



Education & Skills
Funding Agency



Inspire
Education Group



Peterborough
College



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Learner Handbook



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Who's who?

Your Mentor

Will be allocated by the employer – this could be a colleague, line manager or the employer themselves.

- Teach, observe and support you as you work towards achieving your qualification, assess the evidence of learning you produce and help you to reference this to the qualification standards for your award
- Give you constructive feedback verbally and via your E-Logbook
- Help set targets
- Provide information, advice and guidance to help and support you to achieve your qualification
- Support you towards your End Point Assessment

Your Assessor

- Look at any previous training you may have completed and use this where possible in the units of your qualification
- Conduct reviews of your progress and complete review forms. You will be asked to sign to confirm your agreement with what has been written. You will be given the opportunity to say what your views are, and these will also be recorded on the form
- Identify and plan your learning with you
- Give you constructive and positive feedback on your work and progress, verbally and on your E-logbook
- Support you and your mentor with advice and guidance to help you achieve your qualification
- Give you their contact details so that you will be able to get their help and support when you need it
- Support you towards your End Point Assessment

The Internal Quality Assurer (IQA)

Their role is to:

- Ensure that all assessors and mentors follow the assessment specification given by the awarding body in a consistent and fair manner
- Ensure that Peterborough Skills Academy's documentation and learner's achievement records meet the standard required by the awarding body
- Support you, your assessor and your mentor throughout the learning process

- Monitoring your progress by sampling your E-Logbook at different stages throughout your qualification

The External Quality Assurer (EQA)

The External Verifier is appointed by the awarding body. They make sure that we do our jobs fairly. They may wish to see or speak to you. Your assessor will let you know if they do.

The Awarding Body

The Awarding Body is the organisation that produces the standards you have to achieve and the awarding body for your qualification is IMI or NCFE. You will be registered with them and will be given a unique registration number issued by them and they will issue your certificate when you have achieved your qualification.

Your Apprenticeship

Your apprenticeship is divided in the following criteria:

Knowledge

Knowledge refers to the technical detail and 'know-how' that an apprentice needs to both attain and understand in order to carry out their duties.

Skills

This is where the apprentice's knowledge is applied in a practical manner. Skills will have been learned through both experience, and on-the-job training from a senior member of staff.

Behaviour

Behaviours are mainly referring to the mindset that the apprentice has. Do they think in a way that is required for the duties they are expected to carry out? These don't just have to be instinctive; they can be learnt too. The great thing about behaviours is that they are transferable, so they may be similar across apprenticeship standards. Knowledge or skills tend to be more specific to a particular apprenticeship. Examples of behaviours include: teamwork, problem solving, and having a professional attitude.

End Point Assessment

The End Point Assessment will take place on a scheduled date that will be agreed by you, your mentor/employer and your assessor.

It will include the following:

- Online knowledge test
- Professional discussion
- Skills test

Math and English

To progress to your End Point Assessment, you will need to have achieved either Grades A-C or Grade 4 or above, or Functional Skills at Level 2 in English and maths. If you have not got the required qualifications, PSA Training's tutor/s will help you achieve Level 2 Functional Skills in English and/or maths.

Recognition of Prior Learning

This is when you have previously completed a qualification that is related to the subject you are studying, which could be used as evidence for your apprenticeship Standard and will be discussed with you at the enrolment stage. If you have any questions regarding Prior Learning, please contact your assessor, as this may be used within your current qualification.

E-Logbook

This is the platform used to upload your evidence and write about it. You will have your own log in. Your mentor and your assessor will also have access to your E-Logbook to be able to mark your work and give you constructive feedback.

Types of evidence that can be uploaded (but not exclusive to)

- Completed work-place job cards
- Completed inspection sheets
- Written procedures
- Technical drawing and images
- Diagnostic read outs and reports
- Technical data and research repair methods
- Pictures
- Video clips
- Audio clips
- Witness statements/testimonials

Fair Assessment

Introduction

Peterborough Skills Academy and its partners aim to provide fair assessment for all Learners on qualification-based programmes. Assessment practice will be open and consistent within the codes of practice and regulations laid down by the relevant awarding bodies.

All assessments must be conducted rigorously and accurately and, where appropriate, in accordance with the awarding bodies published criteria and standards.

Internal Assessment

PSA will only appoint assessment staff whose knowledge, skills and understanding are appropriate for the courses they assess. Assessment staff will maintain their competence by regular staff development activities organised internally or externally.

During the apprenticeship there will be online knowledge test, practical demonstrations and professional discussions. Our technical assessors will liaise with mentors and validate progression.

Learners may be identified as having particular assessment requirements in relation to, for example, learning difficulties, a visual, hearing or physical impairment, a mental illness, or English as a second language. This means that they will need appropriate guidance and/or support in their development to help them meet the required standards such as:

- Help with communication
- Adapted physical environment
- Confidence building

Following all assessments, written or oral feedback must be given to you as soon as possible. Feedback should be as helpful as possible to you, confirming what has been achieved and giving clear guidance on what you need to do in order to improve on your performance.

External Assessment

External assessment will be administered strictly in accordance with instructions issued by the relevant awarding bodies. Learners may be selected for interview by External Verifiers to ensure that consistent fair practice is being used by Peterborough Skills Academy's assessment staff.

General Information

What happens if you leave part way through your course?

We hope that this does not occur, and we will do our best to ensure that you complete your programme and achieve your award. However, we do realise that sometimes things happen that leave you with no alternative. All we ask is that you are honest with us and let us know your reasons you are thinking of leaving before completing your course.

What we expect from our Learners

We ask that you attend all meetings arranged by your assessor. If you are unable to attend a meeting, you need to telephone your assessor before the scheduled meeting to let them know that you are going to be late or that you are not going to be able to attend.

Information, Advice and Guidance

Throughout your course you will be given the information, advice and guidance you need to inform your next steps. However, if you are experiencing problems you need to inform your Tutor or Assessor

Good Communication

Good communication between all parties is essential. How this is achieved:

- Regular reviews between you, your assessor, your mentor and/or a reviewer where you can air your views and discuss any issues
- You will be visited by your assessor at your workplace to ensure you are receiving the best information, support and guidance
- By asking for one-to-one support as and when required when working in a group

Codes of Conduct

Learner Code of Conduct

Physical or verbal abuse – this will not be tolerated and will lead to withdrawal from the programme.

To complete the tasks set by the mentor/assessor within the agreed timescales.

To attend meetings as planned.

Assessor Code of Conduct

Your assessor will carry out a review with you every 4 weeks.

Tutor or Assessors at Peterborough Skills Academy strive to work with individual learners and hope that most concerns are dealt with quickly and efficiently. It is our ethos that all learners are given a chance to improve and will be supported to achieve this.

Rights and Responsibilities

At Peterborough Skills Academy there have to be some guidelines to ensure that everybody can enjoy and benefit from their studies. Hopefully everyone will recognise the need for these and will not have any difficulty following them.

In return Peterborough Skills Academy recognises that there may be occasions when you have a concern about some aspect of your course.

You should raise these with your assessor first. If your assessor cannot resolve the issue, we would encourage you to contact your Director of Training Manager.

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Safeguarding

All Learner's will be given a booklet containing information about Safeguarding. Information is available on our website too: www.psatraining.org.uk

