

# Learner Handbook

**Deere Apprenticeships Ltd**

**November 2021**



# Introduction

## Welcome

We are delighted you have chosen Deere Apprenticeships Ltd to help further your learning and enhance your career and job prospects by enrolling on a programme with us.

The learner handbook is to help explain what you can expect from us and what we expect from you. And is a resource you can use to refer back to if needed.

Our role is to ensure that you receive enhanced training to help develop and learn new skills through support, assessment and coaching in order to successfully complete your course within the agreed timescale.

## Who are we?

Deere Apprenticeships are a bespoke training provider that deliver a range of apprenticeships, employability and bespoke commercial training.

Deere Apprenticeships has been trading and delivering quality education packages suited to employers needs since 2011.

## Our Credentials and Achievements

- We are an approved training provider on the Register of apprenticeships and training providers (ROATP)
- All of our staff are occupationally competent within their field of delivery
- We have been graded Good at our last Ofsted Inspection
- We have been continually successful in obtaining the Matrix standard
- We have been approved by the following awarding bodies to deliver: ILM, City and Guilds, Highfields and OAL
- We have managed to obtain high standards and high percentage of distinctions at EPA

# Our Commitments

Deere Apprenticeships are committed to Employers and Learners in ensuring the best possible delivery and training is provided. We ensure we are diverse yet inclusive and help nurture learners to their best potential.

## Our Values

### Innovate – Inspire - Improve

## Our Principles

- ☛ We highly believe in honesty and integrity to be at the heart of our business and providing valued customer service and professionalism.
- ☛ We promote diversity and inclusion and operate a zero tolerance against discrimination.
- ☛ We offer impartial information advice and guidance and are always transparent and open
- ☛ We are dedicated to our customers and accountable for all what we do
- ☛ We adapt the services we provide to ensure a bespoke partnership to meet the needs of our customers

## Standards of service

- ☛ We believe in a two-way communication ensuring this is timely and effective for both parties
- ☛ We respond to all requests or enquiries within 72 hours
- ☛ We aim to always provide a high standard of customer service
- ☛ We encourage and seek feedback from staff, customers and learners to help improve our service

## Safeguarding and Well-being

- ☛ We actively promote a safe environment for staff and learners
- ☛ We promote and raise awareness of British Values
- ☛ We ensure data protection legislation is followed
- ☛ All members of staff are trained in Safeguarding and Prevent.

## Quality Assurance

- ☛ We ensure all learners receive quality time with their Tutor
- ☛ We continuously monitor the learner progress and quality of work
- ☛ Ensure our tutors are fully up to date with changes and update their own CPD

## Your obligation to us

Advise us if you have any special needs or require additional support to enable you to participate in a course. If we know your requirements in advance, we can tailor the training to your needs.

Advise us as soon as possible giving notice that you are no longer able to attend a session that has been booked in.

Arrive on time for your training session

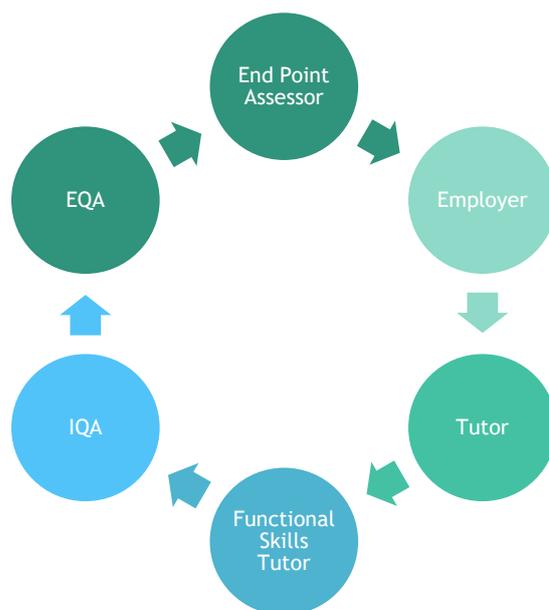
Always treat everyone with respect and consideration

Tell us if witness or experience any inappropriate behaviour

Comply with our policies and procedures, they are here to keep you safe and happy whilst you train with us

Ensure you attend regularly to get the best outcome from your course

## People that are involved in your apprenticeship programme



# Your Learning Journey

Your learning journey with Deere Apprenticeships will take on 8 steps

## Step 1 – Information, Advice and Guidance and Eligibility Interview

Our Information advice and guidance and eligibility interview is to help you make a informed decision as to whether an apprenticeship is right for you, this is conducted through an interactive meeting with your Tutor and virtual delivery of completing an skills scan with your employer of suitability to the apprenticeship.

