



# Welcome to your Apprenticeship with the **Source Skills Academy**



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# Welcome to the Source Skills Academy

WELCOME to the Source and your Apprenticeship programme. The purpose of this booklet is to give you information about your Apprenticeship and to explain what you can expect from us.

So what happens first?

To begin with we will need to check that you are eligible for the programme and you can help us with this by having with you for the initial visit:

- ✓ **A form of identification such as your birth certificate, passport, driving licence, ID card**
- ✓ **Evidence that you are employed and have a contract of employment and an apprenticeship agreement from your employer**
- ✓ **Copies of any certificates you have, these could be from school or other training programmes you have attended. These are important to us as they could mean certain parts of the Apprenticeship programme may not be required**

We will complete an induction with you explaining what your apprenticeship programme will entail and we are also required to assess your current levels of knowledge and skills particularly relating to English, maths and Information Technology.

We call this initial assessment and it involves some activities that are designed to help us plan the best programme of learning for you.

The system we use for initial assessment is called Guroo. You will be provided with log in details and your tutor will support you through the initial assessment process.

When you have completed this assessment you can check which areas you may need a little more support with. Guroo then allows you and your tutor to use resources, interactive tasks and practice tests to help strengthen your skills in a particular area.

Your designated tutor will provide you with their contact details and mobile phone number so if have any questions or queries at any stage throughout your apprenticeship, please do contact them, and you can also call our Apprenticeship Team Leaders, Clare Smith, Ann Jones or Franca Kelly on 0114 2635649.

# The Learner's Charter

## All of our learners are entitled to expect:

- Information, Advice and Guidance throughout the Apprenticeship programme
- Caring, friendly, qualified staff to support your learning and career aims
- A learning environment that is free from any forms of discrimination
- An induction programme to agree your Individual Learning Plan and provide you with access to your e-portfolio and learning resources
- A range of teaching, learning and assessment strategies which match your learning aims and are appropriate to your learning style and programme
- High quality learning experiences delivered by professional tutors and practitioners
- Regular progress reviews, guidance and support from your tutor to ensure you are making good progress
- Additional support for learners with learning difficulties and/or disabilities
- Additional support in areas such as Maths, English and ICT
- Access to resources on the Source Skills Academy website
- Opportunities to express your views through surveys questionnaires and reviews
- Access to a formal Appeals and Complaints procedure
- Help and advice on the progression routes and options available to support your personal and career aspirations

# The Apprenticeship Programme

Apprenticeship Programmes are structured to contain a number of component qualifications which must be completed in order to receive an Apprenticeship completion certificate.

You may be required to complete all of these components or depending on your previous achievements you may be exempt from some of them. Your tutor will advise and guide you through the components you are required to complete in order to complete your Apprenticeship. We are also required to tell you that your Apprenticeship may be part funded by the European Social Fund (ESF)

The majority of Apprenticeships are currently structured in the following way:

- Competence Qualification (Certificate or Diploma)
- Knowledge Qualification (Technical Certificate)
- Functional Skills or GCSEs in Maths English and ICT
- Personal Learning and Thinking Skills
- Employment Rights and Responsibilities

**The Competence Qualification** covers the development of practical skills leading to the completion of a Certificate or Diploma at Level 2, 3 or 4. This qualification is work based and is assessed in the working environment on a regular basis by a visiting Tutor.

You will be required to compile a portfolio of evidence which is produced electronically to clearly demonstrate your competence within your job role against the National Standards. Your Tutor will continually assess your evidence and will take into account your preferred learning style and agree a variety of methods of assessment suitable to your needs.

**The Knowledge Qualification** tests your knowledge and understanding required for the competent performance of your job role within your industry sector and complements the Certificate or Diploma.

The Knowledge Qualification gives additional knowledge to facilitate progression to higher levels of working and advanced qualifications. The Knowledge Qualification may be achieved by completing projects, assignments, or may be completed by on-screen tests.

