

# INFORMATION, ADVICE & GUIDANCE HANDBOOK 2018



The information in this straight forward handbook is designed to help you successfully achieve your learning objectives with **Learning Republic**. Covering the expectations of yourself, your tutor/assessor and **Learning Republic**; it explains the key policies in place to protect your interests including those on health and safety, information, advice and guidance, equality and diversity, complaints and appeals. Every effort has been made to ensure that the information contained in this document is correct at the time of going to print. However, Learning Republic reserves the right to modify or alter, without prior notice, any of the contents. This can include fees, rescheduling, cancelling or combining classes. **Learning Republic** reserves the right to cancel a scheduled course due to insufficient numbers. This is to maintain the highest quality learning environment for our learners within the restriction of reduced government funding for adult learning.



## TABLE OF CONTENTS

Welcome to Learning Republic.....	3
Our better learning ambitions at Learning Republic.....	4
Funding support for your learning.....	5
The Learning Republic NUS Student Card.....	5
The Learning Republic Learner Charter.....	6
The learning Code of Conduct.....	7
Your Learning Agreement explained.....	8
Your Learning Republic learning Journey.....	8
Your Learning Republic Information, Advice & Guidance (IAG).....	9
Your Health & Safety matters.....	13
Safeguarding statement.....	14
Summary of our policies and procedures.....	15
The complaints/compliment procedure.....	17
Your Learning and Assessment appeals procedure.....	18
Useful websites / signposting / referrals / support services.....	21

## **WELCOME...**

Thank you for choosing to learn with **Learning Republic**. This handbook is designed to provide you with information, advice & guidance that we hope will help you make the most of your time with us and beyond. We are delighted that you have chosen **Learning Republic** to join you on your journey.

**Learning Republic**, your learning provider, exists to provide vocational learning and qualifications to people like you, who aspire to either getting *into* or *on* in the workplace by being as qualified as possible. We are a national education provider that helps people to achieve recognition and qualifications. We are committed to customer focus, excellence; treating others with unconditional positive regard and the development and well-being of our learners and employees (*A full statement of our values is available to you on request at any time.*)

Learning is what people do when they want to make sense of the world. Sometimes it involves the development or deepening of your skills, knowledge, understanding, awareness, values, ideas and feelings, or an increase in your capacity to reflect and think; it is most effective when it leads to changes for you and your development and a desire to learn even more!

**Learning Republic** aims to provide you with a developed and structured qualification programme based on the national qualifications framework while you are learning with us and in doing so aims to enable you to enhance your existing skills and or build new skills to enable you to achieve your desired start in life or career progression.

**Learning Republic** tutors and assessors are highly qualified and are there to focus on providing you with support and mentoring and information, advice and guidance (IAG).

**Learning Republic** is confident your time with us will be an enjoyable and worthwhile learning experience for you.

If you have any questions or other needs for assistance or you are in any way unhappy; please do not hesitate to call the **Learning Republic customer support team** on **0808 123 7500** or speak to your allocated **Learning Republic** tutor/assessor directly.

The **Learning Republic** team hope you will have a positive learning experience with us.

*Regards,*



*managing partner,*

*Learning Republic*

## *Our Better Learning Ambitions at Learning Republic*

Without qualified, motivated and inspired colleagues who share its values; Learning Republic would simply not be able to make a success of its business and achieve its better learning ambitions.

Learning Republic prides itself on its appetite to deliver an ever broadening range of vocational learning programmes UK-wide; educating learners today, to meet the needs of industry tomorrow.

### *Our Mission*

Learning Republic believes in relevant learning, all kinds of learning, for all kinds of people, delivered in more relevant, better ways with one purpose in mind: to **imagineer life-chances!**

Learning Republic exists to provide outstanding learning solutions that meet the workforce development needs of the communities it serves, acting as a single trusted contact to employers and learners; working in partnership to enable learners articulate and realise their personal dreams through learning; while supporting the enterprises they work for to be more competitive, sustainable and successful in their marketplaces.

### *Our Vision*

To be recognised as a trusted, learning partner of choice for employers, learners, funding agencies and awarding organisations alike; with motivated exceptional colleagues who facilitate inspirational learning outcomes and who share a common, insatiable desire to **imagineer the life-chances** of every learner we engage.

### *Our Values*

Learning Republic adopts these values to guide its everyday activities and development:

- **Being Straightforward** – Communicating clearly and concisely; Making it easy for people to work with us; Always being open, honest & reliable; Acting with integrity.
- **Being Helpful** – To our learners, their employers, our colleagues, funders, partners and suppliers.
- **Being Caring and Respectful** – Providing a safe, caring, understanding and nurturing environment; acknowledging each other's individuality; celebrating our differences; actively promoting social inclusion.

- **Being Innovative** – Understanding our learners to deliver products & services that meet their needs; Striving to do things better than before; Taking advantage of enabling and emerging technologies to evolve the learning experience in new and creative ways.
- **Accepting No limits to Learner Service** – Going the extra mile to deliver “extraordinary learning experiences” to both internal and external learners; supporting outstanding IAG.
- **Empowering and Engaging** – Empowering learners to make decisions and take responsibility; Engaging with the communities we serve to add and build value.
- **Delivering Excellence** – Encouraging a culture of self-review and continuous improvement; Exceeding expectations and benchmarks; supporting vulnerable learners; Underpinning the inherent value of Maths and English in every learning journey we share; Striving to be the best learning provider we can be, always.
- **Being Different** – Leading in our field; creating unique points of difference that set what we do apart from other learning providers.

We like to call what we do: **imagineering life chances**.

## **FUNDING SUPPORT FOR YOUR LEARNING...**

**Learning Republic** is here to independently assist you with understanding what funding support(s) may be available to you while you learn with us and will be very happy to assist you to secure funding for your learning programme, where it is available and where you are eligible to receive it, at absolutely no cost to you!

