



LEARNER HANDBOOK

..... key to your success

ENTERKEY

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Welcome to Enterkey Training

Enterkey Training welcomes you to your training programme; we will make every effort to ensure that you have a great experience during your time with us whilst achieving your qualification.

Enterkey Training is committed to providing a safe learning environment for all our learners and this is always our priority.

The purpose of this handbook is to:

- ⇒ Explain your programme;
- ⇒ Highlight your rights and responsibilities;
- ⇒ Provide a source of information that you can refer to throughout your training programme.

This handbook has been developed to provide you with all the information you need upon starting your programme with Enterkey Training. We hope that you find it a helpful first step and if you have any suggestions on how we may improve it for future learners we would be delighted to hear from you.

Enterkey Training is committed to supporting you throughout your learning journey, ensuring you have every opportunity to succeed in work and life.



Mumtaz Ahmed | Managing Director
Enterkey Training



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Background Information

Enterkey Training can enable you to create and develop your own life opportunities through individualised training programmes and the nationally recognised qualifications that we offer.

We have a variety of different courses along with flexible training hours so your training can fit around your own lifestyle and personal circumstances. All of the courses at Enterkey Training are delivered by our team of highly experienced tutors. We are a certified ECDL, ESOL and Functional Skills Centre, and offer a range of customised courses specifically designed for you.

At Enterkey Training you will always find helpful and knowledgeable staff. We have committed ourselves to training and education with the full appraisal of knowledge in a highly demanding contemporary world.

Enterkey Training aim to provide every learner with experienced and quality support. Whether you are looking to gain skills in order to find a job, training to take the next step on your chosen path, or simply wishing to improve upon the skills you have already acquired, Enterkey Training can meet all of your training needs.

OUR VALUES

CONTINUOUS IMPROVEMENT: *We strive to enhance the quality of our service for customers at all times*

LEADERSHIP: *We create an environment for positive change built on collaboration and trust*

INNOVATE: *We are creative in our thinking and adaptive in finding solutions for you*

CARING: *We care for one another, showing respect and compassion at all times*

KNOWLEDGE: *We understand the importance of knowledge and using our skills to stay one step ahead*

Information, Advice, Guidance (IAG) & Initial Assessment

- ⇒ Our aim is to improve your prospects in terms of training, employment and education.
- ⇒ We provide quality IAG to determine where our learners currently are, and what steps they need to take to in order to get to where they would like to be.
- ⇒ As knowledgeable professionals, we provide advice tailored to the individual and conduct initial assessments to ensure that our learners start their learning at the appropriate level.
- ⇒ We always welcome comments and concerns with an open mind as we have looked to develop a transparent service.

During your induction we will make sure you understand the following:

- ⇒ The rules and regulations relating to your training programme.
- ⇒ Your key points of contact including tutors, assessors and other support functions available;
- ⇒ Key information including attendance, assessment and important dates relevant to your course.

We will create an **Individual Learning Plan (ILP)** which will record your personal details, start and end date of your programme, qualification details, any additional support/training required and progress review dates.



Your ILP will also detail the key milestones of your training programme, as well as how and when you will achieve them. Your ILP is a working document and it will be referred to and updated at regular points throughout your training programme.

Health & Safety

1. Introduction

All learners must have due regard for Health and Safety rules and regulations since we all have a responsibility to keep both ourselves and others safe. This includes whilst attending any training or review sessions.

2. Health & Safety Policy

It is essential that everyone at Enterkey Training is aware of, and becomes familiar with, procedures for dealing with matters concerning health and safety, such as emergencies and the treatment of injured persons.

A safe working environment will be achieved by the full co-operation of staff and learners.

Learners are responsible for:

- ⇒ Co-operating in keeping a tidy and safe working environment
- ⇒ Observing Enterkey Training Health & Safety regulations
- ⇒ Ensuring that they take the necessary safety precautions in the use of all equipment, premises and materials
- ⇒ Reporting any accidents immediately to the Tutor in charge of their class or to any appropriate member of the Enterkey team.



Health & Wellbeing

It is important that you keep healthy during your studies & following these guidelines will help:

- ⇒ Have a well-balanced diet and try not to skip meals;
- ⇒ Avoid smoking and try not to drink alcohol excessively;
- ⇒ Say no to drugs – you may not be able to assess their effect and they can be fatal. They can also lead to addiction;
- ⇒ Ensure you get plenty of sleep as this will affect your concentration in the training centre.

Evidence suggests there are 5 steps you can take to improve your mental health and wellbeing. Trying these things could help you feel more positive and able to get the most out of life.

