, self-study and assignments, and many more methods As an apprentice, you will need to make sure you are recording all of your off-the-job training as a diary / record within your time log on Smart Assessor.

Gateway

(for end point assessment)

The gateway refers to the requirements that need to be met in order for the employer to put forward their apprentice for EPA and takes place at the end of the practical period of learning as set out in the delivery plan.

The Gateway is the door between the two core stages of the apprenticeship. During stage one (on-programme), the knowledge, skills and behaviours of an apprentice are developed with the aim of being competent in their job role, as set out in the standard.

The second stage is where the apprentice demonstrates that competence at end-point assessment, as set out in the assessment plan. At Gateway, the employer and provider (in consultation with the apprentice) unlock the door because they believe the apprentice is competent in their job and ready and able to prove it. Knowing when an apprentice is Gateway-ready is much more than simply checking the apprentice has obtained all the mandatory requirements outlined in the assessment plan (although this is important).

It's about being convinced that the apprentice is at the level of competence set out in the standard and is prepared for the EPA, so they can claim that competency.

EPA

(end point assessment)

End Point Assessment (EPA) is the final assessment for an apprentice to ensure that they can do the job they have been training for as part of their apprenticeship standard.

EPA is separate to any qualifications or other assessment that the apprentice may undertake during the on programme stage of the apprenticeship. At the end of an apprenticeship, the apprentice will go through a 'gateway' process where they are signed-off as ready for a final assessment of their knowledge and practical capabilities.

The assessment will be graded (in most cases) with an independent End Point Assessment Organisation (EPAO) conducting the EPA. Each apprenticeship standard will have different End Point Assessment requirements, specific to the Knowledge, Skills and Behaviours that they have developed through their apprenticeship.

Smart Assessor

(e-portfolio system)

Smart Assessor is the online, e-portfolio system, used by It's Education to track every detail of the apprentice's journey.

It is a website that can be accessed wherever you have internet access and is used to;

- Upload evidence for marking and tracking
- Set and view learning plans showing all appointments, targets and progress reviews
- Access dashboards that show progress and provides access to course resources
- Provide feedback
- Send reminders and direct messages
- Store learner and employer information
- Tracking and monitoring OTJT
- Store key programme information
- Provide key personal development information and updates.

IAG

(information, advice and guidance for careers)

Our expert careers and personal guidance will be provided by your assessor/trainer in which they can provide you with impartial information, advice and guidance to help you make informed decisions about your next steps.

They can support you with;

- Support to explore and maximise opportunities for professional development in education, employment and training
- Help with creating and updating your CV
- Help with choosing what to do after your apprenticeship programme finishes
- Support with writing applications for university and higher apprenticeships
- Online course information via phone, email and on the It's Education website
- Support with identifying and developing your employability skills.
- Support for your professional development, including goal setting and action planning.

Keeping Safe...

Your safeguarding and wellbeing

If you have any medical conditions, do let your employer know, this will also be captured at enrolment process with It's Education and your apprenticeship will be adapted if need be.

If you require any help or support, or if you don't feel safe, take action. The Safeguarding and wellbeing team is on hand to support all apprentices.

Our designated safeguarding lead is Liam Fassam – who is contactable at Liam.Fassam@itseducation.org.uk

Our deputy safeguarding officers are Amisha Naik – who is contactable at Amisha.Naik@itseducation.org.uk and **Beth Tomlin** who is contactable at beth@itseducation.org.uk

Our Mental Health and Wellbeing Lead is Brandon Eldred – who is contactable at brandon.eldred@itseducation.org.uk

Sexual Harassment

Any uninvited comments, conduct or behaviour made in the workplace, regarding sex, gender or sexual orientation is sexual harassment and is a form of discrimination.

You have the right to feel safe and secure at work and in within other environments. If you experience any unwanted conduct of a sexual nature that leaves you feeling offended, humiliated, or intimidated, you should report it to **Its Education's Designated Safeguarding Lead, Liam Fassam** – who can be contacted at Liam.Fassam@itseducation.org.uk ; **01604422464** or alternatively **01604 422464**.

You can talk to your assessor, line manager or your employer's HR department if you have one. Our Safeguarding Team are always here to support you.