## **CAN MY LEARNING BE FUND SUPPORTED?**

In general, access to funding support depends on a variety of factors that will often include:

- your prior learning achievement levels,
- your age, your residency status and/or
- your current employers' size
- your benefits status

## **THE LEARNING REPUBLIC NUS STUDENT CARD...**

All learners on Learning Republic learning programmes are entitled to apply for an NUS extra card; giving learners access to thousands of money saving student offers and discounts. NUS extra is the official student and apprentice discount card from the national union of students providing hundreds of thousands of students and vocational learners with market leading discounts with their favourite brands and providing a vital source of income for the student movement. As an NUS extra partner, Learning Republic has chosen to make an investment in nus extra and in-turn in the student movement. For more information go to <http://www.nus.org.uk/en/nus-extra>

## ***THE LEARNING REPUBLIC LEARNER CHARTER...***

As our learner and a customer of **Learning Republic**, you have a right to expect a good service from us. On our part we promise to work hard to ensure that our standard of service is outstanding for all who use us. We offer a wide range of programmes and awards in order to meet your needs, wherever possible.

This charter is one of a number of ways in which we aim to measure and improve our quality of service and it encourages you to tell us your views about our work. The charter sets out clearly what you can expect from us, what we will strive to provide and what, in return we expect from you.

### ***As a learner, YOU can expect:***

- choice
- skills and knowledge
- to know how and where you will learn
- to be listened to
- to receive information, advice and guidance
- to have and agree an Individual Learning Plan (ILP)
- to be given a Unique Learner Number (ULN), if you don't have one
- to be supported by your Learning Republic tutor/assessor
- to have your progress reviewed
- to achieve
- to receive help with your next steps

### ***To be provided with the right support:***

- if you have a health issue or disability
- if you need extra support with learning
- if you have personal issues

### ***What Learning Republic expects from You...***

- sign and agree to comply with the Learner Agreement and code of conduct and abide by the Learning Republic rules and policies set out in the Learner Handbook.
- be considerate of and respect the rights of other people, regardless of differences in culture, ability, race, gender, age, sexual orientation or economic status; actively promoting equality of opportunity for all and challenging those who do not.
- take responsibility for your learning and your behaviour at all times.

- attend as many of the sessions as you can – if you cannot attend, please notify your tutor/assessor or Learning Republic.
- try your best to be there for the start of the session and to stay to the end
- meet deadlines for any work set and discuss it with your tutor/assessor if you have any problems with this.
- complete all coursework on time and to the best of your ability.
- to do so fairly and not to plagiarise or attempt to pass off the work of another as your own as this would be learner malpractice as defined in our Malpractice Policy and could result in disciplinary action against any individual found to be involved.

## **YOUR ATTENDANCE MATTERS**

You will gain most from your course if you attend regularly; also for many qualification courses there is a minimum attendance requirement in order to achieve. What you can expect to achieve on your course assumes that you are present throughout the course. However, we do appreciate that sometimes absence is unavoidable. If you cannot attend a session, please let **Learning Republic** know by phoning 0808 123 7500. If you do not attend your learning, you may be automatically withdrawn from the programme, so please stay in touch!

## **OUR CODE OF CONDUCT...**

We have noted here some of the types of behaviour towards the **Learning Republic** team or fellow learners that may result in the exclusion of a learner:

- any example of racial or sexual harassment
- behaviour that is physically or verbally abusive
- any unduly noisy or unruly behaviour, or use of foul or abusive language
- disrupting any class or any other activity, whether or not involving staff or other learners
- deliberately, or by gross negligence, causing damage to any **Learning Republic** buildings, equipment, books or furnishings, or any property of others
- any unauthorised interference with software or data belonging to, or used by, **Learning Republic**
- any theft of property or any other dishonest act
- any gambling on **Learning Republic** premises
- any drunkenness on **Learning Republic** premises or any activity associated with the use, possession, or supply of any illegal drug
- any bullying, intimidation, taunting, verbal abuse or the use of any violence, or threat of violence, towards any person
- any behaviour which would bring **Learning Republic** into disrepute
- any act which may have an adverse effect on the work of **Learning Republic** or on other learners.

## YOUR LEARNING AGREEMENT EXPLAINED...

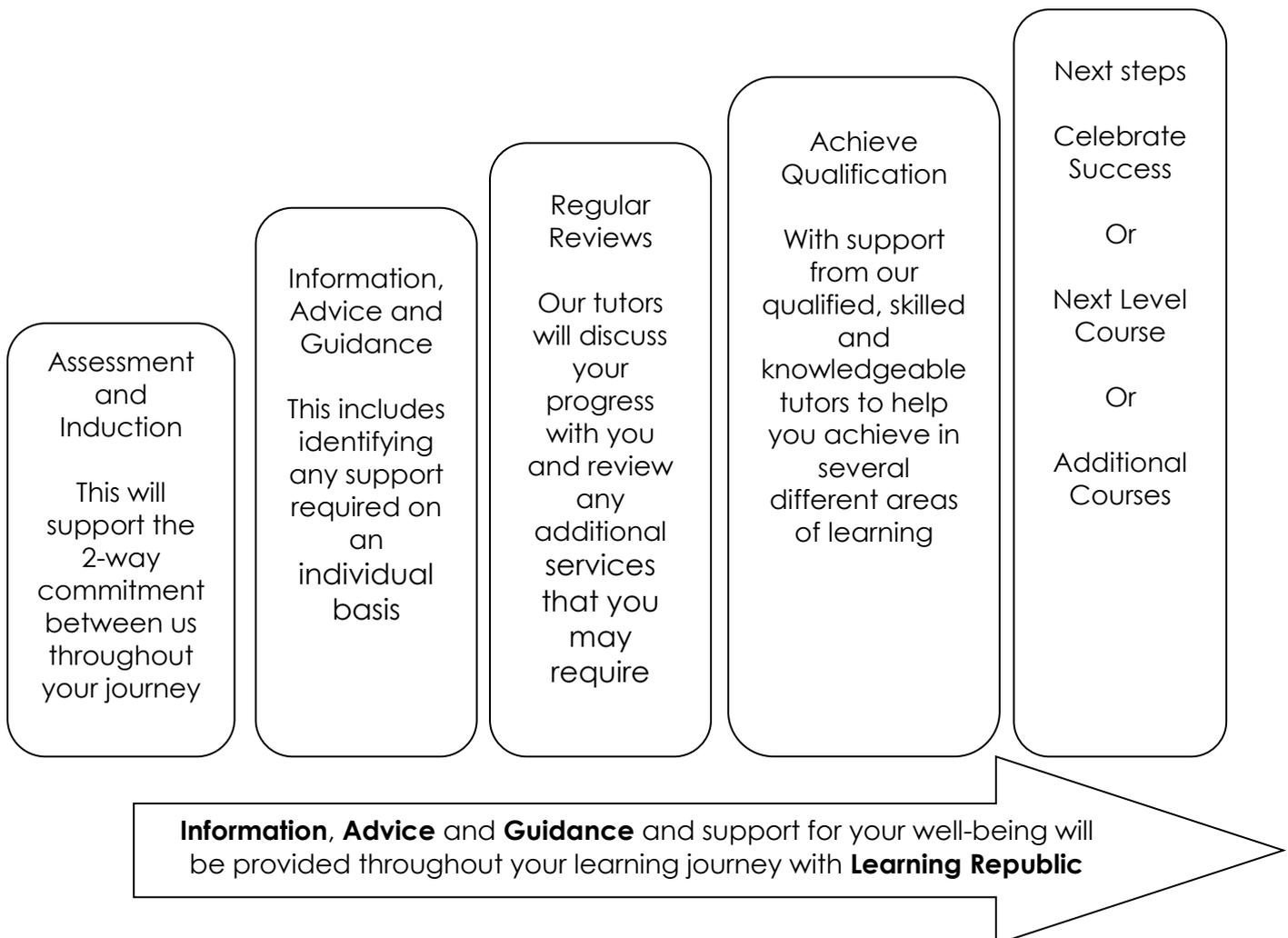
As part of your learning journey; you will be issued with a Learning Agreement. For Government funded learning this is a mandatory requirement under the terms of your learning scheme.