1. *Connect with other people.* Good relationships are important as they can help you to build a sense of belonging and self-worth.
2. *Be physically active.* Being active is not only great for your physical health and fitness. It can help raise your self-esteem and cause chemical changes in your brain which can help to positively change your mood .
3. *Learn new skills.* It can help improve your mental health by boosting self-confidence and raising self-esteem .
4. *Give to others.* Research suggests that acts of giving and kindness can help improve your mental wellbeing by creating positive feelings and a sense of reward.
5. *Pay attention to the present moment (mindfulness).* Mindfulness can help you enjoy life more and understand yourself better. It can positively change the way you feel about life and how you approach challenges.

(NHS Mental Health and Wellbeing, November 2019)



Equality & Diversity

Enterkey Training aims to ensure that no applicant receives less favourable facilities or treatment (either directly or indirectly) from the initial assessment / enrolment on grounds of the protected characteristics as set out in the Equality Act 2010.

We oppose all forms of unlawful and unfair discrimination or victimisation.

Our staff will not discriminate directly or indirectly, or harass customers or learners because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation in the provision of the Company's goods and services.

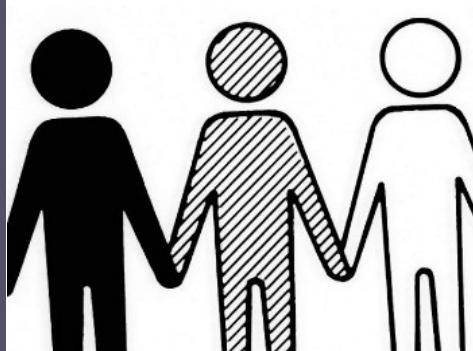
Learners share the responsibility to create an environment that is free from discrimination, which promotes equality of opportunity and values diversity. Where learners encounter discriminatory practice or behaviour, they are expected to actively discourage it and/or to report the matter to their tutor.

Harassment, Bullying & Discrimination

Our objective is to have a workplace which is free from harassment and bullying and to ensure that all employees and learners are treated with dignity and respect.

We will not tolerate bullying or harassment in our training centre, whether the conduct is a one-off act or repeated, or done purposefully or not on purpose. Neither will we tolerate retaliation or victimisation of any person involved in the bringing of a complaint of harassment or bullying.

If you have a concern, you should first raise this with your tutor. If you believe this has not been treated fairly, then raise this with the Team Leader.



Safeguarding

Enterkey Training wishes to ensure that all our learners have a safe and stimulating environment in which they can fulfil their potential and we wish to safeguard the welfare of our learners. Enterkey Training is committed to playing a full and active part in the multi-agency response to vulnerable adults protection concerns.

At Enterkey, the designated persons responsible for Vulnerable Adult Protection are the Safeguarding Officer and the Deputy Safeguarding Officer.

How we will keep you safe

Staff are responsible for the identification of abuse or extremism and referral to the appropriate authorities via the Enterkey nominated persons.

Enterkey will operate safe recruitment procedures and ensure that appropriate checks are carried out on all new staff and volunteers.

What is Abuse?

Abuse is behaviour towards a person that either deliberately or unknowingly causes a vulnerable adult harm, or endangers their life or their human or civil rights. Abuse can be a one-off or something that is repeated.

Abuse can be identified as but not limited to:

- ⇒ Physical
- ⇒ Neglectful
- ⇒ Sexual
- ⇒ Financial
- ⇒ Psychological/ emotional
- ⇒ Institutional or discriminatory in nature



Cyberbullying

Cyberbullying is when someone bullies others over the internet using Social Media or on a mobile phone by sending abusive emails or texts directly or by posting nasty comments or humiliating images for others to see.

If you feel that you or anyone you know is a victim of cyberbullying notify your tutor or Enterkey Training's safeguarding officer for support.

Cyberbullying includes:

Threats and intimidation; harassment, 'cyber-stalking'; vilification/defamation; exclusion or peer rejection; impersonation; unauthorised publication of private information or images ('happy slapping'); and manipulation.



Online Safety

Be careful what you share:

- ⇒ When you choose a profile picture for a social networking website like Facebook or twitter, avoid photos that could give strangers clues about where you live;
- ⇒ Check your privacy settings regularly;
- ⇒ Think about what should be shared in public and what shouldn't;
- ⇒ Check your location settings;
- ⇒ Don't meet people you don't know;
- ⇒ Don't upload or share anything you wouldn't want your parents, teachers or friends seeing;
- ⇒ Use a complex password – it should be hard for other people to guess.



British Values

Tolerance of Different Cultures and Religions

Together we are one community who care, respect and understand one another.

Equity
Equality

Rule of Law

We respect the rules of laws in society.

Equity
Solidarity

Democracy

We all have a say.

