



CableCom Training Ltd **Learner Handbook**

Introduction

Welcome to CableCom Training Ltd. CableCom Training is determined to continually improve, the quality of services and choice of Learning Opportunities. We expect our learner's to show commitment to effort, success and further advancement.

I would like to take a moment to explain to you the need to read this learner handbook. It explains what we offer to you and what we expect from you. Please make yourself familiar with this document, together with our induction or introductory programme. They will give you an excellent start to your time with us. We would like to wish you every success.

Where are we located?

CableCom Training Ltd
MAP House
22 Portrack Grange Road
Stockton-on-Tees
TS18 2PH

Free car parking facilities are available/ for your safety there is a 10mph speed limit enforced. Please respect the parking areas as they are shared car parks. We also ask that you respect the parking areas assigned to disabled people.



In addition, CableCom Training Ltd courses are delivered in a number of outreach venues and client premises.

Learner Support Services – Financial

Funding to support your training and development plans may be available via your local Business Link and/or Learning and Skills Council. Depending on personal circumstances up to 100% funding may be available to support your plans. Please feel free to contact us to discuss your specific circumstances and eligibility.

Access Support for Disabled Learners and those with Learning Difficulties

We welcome learners who have a disability or learning disability and will try to ensure, in line with our Company Disability Statement, that there is suitable access to our facilities and appropriate support. Our site has disabled parking and access. We ask learners with a serious mobility condition to note that in the event of an emergency alarm sounding, they must go to the nearest signposted safe haven where they will be attended to. You can discuss your access and support needs with your trainer/assessor who can advise you on the best management access arrangements for you.

CableCom Training Ltd commit to supporting all learners during their programmes of study in the most appropriate way possible. For examples you may be able to get help with:

- Physical disability.
- Hearing loss.
- Visual impairment.
- Dyslexia.
- Difficulty in reading, writing, numbers or any other aspect of learning.

IT IS IMPORTANT THAT YOU DO THIS AS SOON AS POSSIBLE SO THAT APPROPRIATE SUPPORT CAN BE ARRANGED. Contact may be made through your tutor or assessor.

Careers, Work Experience and Higher Education

Careers advice is available to all learners where appropriate. This is undertaken by CableCom Training Ltd staff, working together with professional advisors.

Advisors are actively involved in tutorial sessions with learners, to provide up to date information, so that realistic decisions can be made about employment, training and higher education. As part of your course or as an enrichment of it you might undertake a work placement or a period of work experience. Staff will explain any arrangements and provide you with any access to information about this especially Health & Safety issues.

Counselling

CableCom Training Ltd offers an impartial and confidential counselling service to all. Counselling gives you an opportunity to talk over any matter, which is causing you concern and aims to explore your concern so that you can decide what to do and work towards coping more effectively. Counselling helps you to help yourself.

You might be concerned about:

- Personal Problems.
- Course difficulties.
- Uncertainty/loneliness.
- Stress.
- Depression/crisis.
- Relationships.
- Bereavement/worry.
- Or you just want to talk!

Contacting us is easy via your course tutor/assessor!

Education, Advice and Guidance

CableCom Training Ltd offers perspective and current advice and guidance on many aspects of studying with us.

We offer assistance to clients and learners seeking help about education and training opportunities.

You can obtain:

- Information on CableCom Training Ltd courses.
- Training Needs Analysis.
- Information on financial assistance for learners & clients.
- Information on childcare support and crèche provision.
- Information on, and assistance in booking an appointment with a Guidance Officer.
- Advice on access and support for disabled learners and those with learning difficulties.
- Advice on additional support that can be made available to help learners to complete their chosen course successfully.
- Guidance to aid transition into employment, training or higher education.
- Guidance on change of career where appropriate.

Equal Opportunities

We all have a responsibility to work together to achieve an atmosphere in which all learners and staff can feel comfortable. We need to ensure, at all times that our behaviour does not threaten another person IN ANY WAY! CableCom Training Ltd has an Equal Opportunities Policy and code of practice regarding personal harassment. ***Please see the attached documentation.***

Our Charter

As explained in this introduction booklet, The CableCom Training Ltd charter is very important documentation for you to study. It explains in some detail what you can expect of CableCom Training Ltd and what you should do if you feel that any of the support or advice outlined in this charter has in your opinion, not been delivered. The charter also includes a list of contacts, which you may find useful during your time with us.