## Step 2 – Apprenticeship Application

As part of the apprenticeship application, we will obtain data from yourself and your employer and complete the enrolment process of your apprenticeship including ensuring initial assessments have been completed.

## Step 3 – Induction

At Induction we will provide you with all the information you require in order to commence your apprenticeship, The objective is to ensure you understand

The Apprenticeship Standard

Identify how to manage your study time and skills

Develop your Maths and English skills in preparation for Functional Skills (if needed)

Explain the apprentice role and responsibilities in Safeguarding, Prevent and British Values

## Step 4 – On Programme

During the on programme steps you will be meeting with your Tutor where you will work towards the standard and functional skills of your Apprenticeship, you will meet at least once a month and where observations, discussions, Q&A and coaching will take place. You will also be working on gaining the applicable off the job evidence and building a portfolio of work in readiness for your EPA.

## Step 5 – Assessment Gateway

Upon completion you will go through gateway, this is a 3 way meeting between your line manager, yourself and your tutor to confirm that the mandatory aspects of the apprenticeship are completed. And you are now ready to undertake the end point assessment phase with the end point assessment organisation.

## Step 6 – End Point Assessment

The end point assessment will occur approx. 8 – 12 weeks following assessment gateway will incorporate a range of different scenarios from Knowledge Tests, Interviews, Presentations, Question based discussions and project completion. Once completed your independent assessor will grade you with either Pass, Merit or Distinction

## Step 7 – Certification

On successful completion of the end point assessment you will receive a certificate of your achievement. This can take up to 12 weeks.

## Step 8 - Destination

Following your completion of your apprenticeship at 12 weeks stage we will be in contact to find out your current destination to see if you are in the same role, progressed or left or moved onto another apprenticeship

## 20% off the job

Off the training is a mandatory requirement For an English apprenticeship. 20% off the job training is training that is received by an apprentice, during an apprentice's normal working hours, for the purpose achieving the knowledge, skills and behaviours of the approved apprenticeship.

It is not on the job training which is training received by the apprentice for the sole purpose of enabling the apprentice to perform the work for which they have been employed. By this we mean training that does not specifically link to the knowledge, skills and behaviours set out in the apprenticeship.

You will need to ensure you are logging your 20% off the job training activities in your Onefile e-portfolio. Activities that can be included are:

- Online Training
- Coaching and Mentoring
- 121, Appraisals or Supervision meetings
- Team Meetings that include a new work procedure
- Shadowing another member of staff
- Attending conferences
- External training events
- Research and E-Learning

## Effective Time Management

In order to have effective time management some of the below skills are needed:

Set clear goals

Break your goals down into steps

Regularly review your progress

Prioritise urgent and important tasks

Persevere when things don't work out

List the tasks you need to complete

Organise your work schedule

Don't procrastinate

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## Prior learning and achievement

When enrolling onto your apprenticeship there may be times that you have completed qualifications that will provide an exemption for parts of your course. For example, If you have achieved GCSE's in English or Maths at Grade C or above (4+ for new GCSE's) these potentially exempt you from having to complete functional skills, providing you can show evidence of this in form of a certificate, statement of results or your personal learning record.

On enrolment we will also ask you to complete a skills scan in the relevant area of your apprenticeship, from this we will be able to determine the definite areas of new skills needed and can plan your development in the workplace which will provide off the job training.

## Programme Duration

The duration of your apprenticeship depends on the qualification you have enrolled onto. In main the delivery of an apprenticeship is expected to last a minimum of 1 year (12 months) with the end point assessment expected to take up to 3 months following this. The exact duration of your course will be discussed with you at enrolment.