Speak up and report

It is important to speak up and report anything you see at work that looks 'wrong'. This is called whistleblowing and you are protected by law if you make a disclosure about wrongdoings within the following categories:

- Criminal offences
- Not complying with legal obligations
- Miscarriages of justice
- Endangering someone's health & safety
- Damage to environment
- Covering up of any of the above.

We all have a responsibility to let managers know when something isn't right. Ensure you speak up and express any concerns.

Getting to work

How are you going to get to work every day? Whether you are driving, walking, cycling or taking some form of public transport, you need to consider both the logistics of how you'll get there and steps to keep you safe.

Take the time before you start to check that your travel plans will keep you safe. If you are cycling, is the route safe? If you are walking, is the route you are planning to take well lit and safe? If you are using public transport, what's the route like from the bus stop or station to your place of work?

To keep yourself safe, check your route and consider alternative routes or transport methods if you think your original plan is not going to keep you safe.

Staying safe in the workplace

During your induction with your employer the following should be covered and understood:

- What is the company's Health and Safety policy?
- Who are the company's key safety staff?
- Who are the qualified first aiders?
- How to report accidents?
- What are the emergency procedures – fire, evacuation and lockdown?
- How do you raise the alarm in an emergency?
- Are there any prohibited areas or machinery that must not be used?
- Does your job require lifting heavy equipment? What does the company provide to help with this?
- Are there any dangerous substances that you should be aware of? If you aren't clear of any of the above or anything that you think you need to know to keep you safe, be sure to ask your line manager.

Protective clothing

What are you required to wear at work? PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE). Check what the dress code is at your place of work and if you are required to wear PPE. If PPE is required talk to your employer about what they will supply.

Wellbeing support...

Your safeguarding and wellbeing

Your physical and mental wellbeing can affect your learning. Should you ever need to talk to someone confidentially about issues that may be creating barriers to success, our designated wellbeing team, based here at It's Education is here to help.

The team can signpost you to a range of external agencies and charities to provide further support and expertise to support you fully with a particular need such as;

- Mental Health and wellbeing
- Drugs and alcohol
- Sexuality and identity
- Healthy Relationships
- Being a young adult carer or young parent

Safeguarding...

In practice Safeguarding means:

- Protecting children, young people and vulnerable adults from abuse and maltreatment
- Preventing harm to their health and development
- Ensuring they grow up in the provision of safe and effective care
- Taking action to ensure all children, young people and vulnerable adults have the best outcomes

SEE – Safeguarding Everyone Every day

Everyone has a responsibility to keep others safe. We all need to be alert and **SAFEGUARD EVERYONE EVERY DAY**. If you see something that you think needs action, report it. It might be something suspicious, it might be inappropriate behaviour by others, it might be someone not wearing an ID badge, it might be something that doesn't make you feel safe – whatever it is report it.

You can report this in a number of ways:

- Tell your assessor/trainer
- Report it to the Designated Safeguarding Lead



Our designated safeguarding lead is Liam Fassam – who is contactable at Liam.fassam@itseducation.org.uk

Our deputy safeguarding officers are Amisha Naik and Beth Tomlin – who is contactable at safeguarding@itseducation.org.uk

Do not accept bullying. Do not accept any form of sexual harassment. Do not accept any form of discrimination. We don't, neither should you. Report it and **SAFEGUARD EVERYONE EVERY DAY**

Online Safety...

“Online activity” is the use of the Internet on any device: Facebook on your laptop, Snapchat on your mobile, gaming on your tablet. It also includes texting and is not just about your safety, but that of others’.

Some key points to remember:

- Don't post any personal information online – for example your home or email address, or mobile number
- Think before posting pictures or videos of yourself. Once it's posted, it's not yours anymore
- Consider everything you post – if you wouldn't say it to someone's face, don't make a permanent record of it online
- Creating or distributing inappropriate or offensive images may result in criminal proceeding
- Check your privacy settings on all the sites you use, and keep them as high as possible
- Never give out your passwords and think about the combinations you use
- Don't make friends with people you don't know – anyone can hide behind another profile online. Remember that not everyone online is who they say they are
- Don't meet up with people you've met online, and speak to someone you trust if anyone suggests that you do
- Respect other people's views
- If you see something online that makes you feel uncomfortable, unsafe or worried, leave the website and speak to someone immediately at It's Education
- Take online safety seriously.

If you are experiencing any type of harm at College or in your personal life, please speak to any member of staff



If you are experiencing any type of harm at work or in your personal life, please speak to your assessor/trainer or report to the Designated Safeguarding Lead.