Democracy
Solidarity
Equality

Mutual Respect

We respect others and expect them to show us respect.

Equity
Equality
Solidarity

Individual Liberty

We know our human rights and exercise these in life and beyond.

Self-help
Equality
Self-Responsibility

The Prevent Duty

Prevent is a key part of the Government's strategy to stop people becoming terrorists or supporting terrorism. Early intervention is at the heart of Prevent Duty in diverting people away from being drawn into terrorist activity. Prevent Duty is relevant before any criminal activity takes place. It is about recognising, supporting and protecting people who might be susceptible to radicalisation.

Radicalisation is defined as the process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist groups.

Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.

(HM Government Prevent Strategy, 2011)

Plagiarism and Malpractice

In accordance with all regulatory requirements, any suspected cases of plagiarism and malpractice will be investigated promptly by Enterkey Training to establish if malpractice or plagiarism have occurred. We have an obligation to report this to the Awarding Bodies who will also have their own procedures for dealing with this type of activity.

Plagiarism involves learners who may:

- ⇒ Working collaboratively with other learners to produce work that is submitted as the individual's work;
- ⇒ Copying (including the use of ICT to aid copying);
- ⇒ Deliberate destruction of another's work;
- ⇒ Fabrication of results or evidence;
- ⇒ False declaration of authenticity in relation to the contents of any work provided;
- ⇒ Impersonation by pretending to be someone else to produce the work for another or arranging for another to take one's place in an assessment, exam or test.

Should learners wish to use another source of information (regardless of its origin; books, journals and internet) other than their own, they should use the **Harvard Referencing system** and;

- ⇒ Make it clear where the information has been obtained;
- ⇒ State either throughout the text or at the end; who created it, when it was published, its title and how it can be found.

For example:

Health Tips (2015). Superfoods and where to find them. [online]. (Last updated May 2015)

Available at: www.healthtipsarticles.com

Learner Feedback and Complaints

Enterkey Training aims to provide a quality service and reach the highest level in our work. We aim to have an efficient, professional, good practice delivery to learners and all service users, as well as staff and the general public.

We are always pleased to find out what you think of our service, whether this is something we have done particularly well or suggestions for how we could do things better.

You can pass on compliments or suggestions in several ways:

- ⇒ Speaking directly to an Enterkey Training member of staff
- ⇒ Sending an email to the Operations Director
- ⇒ Completing a 'comments & suggestions' card
- ⇒ Completing an evaluation or survey when requested

Also, to gather feedback: we will use the information gleaned at IAG and learner review meetings and at the exit stage. The whole process will be monitored by your personal tutor after two week and four week intervals through documentation reviews as well as informal observations in our training centre.

All feedback is reviewed, and regular analysis takes place to identify any trends that will continually improve our service and processes.

If you have a complaint it will be dealt with seriously. We aim to deal with any complaints quickly and fairly.



Learner Complaints Procedure

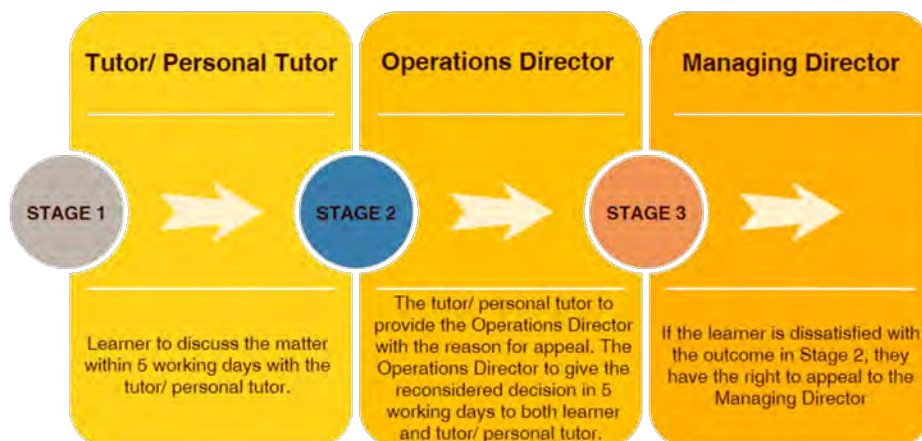
Please put your complaint in writing and address it to the Operations Director via email. Please include details of time, place etc, if possible, as this will help us deal with your complaint.

Your complaint will be treated in confidence. Once the complaint has been received, it will be investigated thoroughly and you will receive a reply in writing within 14 days,

- ⇒ Upholding and outlining action to be taken to rectify the situation or
- ⇒ Informing you of the further time we need to investigate the matter properly if there is a complex issue involved or
- ⇒ Replying to your complaint giving reasons it has not been upheld.