## Functional Skills

Once you have completed your initial assessments and diagnostics on BKSB, your Tutor will go through the elements needed in order to complete your functional skills using these scores. All of our training is delivered through a mixture of learning platforms, but mainly recorded on the Onefile system. Your tutor may conduct 121 workshops, set work through BKSB or complete mock tests with you in preparation for your functional skills exams.

All exams will be conducted through City and Guilds and will be invigilated, below is a list of the approx. exam durations:

### English Level 2

Speaking and listening – 30 minutes

Reading – 1 hour

Writing - 1 hour 20 minutes

### Maths Level 2

Non-Calculator – 20 minutes

Calculator – 1 hour 20 minutes

ICT Level 1 (where applicable) – 1 hour 30 minutes

# Appeals Procedure

## Stage 1

Having received and discussed the assessment decision and feedback with which you are not satisfied, you then have the right to appeal to your tutor .

This should be in writing and show your points of disagreement and reasons to refer to evidence in your workbook that you believe meets the performance requirements.

## Stage 2

If you are not then satisfied with the outcome, you can appeal to the operations manager - who will have received your written appeal and acknowledged it.

The operations manager will examine all of the evidence and advise you of their decision.

## Stage 3

If you are still not satisfied, having exhausted stages 1 and 2, you must ask for your appeal to be presented to the SV.

An appeals panel will be set up (Chair, a member of the advisory council for Education and Training, Operations Manager and the Centre Manager) and the appeal will either be rejected or upheld - their decision is final.

A fee may be payable for this stage of the appeal.

# Complaints Procedure

## Stage 1

Write to the Operations Director within 20 days of the issue arising. The letter should give full details of the reasons of the complaint/grievance.

## Stage 2

The Operations Director will:

- a. Attempt to find a solution with the individuals concerned or alternatively
- b. Set a date for the complaint to be considered by a complaints/grievance panel
- c. Notify the Education and Skills Funding Agency (ESFA) that a complaint has been lodged (if not resolved in "a" above) giving details of how it will be heard, including the composition of the complaints panel.

## Stage 3

The complaints panel will meet to consider the complaint within 20 working days of the Operations Director receiving the complaint. The panel will check that it has received full accounts from all parties involved in the issue. The Operations Director, on behalf of the panel, will inform the candidate of the outcome of the hearing within 3 days

## Stage 4

If the Apprentice or Employer disagrees with the outcome, they have the right to complain directly to the ESFA and/ or the End Point Assessment Organisation

## Key Information

**Break in Learning** – Sometimes due to unforeseen circumstances it may be necessary for you to take a break in learning, this may be due to long term sick. Maternity, bereavement. There is a limit for the duration of the break and this has to be approved by your employer.

**Withdrawal from programme** – In some instances, where failure to complete work, attend your tutor sessions and poor progress may lead to you being withdrawn from programme.

**Feedback** – During your apprenticeship you will receive feedback from your tutor on completion of assignments, we expect to provide this within 5 working days after submission.

**Cause for concern** - We will consistently report to you and your employer your progress for your qualification, If for any reason that you become behind on your progress a meeting will be requested with yourself and employer in how we can resolve this and set an action plan. Failure to follow the action plan may result in withdrawal from programme.

**Change of details** – Should you have a change of circumstance such as Name, Address, employer and job role you must advise your tutor as soon as possible.

**Blended Learning** – Your apprenticeship programme will be delivered through blended learning. This means you will have both online and face to face meetings with your tutor. When online delivery is taking place you must ensure you have good internet access and be able to log into Microsoft Teams.

## Online Etiquette

- 👉 Ensure your sound and video work
- 👉 Come prepared
- 👉 Be on time
- 👉 No smoking or vaping during your online session
- 👉 Use a simple background
- 👉 Find a quiet place with no disturbances
- 👉 Keep focused

## Key Contacts

Deere Apprenticeships head office – 01623 37025

Quality Assurance – Claire Indans – [claireindans@deereapprenticeships.com](mailto:claireindans@deereapprenticeships.com)

Managing Director – John Sims – [johnsims@deereapprenticeships.com](mailto:johnsims@deereapprenticeships.com)

Safeguarding Lead – Rachel Gill – [rachelgill@deereapprenticeships.com](mailto:rachelgill@deereapprenticeships.com)