**Functional Skills** component includes:

- Maths
- English
- Information and Communication Technology

These can be at either level 1 or level 2 depending on the programme and although previous qualifications may exempt some apprentices from parts of the Functional

Skills component, we will continue to develop your skills in English, maths and ICT and we will provide you with the opportunity to undertake Functional Skills at a higher level. To achieve Functional Skills at either level 1 or level 2, evidence of these skills being applied in the workplace must be produced as well as taking a formal test.

Maths	English	ICT
One test	One test for Reading + One test for Writing + One assessment for Speaking, Listening and Communication	One test

**Don't forget, your tutor will guide and support you through these components**

**The Personal Learning and Thinking Skills (PLTS)** component allows you to demonstrate the following:

- Creative Thinking
- Independent Enquiry
- Reflective Learning
- Team Work
- Self Management
- Effective Participation

Evidence is collected whilst completing the rest of the Apprenticeship. Evidence for PLTS will be compiled through various activities, which may be integrated with other Apprenticeship components. Also your 'Learning Journal' will provide evidence for this component.

**The Employment Rights and Responsibilities (ERR)** component covers the rights and responsibilities of employees at work in areas such as:

- Equal Opportunities
- Health and Safety legislation
- Contract of Employment

### **OneFile e-portfolio**

At the Source Skills Academy apprentices produce an evidence portfolio electronically via an 'e-portfolio' system called OneFile (accessed online). Your tutor will explain OneFile to you and you will log onto it together regularly.

During your apprenticeship you will collect a range of different items of evidence which show that you have gained skills and knowledge whilst at work. This evidence normally includes the following:

Statements and case histories	Observations	Witness questioning	Professional discussions	Questioning	Research
These will be regularly produced by you	Your tutor will observe you performing your duties at work	Your tutor will question a colleague or supervisor	Your tutor will digitally record discussions with you	Your tutor will regularly question you about your work	Your tutor will set you tasks to research and report on

Between tutor visits, you will be required to log onto OneFile to upload your work for marking. Your tutor will check your work for accuracy and quality and provide feedback on how you can improve. You can also communicate with your tutor via OneFile

### Roles and Responsibilities

A number of people are involved in your Apprenticeship. They will endeavour to provide the necessary support and assistance required to ensure an enjoyable and successful learning experience.

#### Your responsibilities

- Attending all meetings agreed with your tutor
- Participating in learning activities to increase knowledge and understanding and updating your Learning Journal
- Demonstrating and submitting evidence of performance, knowledge and competence of all programme components and uploading completed work to OneFile
- Letting your tutor know if there are changes to your personal circumstances will help us to better support you

#### Your Line Manager or Supervisor is responsible for

- Participating in reviews of your progress
- Identifying your training needs and setting objectives
- Identifying opportunities for you to develop within your job role
- Providing ongoing training and support between tutor visits
- Providing 'expert witness' testimonies if required

#### Your Tutor is responsible for

- Providing feedback on your initial assessments to identify the appropriate Apprenticeship programme and level
- Agreeing your training with you and your employer to meet your individual needs
- Discussing your preferred learning styles and the various learning and assessment methods available
- Visiting you in the workplace, delivering teaching and learning activities as agreed and carrying out assessments
- Providing you and your employer with constructive feedback on your progress taking into account if your needs or circumstances have changed

- Providing you with support before you complete any assessments or tests
- Ensuring the Apprenticeship Agreement is completed

**Don't forget your tutor will provide you with their contact details including their mobile phone number**

**Internal Quality Assurance**

- We will provide you with the opportunity to give us feedback on our service at regular intervals throughout your programme
- We will ensure your learning and assessment is consistent and reliable and meets the quality assurance requirements of the Apprenticeship programme and the Awarding Body
- We will carry out quality assurance visits with the Tutor and asking you for feedback on your apprenticeship and our services

**Pearson Edexcel Awarding Body Quality Assurance**

- Monitor how well we deliver our qualifications
- Ensure the standardisation of our learning and assessment process
- Ensuring the provision supplied by the Source Academy meets the Awarding Body quality standards

**Equality, Diversity, Safeguarding and Child Protection**

**Equality Statement**

We are committed to assisting all our learners to be successful and enjoy their learning programme. If learners feel the treatment or support they are receiving does not meet their individual needs we would like to know.