The charter will be issued to you before your course begins. If for any reason you do not receive one, please ask.

Enrichment, Wider Curriculum and Key Skills

CableCom Training Ltd has developed a larger programme for activities in these areas. Full details will be available to learners at enrolment and induction – All learners can benefit.

Health and Safety

CableCom Training Ltd recognises its responsibility for providing a safe and healthy working environment for all who use its facilities.

We ask all learners:

- To take reasonable care for the health and safety of themselves and others.
- To co-operate with CableCom Training Ltd by following health & safety procedures and instructions.
- To respect and not abuse, misuse, vandalise or deface, fire alarms, fire extinguishers, first aid boxes and appropriate notices and signage.
- In the event of a fire alarm sounding, to make their way directly to the designed assembly point.
- To report all accidents, however small, to a member of staff immediately. Trained first aid staff/first aid boxes available.
- To respect speed limitations when driving motor vehicles in CableCom Training Ltd grounds and park only in marked designated bays.

- To inform their assessor (in confidence) of any medical needs, or any condition which might require special or emergency action.

Telephones

Telephone messages can only be taken, on your behalf in absolute emergencies – Please respect this request.

Learner Responsibilities

Conduct

CableCom Training Ltd expects of its learners a high standard of conduct as set out in the Code of Conduct at the end of this handbook. In brief, behaviour should at all times be appropriate to membership of an educational training institution.

Disciplinary procedures, as approved by CableCom Training Ltd will be used where necessary. Details of these procedures will be given to you at Induction during your first week with us.

General Responsibilities

- Learners are required to account for all absences.
- Learners are asked to notify us of any change of circumstances, such as change of name and address, without delay. This should be done by means of amendment form, available from members of staff.
- Learners are responsible for safeguarding their personal property.

Examination and Examination Entries

Examination and examination entries are very important. Learners are asked to play their full part in ensuring correct and complete arrangements are made on their behalf.

CableCom Training Ltd arranges for examinations, set by external bodies, to be held on Company premises and elsewhere is necessary.

It is very important that the following procedures are observed correctly. If they are not the CableCom Training Ltd cannot accept responsibility for examination entries.

- No learner will be allowed to take examination unless attendance requirements have been fulfilled and necessary coursework, both written and practical has been completed.
- Learners are responsible for ensuring that they submit their application in person, with the appropriate fee if applicable, before the relevant closing date.

- Learners not complying with this regulation will be charged a late entry fee in addition to the normal examination fee.
- If, after handing in an examination entry, changes are required, an Examination Entry Amendment Form, available from members of staff.
- Learners, who are absent from the examination, will be liable to pay the fee unless they produce, WITHIN 5 DAYS a medical certificate to verify their absence.

CableCom Training Ltd is most anxious to provide the appropriate special arrangements (such as extra time, a reader and Braille papers) for learners who need them. A request for special arrangements must be made and accompanied by supporting medical evidence.

Comments and Complaints

CableCom Training Ltd welcomes, and will examine any comments on its service is offers its learners. We hope that you have no need to complain, but should you wish to do so the procedure is explained in our charter under the heading “What if things go wrong”.

Data Protection

CableCom Training Ltd collects information on all its staff and learners for various administrative, academic and health and safety reasons. We are regulated by the Information Commissioners Office and fulfil all the criteria of the Data Protection Act. Any information you provide us with will be treated with the up most confidentiality and secure storage arrangements.

Learner Code of Conduct

To enable you to gain as much as possible from your course, in an atmosphere of mutual respect, trust and safety you are required to comply with the terms of this code of conduct and other CableCom Training Ltd rules & regulations which may be in force.

Failure to do so may result in the implementation of the learner Disciplinary Policy.

Attendance and Punctuality

Full, punctual attendance is required for all learners for all parts of their course unless there is a good reason for absence.

Personal Study

- Learners are required to complete all set work at the required time.
- Examination regulations must be observed.

- Learners who wish to make any changes to their course must discuss this with their tutor.

If a change is made, a course Amendment Form and the relevant documentation required by the person authorising the change must be completed.