Your Learning Agreement is a plan setting out what learning you need, the qualifications you will be doing, and how it will be delivered, when you will achieve them and how these qualifications fit in with your own career aspirations.

Your Learning Agreement is designed to be a “living document” recording learning activities and achievements throughout the length of your learning programme and it is very important to keep it up to date at all times.

Once completed, the original Learning Agreement will be held by **Learning Republic** in your personal file and a copy will be issued to you, which should be held in your portfolio.

## OVERVIEW OF YOUR LEARNING JOURNEY...



## ***YOUR LEARNING REPUBLIC INFORMATION, ADVICE & GUIDANCE (IAG)***

The **Learning Republic** IAG service is available to all learners, prospective learners (and their employers where relevant). The IAG service is designed to help you make informed decisions about how to improve your job prospects or skills, obtain a qualification or just make the most out of a current job or career choice.

The IAG services that we provide directly supports **Learning Republic**'s core values in that **Learning Republic** personnel are passionate about education & enabling our learners to reach their potential.

**Learning Republic** personnel seek especially to develop the self-esteem and self-confidence of all our learners. We share our belief that every individual should be treated with courtesy and fairness and we respect the rights and beliefs of each other, regardless of gender, marital status, age, disability, race, religion, sexual orientation or position within **Learning Republic**.

**Learning Republic** values new ideas and approaches and seek new opportunities and solutions to meet the IAG needs and demands of our learners, employers and the local community whilst supporting national and regional education and economic strategies.

**Learning Republic** seeks to encourage and celebrate creativity and to be supportive of innovation, learning from all that we do. We believe that our staff and learners should work in an environment of friendliness, with a clear sense of purpose to achieve our mission and realise our vision.

### ***What does information, advice & guidance (or IAG) mean?***

**Information** – is data on opportunities conveyed through different media, both mediated and unmediated including face-to-face contact, written/printed matter, telephone conversations, and access to help lines and websites.

**Advice** – involves:

- helping you understand and interpret information
- providing information and answers to questions and clarifying misunderstandings
- understanding your particular circumstances, abilities and learning targets
- advising on options or how to follow a given course of action
- Identifying needs – signposting and referring learners who may need more in-depth guidance and support.

Advice is usually provided on a one-to-one basis but may also be given in groups.

**Guidance** – aims to support learners to:

- better understand themselves and their needs

- confront barriers to understanding, learning and progression
- resolve issues and conflicts
- develop new perspectives and solutions to problems
- be able to better manage their lives and achieve their potential.

Guidance may sometimes also involve something called learner advocacy (or speaking on behalf of a learner) and/or referral for specialist guidance and support. This can involve more in-depth one-to-one work by specialist **Learning Republic** personnel.

Many of **Learning Republic**'s learning curriculums often include several elements that relate to IAG including, soft skills development relating to work-readiness, C.V. writing, preparation for interviews and safeguarding. There is also significant IAG taking place within the **Individual Learning Plan** (ILP) process and the various, ongoing interactions between tutor/Assessors and learners during learning.

In line with the IAG definitions above, **Learning Republic** will provide assistance to you, as part of its IAG service relating to:

- the range of support available at and through **Learning Republic**
- funding, fees and other financial charges that may be associated with a course of study
- financial assistance that may be available to support those in education and learning
- course entry criteria, qualifications, accreditation and modes of study
- equipment, clothing and materials which the student must provide
- impartial careers advice and guidance
- assistance with defining personal goals, aspirations and motivation while on course
- guidance with career and/or learning progression

### *The Learning Republic IAG aim*

In all instances, **Learning Republic** aims to deliver coherent information, advice & guidance by providing you with an IAG service that:

*is accessible and visible:*

**Learning Republic**'s IAG services should always be worthy of your trust, have convenient entry points from which you can engage and be accessible in ways which suit your needs

*is professional and knowledgeable:*

**Learning Republic** frontline personnel should have the skills and knowledge to identify your needs, quickly and effectively and the ability to either address your needs directly or to signpost/refer you to suitable alternative provision or support services.