ALS...

(Additional Learning Support)

As part of your apprenticeship, It's Education are able to claim additional learning support for learners that qualify, this may be down to a number of factors and will be assessed and discussed on enrolment.

The purpose of this is to ensure a range of learning support is available to make you more independent on your apprenticeship, whilst supporting you to achieve despite any barriers you may face such as learning difficulties, mental health, disabilities and neurodiversity requirements for example.

You can access learning support sessions on a 1:1 basis, in small groups and through tutorial support. We also provide a range of study workshops and intensive learning support sessions to help you prepare for examinations and assessments.

All of our learning support team are specialists in a range of different fields and will help you to achieve your ambitions.

PREVENT...

Another aspect of Safeguarding is the Prevent Duty, a Government strategy that requires schools, colleges and training providers to have “due regard to the need to prevent people from being drawn into terrorism”, supporting terrorism or being drawn into non-violent extremism.

Extremism is defined as “vocal or active opposition to fundamental British Values.”

Prevent is safeguarding students to keep them both safe and within the law.

The Prevent Duty is not about stopping students from having political and religious views and concerns but about supporting them to use those concerns or act on them in non-extremist ways.

Prevent aims to provide early intervention to protect and divert people away from being radicalised and being drawn into terrorist activity. Learners are urged to be vigilant and to report any concerns to the Designated Safeguarding Lead at It's Education.

Prevent “SAFE AND “ SUPPORTIVE Concerns about individuals being susceptible to radicalisation is a safeguarding issue and therefore if you have concerns you can raise



them in the same way you would for any other safeguarding concern. The safeguarding team will take the most appropriate action at the earliest opportunity.

Our prevent lead is Amisha Naik and is contactable on
safeguarding@itseducation.org.uk

To find out more about PREVENT please see this link;

[Get help for radicalisation concerns - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

EDI...

(Equality, diversity and inclusion)

Equality and diversity are fundamental principles that underpin a fair and inclusive society. In your apprenticeship journey, understanding and practicing these principles are not only important for fostering a positive learning environment but also for contributing to a more equitable and tolerant workplace and society as a whole.

Equality: This refers to the idea that every individual, regardless of their background, should have the same opportunities, rights, and access to resources. It means treating everyone fairly and without discrimination.

Diversity: Diversity celebrates the uniqueness and differences among people, including factors such as age, gender, race, ethnicity, sexual orientation, disability, religion, and more. It recognises that these differences contribute to the richness of our society.

Why Equality and Diversity Matter:

- **Inclusion:** Promoting equality and diversity creates an inclusive environment where all learners, regardless of their background, feel welcome and valued.
- **Creativity and Innovation:** Diverse perspectives bring fresh ideas and creativity to problem-solving and decision-making.
- **Legal and Moral Obligations:** In many countries, there are legal requirements to promote equality and diversity in the workplace and education. Beyond legality, it's also a moral obligation to treat all individuals with respect and fairness.

Your Role in Promoting Equality and Diversity:

- **Respect:** Treat everyone with respect, dignity, and fairness, regardless of their background or characteristics.
- **Challenging Discrimination:** Speak up if you witness discrimination or prejudiced behaviour. Report it to the appropriate authorities or supervisors.



- **Language and Terminology:** Use inclusive language and terminology that respects individuals' identities and backgrounds.
- **Accessibility:** Be mindful of accessibility needs and make necessary accommodations to ensure everyone can participate fully.

Reporting and Support:

- If you encounter discrimination, harassment, or any issues related to equality and diversity during your apprenticeship, you can report to the Designated Safeguarding Lead and Deputy.

Our designated safeguarding lead is Liam Fassam – who is contactable at Liam.Fassam@itseducation.org.uk

Our deputy safeguarding officers are Beth and Amisha Naik – who is contactable at safeguarding@itseducation.org.uk

Educate Yourself:

- Take the initiative to educate yourself about different cultures, identities, and backgrounds to enhance your understanding and promote respectful interactions.

Remember, promoting equality and diversity is not just a checkbox to tick; it's an ongoing commitment to creating an inclusive and equitable environment for all.

Embrace diversity, challenge discrimination, and be an advocate for fairness and respect in your apprenticeship and future career. By doing so, you contribute to a brighter, more inclusive future for all.