- Learners who are considering leaving should discuss the matter with their tutor/assessor. If they do decide to leave, a withdrawal form and any other necessary documentation must be completed.
- All books and equipment must be returned before learners leave, verification that this is done is required.

General

- Learners are expected to treat those people with whom they come into contact with courtesy, respect and consideration.
- Smoking is not allowed in any building.
- Health & Safety regulations must be observed.
- The property of CableCom Training Ltd and its staff, learners and visitors must be treated with care and respect.
- All staff and learners are expected to keep a clean and tidy working environment.

The Code of Conduct will be introduced to you during your induction. If you wish to ask any questions about it you should do so via your tutor/assessor.

I hope you enjoy your time with us.

Clive Donnison

Clive Donnison
Managing Director

Quality Assurance of Your Learning Experience

CableCom Training Ltd takes provision of your learning experience very seriously. To ensure this we maintain and continually strive to meet a range of Quality Characteristics as per attached documents.

Equal Opportunities Ethical Moral Behaviour Code of Practice

All members of CableCom Training Ltd are requested to promote actively an atmosphere of positive co-operation and tolerance across the whole institution. Respect for and fair treatment of individuals and groups is an underlying precept of studying life to which everyone is asked to adhere.

All members of the CableCom Training Ltd community, whether learners, visitors or staff have the right to enjoy the benefits of CableCom Training Ltd free from any kind of mistreatment.

Mistreatment can take many forms and CableCom Training Ltd will take firm action against employees or learners found guilty of any of the following:

- Physical assault against a person or a group.
- Victimisation.
- Derogatory name calling, insults and racist, religious or sexist jokes.
- Racist, Religious or sexist graffiti and other written insults.
- Provocative behaviour such as wearing racist or sexist badges or insignia.
- Discriminatory graffiti, comics, pictures, cartoons or magazines being brought into CableCom Training Ltd.
- Threats against a person or group because of age, colour, race, religion, sexual orientation, gender or disability.
- Discriminatory comments, including ridicule made in the course of discussion in class.
- Recruitment of members to racist organisations and groups.
- Unwanted verbal or physical advances to members of CableCom Training Ltd or visitors.
- Refusal to co-operate with other people because of age, race, colour, religion, gender, sexual orientation or disability

CableCom Training Ltd considers harassment of its staff, learners and visitors to be a serious offence and will not tolerate such behaviour from any members of its staff or from any of its learners.

Racial harassment includes racial abuse, either verbal or physical. An aggressive or offensive manner directed only at particular groups is harassment.

Sexual harassment includes any unwanted verbal or physical advances or sexually related remarks or actions which are offensive to the victims and cause them to be threatened, insulted or humiliated.

Harassment of persons with a disability includes remarks or actions, which draw attention to their disability and cause the victim to feel threatened, insulted or humiliated.

What to do if you are being harassed by someone at CableCom Training Ltd

- Talk to someone you trust, a friend, someone at home, a member of staff – Get support.
- Keep a diary of events.
- If you feel able, go to the person harassing you and tell them to stop. Be specific so that the person knows exactly what you want changed. If you want, take someone with you for support.
- Show the person harassing you this document so that they understand CableCom Training Ltd's position on harassment.

Complaints Procedure

If the above does not lead to a satisfactory outcome, then a formal complaint should be made to the Managing Director. It will be his responsibility to ensure that the reported incident is properly recorded and documented. The victim/reporter may use a tutor/assessor or other representative to help convey his/her complaint if desired.

The level of investigation will be determined by the senior management team, taking into account the nature of the incident, the victim/reporters wishes and the position of the alleged perpetrator. In case of sexual harassment female or male (as appropriate) members of staff will be available for support and guidance as well as take part in the investigation.

Two confidential meetings will be arranged:

- Firstly, with the person making the complaint, who will be asked to make a full statement normally supported by a written statement.
- Secondly, with the alleged harasser.

The purpose of these confidential meetings is to establish whether harassment has taken place, to stop the harassment and to consider whether disciplinary action is necessary.

Both parties will be informed of the outcome of the investigation and of the action recommended action.

Both parties, if dissatisfied with the outcome or the action taken, have the right of appeal to the Managing Director. They must inform the Managing Director of their intention to appeal within ten days of the outcome of the meetings.