***offers effective connections:***

Where relevant or when deemed necessary, **Learning Republic** personnel should always offer you referral and signposting to other appropriate agencies and/or partner providers more able to assist your needs and will always seek to support you in any transition between services in every way it can

***is timely, relevant & impartial:***

**Learning Republic** personnel should consult with you, at all stages of your learning journey, including; pre-learning, induction, in-learning and post-learning (on exit), and do so with the intention always of providing you with IAG targeted at your needs that is sensibly informed by social and economic priorities at local, regional and national levels

***respects diversity:***

The range of IAG service provided to you by **Learning Republic** should always reflect and respect the diversity of your needs; and support you to make better, more informed decisions about both your learning and career choices; based directly on your, quite personal and precise, need and circumstance alone

***is responsive & outcome-led:***

**Learning Republic** support and guidance should always seek to assist you make a positive progression into employment and/or further learning by providing you with access to information and advice on support services available to assist you including information and advice on local and national learning opportunities and progression routes into employment and further and higher education

***is friendly and welcoming:***

**Learning Republic**'s IAG experience should be deemed, by you, to be of sufficient value to you that you not only engage successfully with **Learning Republic** but that you actively seek to take advantage of the regular opportunities for ongoing IAG as/when you may require as well as any written confirmation of the outcomes of those IAG sessions

***is intentionally enabling:***

**Learning Republic**'s IAG service should always seek to encourage, support, motivate and enable you to develop self and opportunity awareness as well as to achieve a nationally recognised qualification. It is always also hoped that the combined effect of our IAG and your **Learning Republic** learning experience will inspire you to become a lifelong learner by supporting you to explore the implications for both learning and work in your future career plans

***increases your awareness:***

In promoting its IAG service, **Learning Republic** will always seek to ensure that you are made aware of the IAG services that are available and relevant to you, and to ensure that you have well informed and reasonable expectations of those services

***is impartial:***

In seeking to provide you with a personalised and relevant IAG service, **Learning Republic** won't ever only look at or recommend learning programmes delivered, solely by **Learning Republic** and/or one of its partner colleges. Where relevant and if deemed necessary, **Learning Republic** should always seek to help you to explore what other education providers may offer where it is clearly more relevant and beneficial to your need and circumstance

***is always confidential:***

Nothing from your **Learning Republic** IAG discussions will be shared with anyone else without your knowledge or permission

***is fair:***

You will always be treated fairly and equally in all your dealings with **Learning Republic**, in line with the **Learning Republic** Equality, Diversity and Inclusion Policy

***is transparent:***

You will always be told what is or may be happening. If, at any time, you do not understand what is going on or are being advised, you are always encouraged to ask your **Learning Republic** tutor/assessor to explain.

### ***How Learning Republic achieves the IAG aim***

In delivering these aims, **Learning Republic** personnel will seek always to:

- Establish effective communication with you
- Identify information requested by you
- Supply information materials to you
- Assist you to clarify your requirements
- Identify a range of options for achieving your learning requirements
- Enable you to select a relevant course of action
- Maintain and improve information materials provided to you

### ***Your Learning Republic IAG service is delivered:***

- ***During Pre-Learning*** – via impartially assisting you choose a programme with **Learning Republic** or any other provider that is most suited to your needs particularly in terms of location, content, level, delivery style, cost, qualification, entry requirements, and support available
- ***At Induction*** – via key information and advice relating to your programme and the learning agreement
- ***In-Learning*** – via regular progress reviews, discussions and advice on support available to you and possible progression routes

- **Post-Learning** - via final, end of programme progress review, exit interview and your feedback (including via questionnaires and surveys) to identify further learning opportunities
- **At any time** – via referral to other agencies and specialist providers for advice on careers, work and learning that may be outside the scope of what Learning Republic is able to provide

If you need any information, advice or guidance please speak to your tutor who will be happy to help and assist you. Everything we support will be protected under Data Protection Act 1998.

(Our full IAG policy is available on request or direct from our website [www.learningrepublic.co.uk](http://www.learningrepublic.co.uk))

## **YOUR HEALTH & SAFETY MATTERS...**

**Learning Republic** accepts the aims and provisions of the Health & Safety Act of 1974. The company's senior management aims to maintain a high standard of health and safety and recognises the importance of all staff, learners and visitors adhering to the policies, rules and regulations of the appropriate awarding body or college or other organisation with whom Learning Republic learners may be enrolled.

The health and safety of learners in employment rests with their respective employers at all times.

**Learning Republic** reserves its rights to choose to not provide training to learners (where services are delivered on an employer premises) where it is not satisfied that the learning environment and/or work space at the employers premises meets national health & safety standards and current legislation.

All individuals are required to act in a manner that does not put themselves or others into danger. Learners are, furthermore, required to inform their **Learning Republic** tutor/assessor of any acute or chronic medical condition that they have so that the appropriate action can be taken in the event of illness etc. Individuals are also invited to report any unsafe practices, broken / damaged equipment and materials and potential health and/or safety hazards.

(Our full Health and Safety policy is available on request [www.learningrepublic.co.uk](http://www.learningrepublic.co.uk))

### ***As a Learning Republic learner; You are entitled to:***

- Learning that takes place in a safe, healthy and supportive environment;
- Competent supervision and support for your health and safety;
- Appropriate and timely information, instruction and training;
- A health and safety induction when starting the programme and when in any new workplace (including being shown round and pointed out any health and safety matters, facilities etc.);

- Information and training on the significant findings from **Learning Republic's** and/or your employers' risk assessment and on the controls measures;
- Regular reviews and assessment of health and safety understanding and practical application;
- Personal protective equipment and clothing when required free of charge;
- Information in respect to what to do in the case of an emergency or in the case of an accident or ill-health;
- Information on **Learning Republic's** and/or your employers health and safety policies and procedures;
- Suitable and proper equipment and materials to use if part of the learning programme;
- Information on any restrictions or prohibitions that apply to them in terms of processes, equipment, areas, vehicles etc.
- Be consulted on health and safety matters and participate in health and safety decisions as they affect you and your learning programme:
- Report any dangerous situations or occurrences and refuse to do anything you feel is putting you in danger;

### *As a Learning Republic learner, You are responsible for:*

- Co-operation with **Learning Republic's** and/or your employer policies for reasons of health and safety;
- Following the health and safety rules or procedures;
- Following the information, instruction and training you are provided;
- Not doing anything that would put you or other persons at risk;
- Contributing to health and safety by reporting defects, dangerous situations or where you think health and safety can be improved;
- Co-operation with your supervisor and following the instructions given;
- Observing any prohibitions or restrictions that apply to you;
- Reporting any bullying or harassment to you or any other;
- Wearing, when required, any necessary personal protective equipment and clothing;
- Not damaging or misusing anything provided for purposes of health and safety;
- Keeping your learning area clean and tidy;
- Participating in any necessary health and safety training e.g. fire drills.