Learner Appeals Procedure

You can appeal to the Managing Director regarding a decision concerning your complaint. The Managing Director will only deal with a complaint once a decision has been made by the Operations Director/Internal Quality Assurer (IQA). The Managing Director will then investigate the matter and give a final decision in writing within 5 working days. The decision of the Managing Director is final there are no other levels of appeal.



Partner Organisations

Enterkey Training will sometimes work with other Training Providers which enables us to provide access to a wide-ranging spectrum of qualifications, experience and learning programmes. You would be informed of the contact details regarding the Partner Organisation/s we would be working with to deliver your qualification on our behalf.

Enterkey Training will continually monitor the quality of service provided by Partner Organisations to ensure learning and/or training of the highest quality is delivered to our learners.



Disclosure and Consent

During and at the end of your programme it may be required to share the information & details you provide with other bodies, such as employers, funding bodies (WMCA/ ESFA/ DWP/ JCP), Awarding Bodies or within Enterkey Training. This could include learning difficulties, personal situations, support needs, initial assessment results, risk assessment details, achievements & qualifications.

In addition, we may use good news stories and images, feedback and comments



which endorse and market your achievements within

internal/external publications or in the press and media.

Good news stories would be discussed and agreed with you prior to any publications or information sharing taking place. You confirm your understanding that your information may be shared by answering yes to this on your learning agreement and as such give Enterkey Training permission to use this information for such promotions.

Learner Code of Conduct

1. You will act with care and consideration for yourselves and others
2. You will provide us with all relevant information to enable us to create a tailored assessment and learning plan to support you in achieving your goals
3. You will attend all assessment and training sessions, arriving on time and fully engage in the activities
4. You will complete all tasks and activities set within agreed timescales
5. You will communicate in a timely manner any change to personal circumstance that may affect your learning
6. You will report your reason for any absences to your tutor
7. Commit to all learning activities as required within your learning programme
8. Accept responsibility for your own learning and ask for help when you need it
9. You will adhere to Enterkey Training's minimum weekly attendance requirements. For unemployed learners, this is a minimum of 12 hours attendance per week, unless otherwise agreed with your tutor



Behaviour

As a learner at Enterkey Training, you are expected to:

1. Be polite and treat everyone with respect;
2. Not use inappropriate language which may offend others;
3. Respect the learning experience of others;
4. Not engage in any type of bullying or harassment of any kind;
5. Help us promote and exemplify Equality, Diversity and British Values;
6. Not consume or bring on to the learning facility, any alcohol, illegal substances or legal highs;
7. Not to be in possession of any offensive weapon.



Acceptable Use Policy (AUP)

This outlines the Acceptable Use Policy for all learners using the computer facilities at Enterkey Training.

Users of Enterkey Training must only access Internet sites which are suitable as educational resources.

The following actions will not be acceptable to Enterkey Training and will result in the individuals being withdrawn from their learning programme:

- ⇒ Illegal activities, or viewing or distribution of illegal material
- ⇒ Viewing of obscene, offensive or pornographic material
- ⇒ The use of foul or abusive language / accessing chat lines
- ⇒ Downloading of software onto the hard drive ('C' drive)
- ⇒ Altering settings or wilful damage on the computer or network

Help & Support Networks

Health

NHS | 111 | www.nhs.uk/

NHS Smoking Helpline | 0300 123 1044 | www.nhs.uk/smokefree

Advice on Drugs | 0300 123 6600 | www.talktofrank.com

Alcohol Advice | 0300 123 1110 | www.drinkaware.co.uk

Eating Disorders Association | 0345 634 1414 | www.b-eat.co.uk

Mental Health

Depression Alliance | www.depressionalliance.org

MIND (Mental Health) | 0300 123 3393 | www.mind.org.uk

Counselling – NHS | www.nhs.uk/conditions/Counselling

Safeguarding

Childline | 0800 1111 | www.childline.org.uk

National Bullying Helpline | 0845 225 5787 |
www.nationalbullyinghelpline.co.uk


National Centre for Domestic Violence | 0800 970 2070 | www.ncdv.org.uk

Police | 101 | www.police.uk/contract


Reporting Possible Terrorist Attacks | www.met.police.uk/tell-us-about/ath/possible-terrorist-activity

Key Contacts


Designated Safeguarding Officer

 Tracey Bealey


 t.bealey@enterkeytraining.com

 0121 773 3410


Managing Director

 Mumtaz Ahmed


 m.ahmed@enterkeytraining.com

 0121 773 3410


Operations Director Feedback, Complaints & Appeals


 James Kennedy


 j.kennedy@enterkeytraining.com

 0121 773 3410

First Aid/ Health & Wellbeing Manager

 Nazreen Akhtar

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