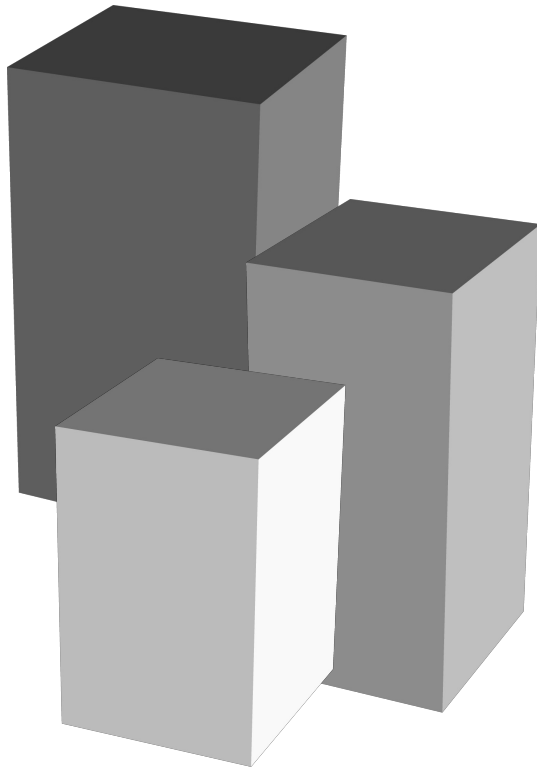


# Capital Group 2010-2011



# Learner Handbook

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2008-2009

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## **Foreword by the Chief Executive**

Welcome to THE CAPITAL GROUP. Congratulations for choosing to study with us. I hope you will continue to believe you made the right choice.

The job of everyone here is to help you get into work. Staff will offer you all the help you need to do this. We provide a comprehensive service to meet all your learning needs, with help with English and numeracy, as well as English for Speakers of Other Languages (ESOL) for those who need it. Our Learning and Work Advisers will also help you with all the things you may need to build up your confidence to enter or re-enter the labour market or to progress your current career.

Delivering the service is our part. Your part is to attend all your classes, listen to the feedback you receive from your tutors and act upon it.

We also want to know about any problems you may be having. It is our job to address these or help you to address them, and I would encourage you to let your views be known if you think there are things we could do better. You can find a suggestion/feedback box in the main office - please use it! Also, please tell your Course Tutor/Assessor or a Course Provider Administrator of anything you are unhappy about.

We aim to please. Please also do your part. Good luck on your course and in your future career.

David Galway

## Our Commitment to You

This is a summary of the service you can expect from us:

- Tutors who are fully qualified in their subject and committed to passing their knowledge on to you in the most accessible way possible.
- Lessons that start on time with work left or cover provided when tutors are sick.
- An atmosphere that is conducive to adult learning.
- The necessary equipment and technology to enable you to achieve the qualifications you have been offered and to seek work.
- The chance to feedback your views on the training that is being offered.
- The prompt return of any work that is taken in for marking, with constructive feedback on your performance and how to improve it, with a maximum turn around time of two weeks.
- Support getting work experience and looking for a job.

In addition, our Learning and Work Advisers can offer you the following services, if applicable:

- Impartial and unbiased advice on the courses we provide.
- Information regarding the qualifications and career paths that our programmes offer.
- Guidance and support when you are facing personal difficulties.
- Referrals to other quality learning providers if our courses are not suitable for you, or we cannot meet all your needs.
- Assessment to make sure the course level is right for you.
- Employability support, helping you with CV writing, application forms, interview tips and your personal skills.
- Advice on progression into work or further learning.

On some of our courses, we will help you access work placements.

You can also expect:

- free access to the Internet for job hunting, if applicable.
- your meetings with your Tutor and Learning and Work Adviser to remain confidential.
- us to actively promote Equal Opportunities and Diversity.

- us to welcome the opportunity to receive your feedback on the quality of our service to you.
- that we will actively strive to improve our services based on your feedback and our own Quality Improvement measures.

## **Your Commitment to Us**

Your success is also down to you and the effort you put in with our support. We will encourage you to take responsibility for your own learning and success.

We expect you to:

- Attend all of your classes
- Listen to the feedback and advice provided by your tutor and Learning and Work Adviser.
- Engage in constructive discussion about your learning aims and progress
- Come to your classes on time
- Read, understand and abide by all our policies and procedures

Our aim is to get you back into work, so please feel free to come and talk to us if there are any difficulties you are experiencing; this might be welfare or personal issues, or academic difficulties.

If THE CAPITAL GROUP does not have the expertise to resolve your welfare issues, we will refer you to a relevant external organisation.