### **LEARNING REPUBLIC SAFEGUARDING STATEMENT...**

You deserve, during your time in learning with **Learning Republic**; to be happy, safe and secure. **Learning Republic** is wholly committed to ensuring this happens and is particularly mindful of safeguarding children and vulnerable adults (*See specific guidelines below*) with whom it engages in teaching, training and learning activities.

**Learning Republic** is strongly committed to practices that protect children, young people and vulnerable adults from abuse, neglect or significant harm.

**Learning Republic**'s team recognise and accept their responsibility to develop the awareness of the risks and issues involved in safeguarding. The company also recognises that it has a responsibility to protect the **Learning Republic** team from unfounded allegations of abuse.

**Learning Republic** is committed to working with existing local safeguarding or adult safeguarding Boards and other health and social care partnerships to ensure the safeguarding of all its learners. **Learning Republic** has a policy of zero tolerance relating to any behaviour that may abuse or harm you or its employees.

As the managing partner: Ronan Smith is **Learning Republic**'s designated senior manager with responsibility for ensuring sufficient resources are in place and that procedures are correctly followed to support this policy and to champion safeguarding at **Learning Republic**.

(Our full Safeguarding policy is available on request [www.learningrepublic.co.uk](http://www.learningrepublic.co.uk))

## SUMMARY OF POLICIES AND PROCEDURES...

### British values



The Government set out its definition of British values in the 2011 **Prevent Strategy** and it has reiterated these values as mandatory for all UK education establishments, effective 2014.

**British Values** are: Democracy, The Rule of UK Law, Individual Liberty and Mutual Respect

### Bullying & Harassment



We will not accept harassment and bullying from anyone, this includes staff and learners. We consider bullying and harassment a serious breach of its Equal Opportunities Policy and will not tolerate it. Harassment is also against the law and can result in an employment tribunal or other civil claims against your employer, Learning Republic of the individuals involved.

### Data Protection



We are required to comply with the provisions of the **Data Protection Act 1998** in relation to how we handle any personal data which we obtain from you. These are kept securely but we do have to share them with some agencies such as awarding bodies and funding agencies. We will not share them with anyone else without permission.

## Environmental



**Learning Republic** provides learning services to Government agencies and industry in diverse sectors. Our policy is to minimise any adverse environmental effects caused as a result of its activities.

## Equal Opportunities



**Learning Republic** acknowledges the **Equality Act 2010**. The term 'equality' means that everyone should be treated fairly. It recognises that everyone has individual needs and that they have the right to have their needs respected.

## Health & Safety



We accept the aims and provisions of the **Health & Safety Act of 1974**. Senior management aims to maintain a high standard of health and safety and recognises the importance of all staff, learners and visitors adhering to the policies, rules and regulations of the appropriate awarding body or college or other organisation with whom Learning Republic learners may be enrolled.

## On-line Safety



Most of us are 'connected' via our laptops, mobile phones, tablets or personal computer. In the same way you learn about safety when you leave the house, it is important to learn how to stay safe online. These are skills that will stay with you for life. Some Golden Rules - Don't give out personal information such as your address or phone number. Don't send pictures of yourself to anyone, especially indecent pictures. Don't open emails or attachments from people you don't know. Don't become online 'friends' with people you don't know. Never arrange to meet someone in person who you've met online. If anything you see or read online worries you, tell someone about it.

## Prevent



**PREVENT** is part of the governments CONTEST strategy to prevent people being radicalised and becoming terrorists or supporting terrorism.

Early intervention is at the heart of **PREVENT** in diverting people away from being drawn into terrorist activity as **PREVENT** happens before any criminal activity takes place.

It is about recognising, supporting and protecting individuals who might be susceptible to radicalisation.

## Safeguarding



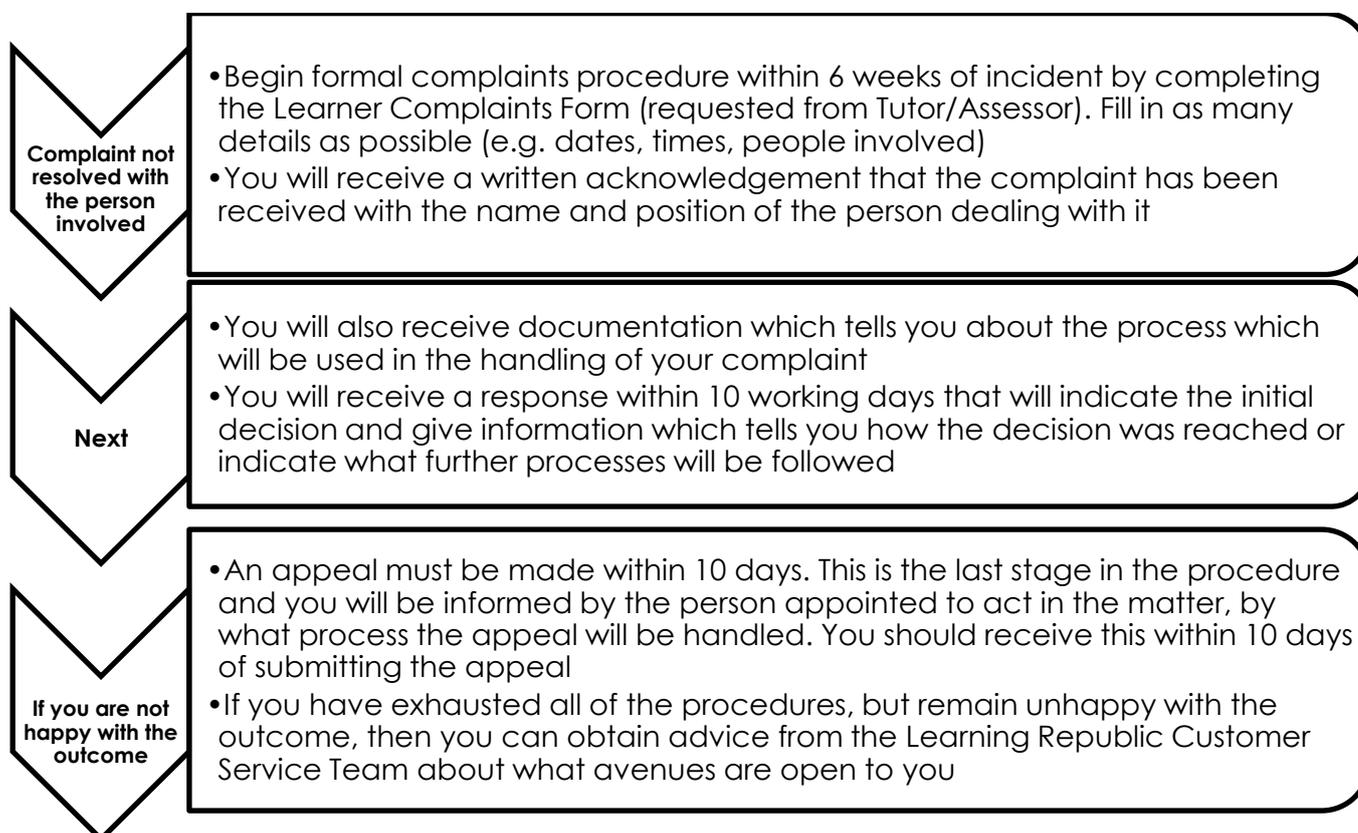
**Learning Republic** is strongly committed to safeguarding and practices that protect children, young people and vulnerable adults from abuse, neglect or significant harm. We recognise and accept our responsibility to develop the awareness of the risks and issues involved in safeguarding. We are committed to working with existing local safeguarding or adult safeguarding Boards and other health and social care partnerships to ensure the safeguarding of all its learners. **Learning Republic** has a policy of zero tolerance relating to any behaviour that may abuse or harm you or its employees.