Equal Opportunities – Summary

CableCom Training Ltd believes in Equal Opportunities. We want all our learners, clients and staff to be treated fairly.

We are committed to treating people on the basis of their merits and abilities, regardless of age, colour, ethnic or national origin, gender, sexual orientation, disability, marital status, religious beliefs or other irrelevant or artificial distinction.

All staff and learners have the right to be treated fairly and without discrimination.

Copies of Equal Opportunities Policy are available from:

CableCom Training Ltd
MAP House
Stockton-on-Tees
TS18 2PH

Tel: 01624 804000

Fax: 01642 734555

E-mail: John@cablecomtraining.co.uk

Implementation

CableCom Training Ltd will:

- Encourage ownership of the policy by staff and learners, using a range of methods, which will promote ownership, involvement and responsibility for implementation.
- Identify staff that are responsible for teams and/or learners, for producing and implementing action plans to address the issues outlined in the policy.
- Provide guidelines on which action plans can be based; indicate parameters for short/long term activity.
- Support all staff through appropriate staff development, to implement all aspects of the policy.
- Monitor and evaluate progress towards the Equal Opportunities practice indicated in this policy through annual course and service review. This will include quantitative and qualitative data.
- Report annually on progress indicated above.

Equal and Opportunity Policy

CableCom Training Ltd's mission is to provide lifelong learning opportunities, developed through sustained growth and continuous improvement.

CableCom Training Ltd seeks to enjoy a culturally diverse community with learners and staff with a wealth of different experience, knowledge and skills, following a variety of learning pathways.

All staff, associates and agents of CableCom Training Ltd community have a responsibility to ensure that learners and fellow members of staff are free to pursue their studying and working lives without any kind of overt or covert harassment.

CableCom Training Ltd will continue to develop Equal Opportunities policies and practices in line with continuous principles.

Equality and Diversity

We recognise that we have the power to reduce the disadvantages that people experience by making our services more responsive to all communities and individual needs. The organisation values the diversity of all communities; we want our services, facilities and resources to be accessible and useful to every individual.

We also recognise that our ability to meet these diverse needs is improved by having a diverse workforce which generally reflects local populations and which has the skills and understanding to achieve our service obligations. We commit ourselves to valuing diversity in our workforce and to developing and training our employees to improve their ability to meet our goals within an overall framework of equality.

We have a commitment to be an organisation that:

- Accepts that all have a right to their distinctive and diverse identities.
- Has a workforce generally reflecting the population we serve.
- Understands how valuing diversity can improve our ability to deliver better services and so reduces disadvantage.
- Actively consults with different individuals and communities to ensure that the services which are provided are responsive and reflect the diversity of need.
- Provides a supportive, open environment where all employees have the opportunity to reach their full potential.

The organisation believes that our employees have an important part to play in making this happen.

We require every employee to recognise and discharge their own responsibility.

We undertake to listen to our customers and to involve them in the development of services which recognise and value their diversity.

Quality Characteristics Relating to Learner's Learning Experience.

1. CableCom Training Ltd develops its curriculum in response to the needs of the community.
2. CableCom Training Ltd actively promotes its provision to employers, community organisations and individuals.
3. Accurate information about all aspects of CableCom Training Ltd provision is accessible and readily available.
4. CableCom Training Ltd admission systems must be clear, responsive, efficient and user friendly.
5. All clients will have access to a Guidance and Initial Assessment Service.
6. The enrolment process is efficient, effective and available throughout the year.
7. All learners receive a comprehensive induction to their learning programme and management of their learning.
8. Each learner has an identified member of staff who is responsible for the management of their learning.
9. Individual needs are identified at an early stage in the learner learning programme.
10. All learners experience a variety of teaching, learning and assessment styles.
11. All learners have access to the range of support/resources/services required to achieve a successful outcome.
12. All learners are helped to regularly review their progress and to identify future targets.
13. There are a range of opportunities for all learners to provide feedback on their experience with CableCom Training Ltd.
14. CableCom Training Ltd actively supports learners to progress from their learning programme.
15. All learners will be treated equally and with respect regardless of differences in culture, ability, race, gender, age, sexual orientation or social class.

Signed for and on behalf of CableCom Training Ltd

Clive Donnison

Clive Donnison
Managing Director