British Values...

"British values" is a term used to refer to a set of fundamental values and principles that are considered important in British society.

The four key British values typically include:

1. **Democracy:** Democracy is the idea that citizens have the right to participate in the decision-making processes of their country. In the UK, this includes the right to vote in free and fair elections, the rule of law, and the protection of individual rights and freedoms. It also entails respect for the outcomes of democratic processes, even when one disagrees with them.
2. **Rule of Law:** The rule of law means that everyone, including the government and its officials, is subject to and accountable under the law. It ensures that laws are applied consistently and fairly to all individuals, and it protects individual rights and liberties. It also implies that no one is above the law.



3. **Individual Liberty:** Individual liberty emphasizes the importance of personal freedom within the bounds of the law. It includes the right to express one's opinions, practice one's religion, and live one's life as one chooses, provided that it does not harm others or infringe upon their rights. It also encompasses the idea that individuals should have the opportunity to develop their potential and make choices about their lives.
4. **Respect for Others:** Respect for others involves recognizing and valuing the diversity of individuals and communities in society. It promotes tolerance, understanding, and mutual respect, regardless of differences in ethnicity, religion, gender, sexual orientation, or background. It encourages peaceful coexistence and collaboration among people from diverse backgrounds.

These British values are not unique to the United Kingdom but are considered essential principles of modern democratic societies. They reflect the ideals of freedom, fairness, and justice that underpin the functioning of democratic nations. **Promoting** these values is seen as a way to foster social cohesion, a sense of belonging, and a shared commitment to the principles that make up the fabric of British society.

Useful links; [British values and Prevent for adult learners - The Education and Training Foundation \(et-foundation.co.uk\)](https://www.et-foundation.co.uk)

Complaints & Compliments...

It's Education actively encourages feedback from our learners, staff and the wider community of the academy, through student voice, surveys and focus groups, as well as formal compliments and complaints.

If you have a positive experience at It's Education, or wish to let us know how we can improve our service to you, **please tell us**. We love receiving compliments about our teachers, support staff and the work we do.

Tell your assessor trainer or contact us directly if you are unhappy about any part of your experience, **we want to hear about it**. If you tell us about any concerns or problems that you have, it gives us the opportunity to try to improve things for you, and for others who might have similar issues.

You will receive a copy of the complaints procedure should you need to make a formal complaint.

Plagiarism...

Plagiarism is using other people's words and work and passing them off as your own. This includes published work (books, internet, podcasts) and the work of other learners.

You can use other published work in your assignments, but you must reference it properly. Collusion is allowing work to be shared and submitted by someone else, or allowing or paying someone to complete work for you. Plagiarism and collusion are forms of **academic misconduct**.

Other misconduct includes cheating in exams. The Academy takes this very seriously. If a student is found to have committed misconduct a penalty is usually applied. This may include having to resubmit work or in extreme circumstances withdrawing from your apprenticeship.

Using referencing can avoid plagiarism. When making notes, make sure that you reference your work properly. We use software to scan learner work for plagiarism and use of AI content. **Your assessor, can offer you advice on how to reference correctly.**

Appeals process...

If you are concerned about the grade or assessment evidence resubmission you receive from an assessment, and you think it's not right, please talk to your assessor at It's Education as soon as possible.

If you are still not satisfied you can email your concerns to the Head of Quality at Katrina@itseducation.org.uk– Katrina Tempest

Please make sure you give as many details as possible, with evidence.

You will receive a our appeals policy on enrolment.

Follow us!

We encourage all students to follow us on social media so you can keep up to date with the latest news and events happening at It's Education.

Connect with friends, follow It's Education's social media channels...

Useful links and contacts...

Safeguarding	
Designated Safeguarding Lead	Liam Fassam Liam.Fassam@itseducation.org.uk 01604 422 464 07860802163
Deputy Safeguarding Leads	Amisha Naik Amisha.Naik@itseducation.org.uk 01604 422 464 07927134071 Beth Tomlin Beth@itseducation.org.uk 01604 422464
Mental Health & Wellbeing	
Mental Health First Aider	Brandon Eldred Brandon.Eldred@itseducation.org.uk 01604 422 464
Quality Team	
Head of Quality	Katrina Tempest Katrina@itseducation.org.uk 01604 422 464
Apprenticeship Team	
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