If you would like to find out more about safe guarding and protection issues, would like to see a copy of **Learning Republic**'s policy and procedure or would like an informal chat about any concerns which you might have, please contact the **Learning Republic designated safeguarding officer(s)** on **0808 123 7500** or email [safeguarding@learningrepublic.co.uk](mailto:safeguarding@learningrepublic.co.uk)

## THE COMPLAINTS PROCEDURE...

This procedure is specifically for anyone who has a complaint regarding the action or attitude of any person employed by **Learning Republic**. Follow the procedure and be rest assured that your complaint will be dealt with fairly and swiftly.

The complaints procedure begins when you have not been able to resolve the matter informally with the person concerned.



## COMPLIMENTS...

Please ask your Assessor/Tutor for the **compliment form** to record any action by any person(s) employed by **Learning Republic** which you have particularly appreciated or which you believe brought benefit to yourself, or your colleagues. Or, if you would simply like to share any good news stories with us regarding your learning.

## YOUR LEARNING & ASSESSMENT APPEALS PROCEDURE...

The following outlines the process that should be followed by learners, tutors, assessors, partners or employers who are involved with training and/or qualifications offered by **Learning Republic**.

Anyone wishing to submit an assessment appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

While it is ultimately the responsibility of Customer Service Manager at **Learning Republic** to ensure that this procedure is published and accessible to all personnel, learners and any relevant third parties; the Internal Verifier (IV) specific to each qualification is responsible for ensuring this information is fully understood by their qualification team and by all learners who commence programmes in their learning area.

### *The procedure*

**Stage One** You should make any appeal, in the first instance, to the tutor/assessor who made the original assessment decision with which you have an issue. At this point, a verbal appeal will be acceptable, although it is strongly recommended that you put the appeal in writing to us using the **Learning Appeals Form 1**.

The **Learning Republic** tutor/assessor will explain to you, his/her rationale for the assessment decision that is being disputed. Your tutor/assessor will be required to record an overview of the appeal and the outcome of the discussion and forward this to **Learning Republic**'s Internal Verifier to retain within **Learning Republic**'s centre assessment and appeals records.

If, however, after a verbal discussion with the assessor/tutor you remain unhappy and would still like to further appeal the assessment decision, you are kindly asked to put your appeal in writing to **Learning Republic** using the **Learning Appeals Form 1**.

**Stage Two** If you remain dissatisfied with the decision following a stage 1 appeal and wish to challenge its outcome, then you are required to appeal in writing to the Internal Verifier responsible for the qualification at **Learning Republic** within 14 working days of the Stage 1 process, using the **Learning Assessment Appeals Form 2**.

The Learning Republic Customer Service Manager will be responsible for passing the written appeal to the Internal Verifier responsible for the qualification. The Internal Verifier will consider the appeal and respond in writing to the learner to acknowledge receipt of the appeal within 10 working days and give detail of the decision reached, outlining any resulting course of action to be taken.

The Internal Verifier will inform the Learning Republic Customer Service Manager of the resulting decision.

In making your appeal, you are required to provide as much information as possible regarding the disputed assessment decision. When completing the **Learning Assessment Appeals Form 2**, information should include:

- the date and type of the assessment being appealed (i.e. observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper etc.)
- the name of the **Learning Republic** tutor/assessor involved
- a brief outline of the reason for your appeal
- any associated documents (i.e. your evidence, record of feedback from the tutor/assessor involved).

### Stage Three

Where the outcome of stage 2 as advised to you by the Internal Verifier does not resolve the situation to your satisfaction, you can make a further appeal in writing, if you so wish, directly to the Quality & Performance Manager at **Learning Republic**, within 20 working days of the decision being communicated to you by your internal verifier.

The Quality & Performance Manager will then set a date for the Stage 3 appeal/complaint to be considered by an appeals panel notify the External Verifier (from the Awarding Organisation) that an appeal/complaint has been lodged by you and give details of how it will be heard, including the procedure and composition of the appeals panel.

The appeals panel will:

- be constituted so as to be objective and independent
- led by the Learning Republic Customer Service Manager
- ensure that it has full accounts from all parties involved in the assessment
- ensure no one involved in the original assessment or verification of your work will be on the panel
- consider the appeal within the applicable guidelines governing your learning

The appeals panel will meet to consider the appeal within 20 working days of the Customer Service Manager receiving the Stage 2 appeal.

One of the following decisions will be communicated to you by **Learning Republic** in writing within 10 working days of the decision having been made.