# All the Information you need about CAPITAL GROUP

## Capital Group Training Companies

You can contact Head Office directly, or one of our training partners:

### **Capital Group Head Office**

Worple House, 22-24 Worple Road

Wimbledon, London SW19 4DD

020 8605 2820

[Training@capitaltraining.uk.com](mailto:Training@capitaltraining.uk.com); [www.capitaltraining.uk.com](http://www.capitaltraining.uk.com)

*For all general enquiries*

### **Hands On Skills Training**

82 River Road, Barking, Essex IG11 ODS

020 8591 8500; [Info@handsonskills.co.uk](mailto:Info@handsonskills.co.uk)

For construction, utilities, housing maintenance & streetworks courses

### **Industrial Training Services**

Haltgate House, 52-54 Hullbridge Road

South Woodham Ferrers, Chelmsford, Essex CM3 5NH

01245 321130; [its@industrialtrainingservices.co.uk](mailto:its@industrialtrainingservices.co.uk)

*For construction, plant, warehousing and distribution and security*

### **Capital Goldtrowel**

Asheton Farm, Tysea Hill, Stapleford Abbots, Essex RM4 1JU

[contact@goldtrowel.co.uk](mailto:contact@goldtrowel.co.uk); Freephone 0800 7831450

*For all plastering, tiling, venetian marble and bricklaying courses*

### **Zurbel Training**

61 Cranbrook Road, Ilford

[info@zurbeltraining.org](mailto:info@zurbeltraining.org)

## **Hours of Training**

Generally, classes start at 8.00am and finish at 4.00pm. However, some courses may make special arrangements to vary from this. Your tutor will discuss any such changes with you.

You must sign the Attendance sheet for each training session when you arrive and when you leave. This is for health and safety purposes.

You must also ensure that your tutor records your attendance when you are in a scheduled class or supervised learning session.

## **Site house keeping rules**

- Learners are not allowed to eat or drink in the classrooms.
- Mobile phones must be switched off in class.
- Learners are not allowed to use the office phones except in cases of emergency.
- Personal stereos are not allowed in classes.
- Do not leave valuables unattended. Unfortunately CAPITAL GROUP cannot take responsibility for your belongings in the event of damage or theft.
- We do not allow you to use internet chat lines.

## **Attendance and Absence**

If you cannot attend on any day because of illness of yourself or a dependant, you must telephone **01708 344700** before 9.30 and let the office know about your absence.

Please advise us if you expect to be off sick for more than one day.

### **Authorised absence**

If you are ill and inform us or you have an appointment that is out of your control, your absence will be authorised. For any such appointments you should inform your tutor in advance and show an appointment card or letter where possible.

Appointments outside of your control may be: solicitors, job interviews, court appearances, immigration interviews, hospital appointments, external exams etc.

### **Unauthorised absence**

Other appointments should be arranged outside training hours e.g. doctor, dentist, etc. You should arrange signing on times to be outside of training hours.

If you are absent without having told us we will telephone you. If you continue to be absent without telling us for a week we will write to you. After two weeks of absence without telling us you will be withdrawn from the course. Please see the Disciplinary Procedure.

If you are absent from the course for more than one week for any reason, we will invite you to a “Return to Learning” meeting to establish ways in which you can catch up on missed work.

CAPITAL GROUP expects you to maintain a 90% attendance rate throughout the duration of your course. If your attendance drops below 90%:

- Your financial support will be affected.
- You may forfeit access to free exams.
- You will not be able to progress onto the next level course.
- You may be withdrawn from the course.

Please also be aware before signing onto a course that if you intend to be away for more than 3 weeks you will be withdrawn from the course.

## **Commitment to Achievement**

At the end of a course, if a learner has not completed all units of their qualification, they will benefit from CAPITAL GROUP’s “Commitment to Achievement” - CAPITAL GROUP will strive to aid the learner in completing.

This Commitment to Achievement will apply only to those learners who have demonstrated attendance of 90% throughout the duration of the course.

During the course, support will be carried out in the following ways:

In tutorials throughout the course, the tutor will keep learners informed of progress.

## **Progression**

CAPITAL GROUP is committed to enabling learners to progress into learning at a higher level.

Your LWA will discuss your progression opportunities with you at least one month before the end of your course. Current learners with 90% attendance will be given priority in progression onto courses at the next level.

If your attendance is poor, CAPITAL GROUP may not offer you the opportunity to progress to the next level.

## **Certificates**

CAPITAL GROUP sends certificates by recorded delivery to the address of the person or Company that has paid for the course.

If you have not received your certificates within 6 months of the completion of your course, please let us know.

If you lose your certificate you will need to contact the examining body and pay any necessary fees for a replacement.

# Code of Conduct

Staff and students should support effective working relationships by:

- Respecting each other and each other's opinions irrespective of sex, ethnicity, disability, sexual orientation, age, or faith
- Challenging and refraining from behaviour which others may find discriminatory or aggressive
- Make responsible use of computer equipment and Internet access.
- Consider the health and safety of yourself and others, maintain a clean and tidy learning environment and avoid eating and drinking in the training rooms.
- Being punctual and giving adequate notice of any form of absence to enable lessons and meetings to begin on time.