We are against any form of racism and the Source Skills Academy will make its best endeavours to ensure that learners enjoy their learning programme and are able to make a positive contribution to society. It is our intention that all our learning programmes facilitate progression on to higher level qualifications thus contributing to increased job opportunities and economic well-being.

**Health and Safety**

Health and Safety is everyone's responsibility. When starting your Apprenticeship your employer will ensure you are made aware of their health and safety rules and regulations and your responsibility is to comply with those requirements.

This may include specific training on equipment and machinery and the use of personal protective clothing or equipment. Similarly when attending the Source Academy you have a responsibility to comply with our health and safety requirements.

**Disability Statement**

The Source Academy wishes to be recognised as an organisation which provides good employment and educational opportunities for all people including those with disabilities and we wish individuals who apply to us as a learner or employee to know that they will receive fair treatment and be treated solely on their ability.



The Source Skills Academy is an organisation which provides employment and educational opportunities for people no matter what differences they may have. These include; race, disability, gender, gender reassignment, age, nationality, sexual orientation, pregnancy or maternity, religion or belief, marital or civil partnership status, or socio-economic background or class. Equally, employers may expect the same treatment from The Source, and diversity will be celebrated through all our working practices.

### **Safeguarding and Child Protection Statement**

We believe that it is unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognise our responsibility to safeguard the welfare of children, young people and vulnerable adults.

The Source is strongly committed to practices that protect children, young people and vulnerable adults from abuse, neglect or significant harm. Staff recognise, and accept their responsibility to develop the awareness of the risks and issues involved in safeguarding.

We will pay particularly attention to the personal development, behaviour and welfare of our learners and will take steps to ensure learners know how to protect themselves from the risks associated with radicalisation, extremism, forms of abuse, grooming and bullying including through the use of the internet.

We will ensure learners understand the risks posed by people who use the internet to bully, groom or abuse other people.

The Source Academy has updated its policies following the 'Keeping Children Safe in Education' guidance published in 2016.

At the Source Skills Academy we have two designated safeguarding officers and their contact details are:

- **Helen Lee – 0114 2635619 / 07827852504**
- **Andy Womble - 0114 2635638 / 07584391447**

### **Bullying and cyberbullying**

Cyberbullying or on-line bullying is an increasingly common form of bullying behaviour which happens on social networks, games and mobile phones.

Cyberbullying can include spreading rumours about someone, or posting nasty or embarrassing messages, images or videos.

Children or young people may know who's bullying them online – it may be an extension of offline peer bullying - or they may be targeted by someone using a fake or anonymous account. It's easy to be anonymous online and this may increase the likelihood of engaging in bullying behaviour. Cyberbullying can happen at any time or anywhere

Bullying is behaviour that hurts someone else – such as name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen

anywhere – at school, at home, in the work place or online. It's usually repeated over a long period of time and can hurt a person both physically and emotionally.

### **Prevent Duty**

The Source Academy is committed to supporting the Government Prevent strategy. We have established a Prevent risk assessment and are in contact with existing local safeguarding or adult safeguarding boards and other health and social care partnerships to ensure the safeguarding of its learners against the dangers of radicalisation and extremism and we are committed to promoting fundamental British values.

### **What is radicalisation**

Radicalisation is defined as “the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.”

### **What is extremism**

Extremism is the vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. This also includes calls for the death of members of the British armed forces.

### **What is terrorism**

Terrorism is defined as action designed to influence the government, intimidate the public, and done for the purpose of advancing a political, religious or ideological cause, that endangers or causes serious violence or harm to people, property, or seriously disrupts or interferes with an electronic system.

### **Fundamental British Values**

The 4 fundamental British values are defines as

- Democracy.
- The rule of law.
- Individual liberty.
- Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith.