This will be to either:

- uphold the original assessment decision
- offer you an opportunity for a re-sit / reassessment free of charge
- overturn the original decision.

These decisions will be recorded on the Assessment Appeal Form 2.

The decision will also be communicated to the original tutor/assessor and also the internal verifier who assisted in Stage 2 of the appeal.

Copies of records of appeals are retained in **Learning Republic's** assessment and appeals records for a minimum period of five years.

## WHERE TO SEND YOUR LEARNING ASSESSMENT APPEALS

Appeals relating to assessment should be lodged with

**Learning Republic's** Centre Manager,  
by completing the relevant APPEALS FORM below *and*  
**emailing** this to [customerservice@learningrepublic.co.uk](mailto:customerservice@learningrepublic.co.uk) *or*  
**posting it** direct to **Learning Republic** marked for the attention of:

The Customer Service Manager,  
**Learning Republic**,  
21 Granary Wharf Business Park,  
Wetmore Road,  
Burton on Trent,  
DE14 1DU.

If emailing or posting causes an issue for you: you can also call **Learning Republic's** Customer Service Manager on **0808 123 7500**, during office hours.

## USEFUL WEBSITES / SIGNPOSTING / REFERRALS / SUPPORT SERVICES

### Adults of All Ages

50+ Works - Developing Confidence

[www.50plusworks.com/developing-confidence/](http://www.50plusworks.com/developing-confidence/)

### Apprenticeships

Apprenticeship Guide  
Find an Apprenticeship

[www.gov.uk/apprenticeships-guide](http://www.gov.uk/apprenticeships-guide)  
[www.gov.uk/apply-apprenticeship](http://www.gov.uk/apply-apprenticeship)

### Learning Republic

Learning Republic Website  
Learning Programmes

<http://www.learningrepublic.co.uk/>  
[http://www.learningrepublic.co.uk/learning\\_programmes.asp](http://www.learningrepublic.co.uk/learning_programmes.asp)

### ESOL

ESOL courses in Bolton  
ESOL courses in Bradford  
ESOL courses in Halifax

[www.boltoncollege.ac.uk](http://www.boltoncollege.ac.uk)  
[www.esolcourses.com/esol-courses/bradford.html](http://www.esolcourses.com/esol-courses/bradford.html)  
[www.calderdale.ac.uk/courses/view/certificate-in-esol-skills-for-life](http://www.calderdale.ac.uk/courses/view/certificate-in-esol-skills-for-life)

ESOL courses in Leeds  
ESOL in Manchester  
ESOL courses in Nottingham

[www.esolcourses.com/esol-courses/leeds.html](http://www.esolcourses.com/esol-courses/leeds.html)  
[www.manchester.gov.uk/info/200004/adult\\_education](http://www.manchester.gov.uk/info/200004/adult_education)  
[www.begin.org.uk](http://www.begin.org.uk)

### ESOL courses in London

Ealing & Hammersmith  
Harrow

<https://www.wlc.ac.uk/courses/esol>  
[https://www.hounslow.gov.uk/info/20030/adult\\_learning/73/learning\\_english](https://www.hounslow.gov.uk/info/20030/adult_learning/73/learning_english)

Richmond  
Bexley

<https://www.racc.ac.uk/taxonomy/term/38/all>  
<http://www.thelearningcentreboxley.ac.uk/SubjectEsolV21.html>

### Jobs / Careers

Indirect  
Careers Advice  
National Careers Advice Service

[www.nidirect.gov.uk/careers](http://www.nidirect.gov.uk/careers)  
[www.jobs.ac.uk/careers-advice/](http://www.jobs.ac.uk/careers-advice/)  
0800 100900 /  
<https://nationalcareersservice.direct.gov.uk>

### Jobcentre Plus

Job Search email accounts

0345 604 3719 – Cancel/Change Apt  
0800 055 6688 – New Claim  
[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)  
[www.gov.uk/moving-from-benefits-to-work](http://www.gov.uk/moving-from-benefits-to-work)  
<http://jobsearch.about.com/od/jobsearchemail/qt/emailaccount.htm>

Universal Job match

Job Search email accounts

Job Websites

Admin/Office & Generic Job  
Websites:

<https://jobsearch.direct.gov.uk/register.aspx>

<http://jobsearch.about.com/od/jobsearchemail/qt/emailaccount.htm>

[www.fish4jobs.co.uk](http://www.fish4jobs.co.uk)

[www.fish4jobs.co.uk](http://www.fish4jobs.co.uk)

[www.gov.uk/browse/working](http://www.gov.uk/browse/working)

[www.gumtree.co.uk](http://www.gumtree.co.uk)

[www.indeed.co.uk](http://www.indeed.co.uk)

[www.jobsite.co.uk/](http://www.jobsite.co.uk/)

[www.jobs.monster.co.uk/](http://www.jobs.monster.co.uk/)

[www.officeangels.com](http://www.officeangels.com)

[www.officeangels.com](http://www.officeangels.com)

[www.reed.co.uk](http://www.reed.co.uk)

[www.totaljobs.com](http://www.totaljobs.com)

Catering & Hospitality:

[www.caterer.com](http://www.caterer.com)

[www.jobsite.co.uk](http://www.jobsite.co.uk)

[www.incatering.co.uk](http://www.incatering.co.uk)

Childcare & Education:

[www.nurseryjobs.co.uk](http://www.nurseryjobs.co.uk)

[www.education-jobs.co.uk](http://www.education-jobs.co.uk)

Construction / Manual:

[www.careersinconstruction.com/](http://www.careersinconstruction.com/)

[www.jobsinconstruction.co.uk](http://www.jobsinconstruction.co.uk)

<http://www.ukconstruction.com/>

<http://www.uksitework.com/>

IT and Technical:

<http://www.theitjobboard.co.uk/>

<http://www.technojobs.co.uk/>

Security Vacancies:

<http://www.securityvacancies.com/>

<http://www.securityjobsuk.co.uk/>

<http://jobs.monster.co.uk/v-security.aspx>

Public Sector:

[www.direct.gov.uk](http://www.direct.gov.uk)

[www.jobsgopublic.com](http://www.jobsgopublic.com)

Retail:

[www.inretailcareers.co.uk](http://www.inretailcareers.co.uk)