There are detailed policies on Equal Opportunities, Health and Safety, Computer Use, and Complaints that provide further detail as to how this code of conduct should be applied.

## **Equal Opportunities**

CAPITAL GROUP is committed to ensuring that all members of the community can participate in learning. Therefore we place strong emphasis on equality of opportunity.

CAPITAL GROUP's aim is to ensure that no learner or worker receives less favourable treatment on the grounds of sex, ethnicity, disability, sexual orientation, age, or faith.

For further reference please see our Equal Opportunities Policy which is found in the Classroom.

## **Procedures for Complaints**

We hope that you will be happy with the service you receive. If you are not, please attempt to discuss the problem with your Learning and Work Adviser or Course Tutor.

However, we would prefer if you can let us know what has gone wrong in writing. We will deal with your complaint constructively and efficiently and use it to learn from our mistakes and improve our service.

Please obtain a CAPITAL GROUP Learner Complaint Form from reception. Submit this to our Chief Executive, David Galway.

Your complaint will be acknowledged within a week and a full response will be provided to you within ten working days.

## **CAPITAL GROUP's Disciplinary Process**

We try our best to avoid using the disciplinary process but unfortunately sometimes it is necessary. The process has three stages and is based upon the standard practice in most colleges and companies. Below is a basic summary:

- Stage One** – is a formal verbal warning issued by the course tutor
- Stage Two** – is a formal written warning specifying the nature of the problem and the improvements required
- Stage Three** – is suspension or dismissal

The three stages do not necessarily follow each other consecutively. For further reference please see the Learner Disciplinary Procedure which is found in the Policies section.

## **Health and Safety at CAPITAL GROUP**

Learners sign in and out in order to establish that everyone has been safely evacuated if there is a fire.

All accidents must be reported to CAPITAL GROUP staff and recorded in the Accident Book. There are first aid kits and first aiders available on site at all times.

Learners must make responsible use of computer equipment and Internet access.

Learners must consider the health and safety of yourself and others, maintain a clean and tidy learning environment and avoid eating and drinking in the training rooms.

## **Safeguarding and Protection**

At Capital Group, every learner matters, and we are committed to protecting your safety. All our staff are fully CRB checked.

Our learner policies, in particular our Code of Conduct and Equal

Opportunities policy, make clear the standards of behaviour expected at Capital Group from all staff and learners and will be used to protect and enforce your personal safety whenever necessary.

If you tell us that there is a threat to your safety whether at home, at work or at Capital Group, we will do our best to help you. Where the threat or potential threat is outside of Capital Group, or we do not have the expertise to help, we can refer you to a specialist agency.

If you do disclose a personal issue to any of our staff and there is a doubt to your safety or well-being, our staff are duty bound to report this to our Learner Protection Champion Hannah Draycott. By doing this we can establish whether any further support is needed, or whether intervention by specialist agencies is needed. This will not break our Confidentiality Policy.

## **Information, Advice and Guidance**

You can get help or advice about courses from your tutor. If you are unsure about what you need to do in the future, or if you just want to talk about opportunities available, please speak to your tutor or the centre administrator who will arrange an appointment for you with a Capital Group advisor.

We offer pre-course, on-course and exit guidance to help you enrol on the right course, at the right level, and to make progress. We use different types of assessments to ensure that we place you on the right course.

Our IAG service is fully confidential and our advisors fully trained to help you meet your life aspirations. Capital Group operates comprehensive Equal Opportunities Policy and welcomes people from all backgrounds, ethnic beliefs, sexual orientation.

We also offer Literacy, Numeracy and ESOL support. If English is not your mother tongue, we can help you overcome language obstacles.

If Capital Group cannot offer you an appropriate course, your advisor will discuss opportunities with other local providers, and may refer you on to another specialist IAG service such as:

Learn Direct: 0800 100 900; [www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk)

London Next Step: 08000 641 481

## **To Capital Group**

Worple House  
22-24 Worple Road  
Wimbledon  
London SW19 4DD

Tel : 020 8605 2800

Email : [Training@cap-recruit.co.uk](mailto:Training@cap-recruit.co.uk)

## IAG REFERRAL

Learner name:

Address:

Email:

Tel:

(incl preferred time to contact)

Please indicate the nature of the referral:

One-to-one interview required

Careers advice

Referral to another provider

Referral to another course (please  
give details of what is required)

Request for information (please  
specify)

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Please acknowledge receipt and your intention to process this referral. If you wish to query anything or have any difficulty contacting learner(s)/employer then please let me know.

**FROM:**

**PROVIDER:**

**TEL No:**

**CONTACT:**