

Welcome Guide For Apprenticeship Students at GEL

How to get the most from the resources available and understand the terms and conditions of your management development programme.

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For all apprentices

Welcome

Welcome to your apprenticeship development programme. We are pleased that you have chosen to learn with us and believe your time here will inspire, challenge and develop you to become more effective in your role to enable you to take on increased responsibilities and progress your career.

What lies ahead of you is a variety of different approaches, models, techniques and schools of thought; new knowledge, new skills, new insight and hundreds of possible solutions to thousands of possible problems.

We are committed to helping all apprentices broaden their skills and experience, helping you to be the best you can be and ensuring that we build your competence, confidence, and professionalism. Your Apprenticeship will form an integral part of your comprehensive personal and professional development programme in your workplace.

This introduction section will be a useful resource for you. Refer to it for information and guidance when needed. Don't forget, your Apprenticeship is what you make of it. It is your career and you need to take control. Take from it what you can and begin to mould your own style from the best practices of others, and don't forget to enjoy it – because it's meant to be fun!

Apprenticeship Aim:

The apprenticeship standard applies across organisations of all sizes and sectors, but the knowledge, skills and behaviours required to be effective remain largely the same. Your apprenticeship aims to introduce and embed the knowledge, skills and behaviours required by the apprenticeship standard. Your Apprenticeship programme will support you to develop:

- Knowledge
- Skills (to be applied in the workplace)
- Behaviours & Attitudes
- Personal Development
- Progression of your career aspirations

What's involved?

On Programme

This is the substantive part of your development programme where most of your learning takes place, delivered through taught sessions, self-studies, coaching sessions, mentoring sessions, webinars, workshops, and project portfolio work or assignments.

Gateway

Gateway provides an opportunity for you, your employer and GEL to agree whether you are ready for your end-point assessment. Gateway aims to provide two things: (1) To check that all outstanding project portfolio work has been submitted and (2) structured guided ‘practice time’ to assess your readiness for each EPA test.

End-Point Assessment

The End Point Assessment (EPA) is conducted by an Independent End Point Assessor. Your apprenticeship Assessment Plan will contain the details of the methods of assessment and the End Point Assessment Organisation (EPAO) will provide student support materials, useful resources and exemplar materials.

Training Times:

Sessions start at 9.30am and end at 12.30pm. Half-day sessions normally take place in the morning.

Dress Code:

Please dress comfortably and smart casual clothing is recommended.

Refreshments:

Complimentary tea (including fruit teas), coffee and water will be available throughout the day.

Lunch:

Please bring a packed lunch with you when attending GEL’s training centre.

Mobile Phones:

We respectfully ask that mobile phones are turned off (or silent) during the training sessions to avoid interruption and distraction for all parties. There will be ample opportunity during breaks and lunch to collect messages. If an urgent call must be taken, please leave the training session quietly.

Internet Connection:

We offer guest access to our WIFI and the password will be available in your training room.

Course Materials

As part of your studies you will have access to a wide range of support materials. We will provide course workbooks to cover all elements within your Apprenticeship Standard. You will also have access to numerous online resources and professional body membership.

Virtual Learning Environment (VLE)

The VLE is an online resource where you will find all your e-workbooks, exercises, questionnaires, guides, feedback and ILM grades. It's an individual space that only you can access and where you will be able to submit your portfolio evidence for feedback and guidance. You can communicate with the other learners on your course via the VLE, as well as your trainer and GEL staff. You will be provided with login details and passwords on the first day of your course, as well as a user guide.



Trainers & Other Delegates

You will learn from expert trainers throughout your programme, each one a specialist in their field. Work with them to extend your understanding by engaging in discussion points and asking questions. Likewise, and equally valuable, is learning with and from other delegates on your programme, because they too have a wealth of experiences and discussion and debate with them will aid your learning and understanding.

Professional Membership

You will automatically become a studying member of the relevant professional membership body, through which you will enjoy a range of membership benefits. A simple 3-step guide will get you started, which you will learn at induction. Once qualified, you can upgrade to the appropriate professional grade of membership to enjoy further benefits to support your career and personal development.



Induction

- An outline of the qualification and the related learner support available
- Professional studying membership and benefits
- Expectations: you of us and us of you!
- Benefits of personal development to you and your employer
- Format of the programme – content, hours, attendance, delivery methods etc.
- Programme assessment and grading
- Roles and responsibilities: staff, trainers, learners, verifiers and the EPAO
- Learning and study skills, including need for English and maths
- Tutorial support, advice and guidance, equal opportunities, appeals procedures, assessment submissions, authenticity and plagiarism
- Terms and conditions of learning including Safeguarding, PREVENT, Health & Safety, Cyber Security.

Off the Job Training

Off-the-job training (OJT) is defined as learning which is undertaken outside the normal day-to-day working environment and leads towards the achievement of the apprenticeship.



This can include training that is delivered at your workplace but cannot be delivered as part of your normal working duties. Put simply, it's learning that takes place away from your normal work activities.



Every apprentice must spend at least 20% of their time engaged in off-the-job training (OJT). There are plenty of opportunities to do this, including those below:



Variety of opportunities

- Training days/ Webinars/ workplace visits/ assignment work
- Set reading/ mentoring sessions/ project work
- Peer learning/ shadowing/ tutorials
- Line manager meetings/ learning support sessions/ VLE quizzes
- Employer-led development

Recording

The responsibility of recording OJT is a joint venture between the learner, employer and GEL. Typical methods could include:

- Webinar logs/ training records
- Diary entries/ mentor notes
- VLE logs/ workbook completion and assessor records

Personal Development

During your first meeting with a member of the GEL team, we will ask you about your motivations, ambition and development goals for knowledge, skills and behaviours.