**All of our policies relating to equality and Diversity and Safeguarding are on our website and on our OneFile e-portfolio**

### **Health and Wellbeing**

We will encourage you to take pride in your work and help you to become more confident and self assured. We will do this by helping develop your employability skills, your skills in English and maths and we will encourage you to understand how to keep fit and healthy, both physically and emotionally.

We will also ensure you know how to feel safe and how to raise concerns if you do not feel safe and we will listen seriously to any concerns you may have. We will ensure you understand your rights and responsibilities at both work and as citizens and we will encourage you to progress to future learning opportunities. We have a

Health and Wellbeing handbook which we will provide to help you and your tutor will include this topic when visiting you in the workplace.

### **Ofsted**

Periodically we are inspected by the Office for Standards in Education (Ofsted). They will check that we are providing you with a good quality learning experience and that you are making good progress.

This means your tutor will set you challenging targets, review progress with you and your employer and will monitor that you are completing tasks and activities to agreed timescales. This is to ensure that your apprenticeship qualifications are successfully completed and we will also provide information, advice and guidance on potential progression routes to further qualifications and progression in the workplace.

### **Data Protection**

The Source Skill's Academy is registered with the Information Commissioners Office and complies with the Data Protection act. The personal information you provide may be shared with other partner organisations for purposes relating to education or training. Further information about use of and access to your personal data, and details of partner organisations are available at:  
<http://skillsfundingagency.bis.gov.uk/privacy.htm>

### **Complaints Procedure**

We are committed to assisting all our learners to be successful in their learning programme. If learners feel that the support they are receiving does not meet their individual needs, we want to know. If learners have any concerns regards the learning programme they should inform their tutor immediately to talk about their concerns.

All feedback is welcome and any complaints will be looked into fully and without prejudice. Where reasonable and applicable, complaints will be put right and feedback will be utilised to improve our service.

The Source provides a confidential channel which meets the needs of all who require it and every effort will be made to address concerns, in order for learners to continue to successfully progress through their learning programme. We will endeavour to address any barriers, which may affect the successful completion of the learning programme.

**Our policy and procedure relating to complaints is located on our website and on our OneFile e-portfolio**

### **Appeals Process**

The Source Skills Academy is committed to providing all learners with access to fair and reliable assessment and any individual who is in disagreement has the right to appeal against assessment decisions which are unclear or seem unfair.

Our appeals procedure is on both our website and on the OneFile e-portfolio and your tutor will explain this to you.



## Information advice and guidance

We will provide information, advice and guidance on the options available to you regarding employment opportunities, training courses, qualifications and progression opportunities to higher level training.

This will be provided impartially and may result in us suggesting alternative options which may be with other organisations if we feel that is the best option for you as an individual. We will also provide information and where you can find additional support and guidance if you need specialist guidance that we are unable to provide.

## National Union of Students NUS Apprentice extra Card

Did you know that being an apprentice enables you to buy an Apprentice extra card? The card gets you a wide range of in store and online discounts. Save on clothes, travel, cinema, groceries and more!

Your tutor will advise you on how to apply but it is so easy, just follow this link and the instruction. [www.apprenticeextra.co.uk](http://www.apprenticeextra.co.uk)

All you need is your debit/credit card and a photo then you can buy now online.

Choose your apprentice provider from the list, enter a few details and your card will be with you within 7 working days, ready for you to start saving.

## And finally...

### Progression to further qualifications

You will have the opportunity to explore your options and get information, advice and guidance from your tutor before you complete your programme.

Successful completion of an Intermediate Apprenticeship can lead on to progression to an Advanced Apprenticeship.

Completion of an Advanced Apprenticeship may lead to a Higher Apprenticeship and successful completion of the Higher Apprenticeship may even lead to a Foundation or full university Degree.

## So remember nothing is out of your reach!

Enjoy your Apprenticeship with the Source Academy.



Please use this page to make any notes or jot down any questions you may have and if you do have any question please ask!