[www.retailcareers.co.uk](http://www.retailcareers.co.uk)

Sales:

[www.simplysalesjobs.co.uk](http://www.simplysalesjobs.co.uk)

Voluntary:

[www.voluntarysectorjobs.co.uk](http://www.voluntarysectorjobs.co.uk)

[www.thirdsectorjobs.org.uk](http://www.thirdsectorjobs.org.uk)

### Internet Access

Access to the Internet for free at  
your local library

<https://www.gov.uk/book-internet-access-at-library>

UK online centres

<https://www.gov.uk/ukonline-centre-internet-access-computer-training>

## Courses and Qualifications

Hotcourses

<http://www.hotcourses.com/>

Open University – Courses

<http://www.open.ac.uk/choose/change/what-can-i-study>

Open University - Free Learning  
Find a Course

<http://www.open.edu/openlearn/free-courses>

<https://www.gov.uk/browse/education/find-course>

## Ex-Offenders

Ex-Offenders and Employment  
Nacro (Crime Reduction  
Charity)

<https://www.gov.uk/browse/working>

<https://www.nacro.org.uk/what-we-do/>

## Financial Support -Training Courses, Further And Higher Education

Student Finance How to Apply  
Bursaries, Scholarships & awards

<https://www.gov.uk/apply-for-student-finance>

<https://www.gov.uk/extra-money-pay-university>

<https://www.gov.uk/social-work-bursaries/overview>

Postgraduate Study

<https://www.gov.uk/funding-for-postgraduate-study>

<http://www.scholarship-search.org.uk/>

<https://www.gov.uk/teacher-training-funding>

Tuition Fee Loan

<https://www.gov.uk/student-finance/loans-and-grants>

Care to Learn

<https://www.gov.uk/care-to-learn>

19+ Advance Learning Loans

<https://www.gov.uk/advanced-learning-loans/overview>

Maintenance Loan for Living Costs  
Special Support Grant Full-time  
student

<https://www.gov.uk/student-finance/loans-and-grants>

<https://www.gov.uk/student-finance/loans-and-grants>

Students on low income

<https://www.gov.uk/income-support/eligibility>

Charities and Trusts

<https://www.gov.uk/funding-for-postgraduate-study>

Disabled Students' Allowance

<https://www.gov.uk/disabled-students-allowances-dsas>

Parents' Learning Allowance (full-  
time students)

<https://www.gov.uk/childcare-grant>

<https://www.gov.uk/parents-learning-allowance>

Adult Dependants' Grant (full-time  
Students)

<https://www.gov.uk/adult-dependants-grant>

Child Tax Credit (child is under  
20 and In approved education  
or training)

<https://www.gov.uk/child-tax-credit/eligibility>

## Funding Support

Your Employer

<https://www.gov.uk/training-study-work-your-rights>

Your Bank

<https://www.gov.uk/career-development-loans/overview>**Health**

NHS Choices - Live well

Workplace health

Time to Change - Stress,

Depression &amp; Mental Health

<http://www.nhs.uk/Livewell/workplacehealth/Pages/workplacehome.aspx><http://www.time-to-change.org.uk/your-organisation/support-workplace>**Learning Differences**

NHS Choices – Dyslexia

<http://www.nhs.uk/Conditions/Dyslexia/Pages/Introduction.aspx>

Help Guide ADHD

<http://www.helpguide.org/articles/add-adhd/teaching-students-with-adhd-attention-deficit-disorder.htm>**Literacy and Numeracy**Learn direct free maths and  
English qualification0800 101 901 / <http://www.learndirect.com>**BBC SkillsWise****Maths App**

Literacy and Numeracy

Improve your English and Maths

<http://www.bbc.co.uk/skillswise><http://www.mathseverywhere.org.uk/>[http://www.move-on.org.uk/numeracy\\_resources.asp](http://www.move-on.org.uk/numeracy_resources.asp)<https://www.gov.uk/improve-english-maths-it-skills>**Starting Your Own Business**

Working for yourself

The Princes' Trust

[www.gov.uk/](http://www.gov.uk/)<https://www.princes-trust.org.uk/>

Self Help Services

Citizen's Advice – Self Help

Website

03444 111 444

<http://www.citizensadvice.org.uk/index/partnerships.htm>

Victim Support line

Rape &amp; Sexual Abuse National

Freephone

Sexual Health Line

Family planning Association

British Pregnancy Advisory

Service

Alcoholics Anonymous

Smoke Free

Frank About Drugs

Young Carer

Sane

0845 30 30 900

0808 200 0247

0808 802 9999

0300 123 7123 [www.fpa.org.uk](http://www.fpa.org.uk)0845 122 8687 [www.bpas.org](http://www.bpas.org)08457 30 40 30 [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)0845 769 7555 <http://smokefree.nhs.uk>0300 123 6600 [www.talktofrank.com](http://www.talktofrank.com)0844 800 4361 <http://youngcarers.net/>0845 767 8000 [www.sane.org.uk](http://www.sane.org.uk)

National Debt Line  
Citizens Advice  
Government Services and  
Information

0808 808 4000 [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)  
0844 411 1444 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
<https://www.gov.uk>

## ***IT'S UP TO YOU!***

It's up to you now because it's your qualification that you are working towards.

Learning Republic hopes you enjoy collecting and organising the evidence for your portfolio and that you develop your skills by having a wider experience through our guided learning and the application of your learning in the workplace:

### ***Remember:***

- Getting started is usually the most difficult step in the whole process
- Once you have started, the process of learning & evidence collection becomes easier as you become used to it
- Plan carefully with your tutor/assessor using time sensibly and your evidence holistically at all times
- Keep up the momentum, don't get side tracked by other events
- Complete work on time, don't get behind with your plan
- Ask your **Learning Republic** tutor/assessor and IV for support and guidance when you need it: that's what we are here for!

***Above all else: please do it for yourself!***

*Your Notes*

E: [info@learningrepublic.co.uk](mailto:info@learningrepublic.co.uk)  
W: [www.learningrepublic.co.uk](http://www.learningrepublic.co.uk)  
Tel: 0808 123 7500



© Copyright 2018 ronan smith, **Learning Republic**™

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of Learning Republic, the publisher.