During your development programme, we will review your progress to ensure that you are on-track to meet your objectives and seek your feedback.

Our aim is to support you with your goals and to provide support, advice and guidance when you need our help. Please do not hesitate to contact a member of the GEL team at any time during your programme and we will be happy to help.

Your Feedback

We value your feedback and we will canvas your comments after each training topic. That said, please do not hesitate to let us know beforehand if there is something concerning you or causing you difficulty. We value all comments and take matters seriously and will make amendments where possible.

Appeals Policy

You can appeal against assessment decisions or marks awarded if you are not satisfied. This should be done in the first instance with your trainer/assessor, who will be able to explain their decision.

If you are still dissatisfied, you should contact Michaela Cozens, GEL's Operations Director on 01452 221777 or by emailing michaela.cozens@glosenterprise.co.uk and clearly explain your dispute. GEL's Internal Verifier (IV) will be asked to investigate and you will be told when to expect a response, at which time you will be given the IV's decision and reasoning.

If you are still dissatisfied, you can appeal via ILM's Regulation and Business Improvement Manager, within 30 days of GEL informing you of their decision following the internal investigation, by emailing ILMRegulation@i-l-m.com.

Complaints Procedures

If you are not satisfied with the quality of our training or any aspect of our service, please let us know because we are keen to put things right. We have an easy to use and effective procedure in place, which demonstrates our commitment to learning from our mistakes.

- Complaints can be made to any member of staff, in person, phone, email or in writing.
- You will receive acknowledgement of your complaint and assurance it will be dealt with swiftly. Where further information needs to be gathered, we will inform you of the timeframe we need and keep you regularly updated on the status of your complaint.
- Actions resulting from a complaint will be put in place quickly and without fuss.
- Complaints that are dealt with locally are usually resolved quickly, so we encourage you to speak up the moment you feel aggrieved
- If you need to complain, please contact GEL's Operations Director, Michaela Cozens, on 01452 221777, or the Managing Director, Kevin Holt, on the same number.
- If your complaint is to do with a qualification, you can contact the Internal and/or External Verifier of the Awarding Body - details of which will be given on request.
- All complaints will be kept on file at GEL and any outcomes communicated to all staff. Where procedures need to be changed, they will be and passed to all concerned.
- Complaining does not affect your rights, nor how we feel about you and your company.
- All complaints are read by the Managing Director and remedial action is taken when possible.

Designated Safeguarding Officer

Safeguarding is about knowing how to keep yourself and others safe from physical, psychological, emotional and sexual harm and abuse and free from bullying and intimidation.

Michaela Cozens

Operations Director

michaela.cozens@glosenterprise.co.uk

01452 733546

Designated Health & Safety Officer

You should feel safe while you are attending training sessions at Twigworth Court Business Centre and understand your responsibilities for your safety and health back in your workplace.

Kevin Holt

Managing Director

kevin.holt@glosenterprise.co.uk

01452 733530

Fire Warden

In the event of a fire, the alarm will sound and fire marshals will evacuate you to the meeting point.

Lynn Allen

Events Administrator

lynn.allen@glosenterprise.co.uk

01452 733545

First Aider

In the event of an accident causing injury you must ensure that the injured person is being cared for and send immediately for a manager, tutor or first-aider.

Meredith Render

Events Administrator

meredith.render@glosenterprise.co.uk

01452 733549

Help & Support

The following members of staff will be able to answer any queries you might have about the Associate Project Manager programme, assessment, Moodle, on-programme support and additional optional ILM qualifications i.e. ILM Level 4 Award in Leadership & Management.

Kevin Holt

Managing Director

kevin.holt@glosenterprise.co.uk

01452 733530

Michaela Cozens

Operations Director

michaela.cozens@glosenterprise.co.uk

01452 733546

Rebecca Brinton

Office Manager

rebecca.brinton@glosenterprise.co.uk

01452 733532

Our Location



By Car (Free parking is available on site)

Approach from M5 Exit M5 Junction 11 taking the A40 signposted toward Gloucester. Turn right at the Elmbridge Court roundabout following the signs for the A40 Ross/ Gloucester/ Tewkesbury. Turn right onto the A38 at the Longford roundabout. We are 1½ miles on the left just past the Oakwood Pub and Premier Inn on the left.

Approach from the M4 Exit M4 at Junction 15, at the Badbury roundabout take the 3rd exit onto the A419 signposted Swindon. Proceed along the A419 for approximately 15 miles. At the next roundabout take the 2nd exit onto the A417 signposted M5/Gloucester. At the Air Balloon roundabout take the 1st exit onto the A417, signposted Gloucester. At Zoons Court roundabout take the 2nd exit onto the A40, signposted Ross/Gloucester/Tewkesbury. Turn right onto the A38 at the Longford roundabout. We are 1½ miles on the left just past the Oakwood Pub and Premier Inn on the left. Our Training Centre is situated in the first building on the left (unit 4) just through the gates and our main office is through the archway on the left at unit 3

By Bus

The No. 71 Gloucester to Tewkesbury bus stops outside Orchard Park (a few hundred yards from Twigworth Court Business Centre)

By Train

The nearest train station is Gloucester (approximately 15 minutes by car). Taxis can be found outside the station entrance.