



PROTOCOL LEARNER APPRENTICESHIP HANDBOOK

Throughout your programme, you will be issued access to our Virtual learning environments (these including our Moodle and Mahara systems). Moodle will support you to access interactive learning resources, relating to all qualifications that you have enrolled to. Mahara will be your online Individual Learning Plan.



Department
for Education



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INTRODUCTION TO PROTOCOL & CONTACTS

Transworld Publications services Ltd t/a
PROTOCOL CONSULTANCY SERVICES
WELCOMES YOU TO YOUR
LEARNING
PROGRAMME

THE PROTOCOL TRAINING EXPERIENCE WILL INSPIRE YOU TO “AIM HIGH AND ACHIEVE MORE FOR ALL”

The purpose of this document is to give you clear information on:

- ❑ Your Training Programme
- ❑ Your duties and responsibilities
- ❑ What you can expect from us during your training

Please read it carefully and keep it safe for future reference. If you do not understand any of the information, please telephone the Protocol office or ask your tutor/training advisor to explain it to you.

Throughout your programme, you will be issued access to our Virtual learning environments (these including our Moodle and Mahara systems).

Moodle will support you to access interactive learning resources, relating to all qualifications that you have enrolled to.

Mahara will be your online Individual Training Plan. This will contain all of your key information including: -

- Qualification Title and Structure
- Progress Overview
- DSL (Designated Safeguarding Lead Details)
- CPD Log (Reflective Log)
- Your Training Advisor
- Your Internal Quality Assurer



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INTRODUCTION TO WORKBASED LEARNING



What is work-based learning?

Work based learning is part of a national programme of government-funded provision from the Department for Education to raise the skill levels of individuals. It aims to develop an individual's knowledge and skills within the workplace environment and presents a real opportunity for young people in particular who want to continue their learning outside full-time and further education. It provides support for learners to work towards the achievement of Apprenticeship programmes.

IAG: - LEARNER INFORMATION ADVICE & GUIDANCE (including CEIAG)

IAG will be provided at a minimum, at the beginning, during the middle stage of learning and upon achievement of the identified outcome or as appropriate to the learners. Additional guidance and support will be available for each learner upon request throughout their learning programme.

During these interventions, your training advisor will also discuss CEIAG (Career, Education, Information, Advice and Guidance). They will review the progress being made in the workplace and on the apprenticeship standard. Discuss the newly gained and transferable skills and how these can support with progression within their role and organisation/sector.



Careers Education, Information, Advice and Guidance

TERMS AND CONDITIONS

Providing your conduct and performance are fully satisfactory, '**PROTOCOL**' will provide support and resources to enable you to complete your qualification.

As you are employed it is necessary for you to follow your Employers Terms and Conditions, for example, with regards to:

- Sickness and Time off
- Health and Safety, Prevent & Safeguarding
- Equal Opportunities & Diversity
- Grievance Procedures
- Disciplinary Process
- Entitlements
- * We would ask, however, that if you cannot attend "off the job training" at Protocol for any reason you telephone and advise us.

OR

- * If you are expecting an assessor/training adviser visit and you are off ill, or have been sent to work at another office, we would expect a call to avoid an unnecessary trip.

YOUR TRAINING PROGRAMME

Individual Training plan

An individual training plan will be developed to your individual needs. Your training learning plan is a document, which will give you a broad outline of training and further action to be taken for you to reach your qualification goals. During the early stages of your training your Training Advisor will complete this plan with your help and set realistic targets for achievement with you and your mentor.

Qualifications

You will be working towards an Apprenticeship standard whilst you are on the training programme. The apprenticeship programme will consist of a set of KSBs (Knowledge, Skills and Behaviours). See the appropriate apprenticeship pack for your standard to see the specific details regarding the KSB and End Point Assessment requirements.

Some of the standards require you to complete vendor or certificate/diploma qualifications. You will be able to find this information on your online and paper-based Individual Training Plan.

Initial Assessment

You will undergo several different forms of initial assessment over a period of time. The aim of the initial assessment is to ensure that you are on the correct apprenticeship programme for your ability and knowledge and to highlight any areas that you will require extra assistance, training or guidance. The results of your initial assessment will be recorded on your individual training plan and feedback will be given to you. Support to achieve the level needed for the qualification will be given through the BKSB diagnostics and one to one support. If you already hold GCSE qualifications in Maths and English, you will still be asked to complete the Initial assessments and diagnostics to ensure you have retained that knowledge.

Reviewing your progress and Assessments

Your progress throughout the duration of your Training Programme will be continually monitored to ensure that your Individual learning plan is being followed. Your Training Advisor will regularly meet with you and your mentor in the workplace every 8 /12 week to discuss your progress and targets against your Individual training plan, and your Training Advisor can agree any suitable amendments needed with you.

Assessments take place approximately every 4-6 weeks; the proposed dates for assessment are shown on the individual training plan. Assessments will be conducted remotely; desk based and also face to face in the work place. The Training Advisor will notify you the actual date of the assessment a minimum of 7 days prior to the date or on the previous assessment visit.



Functional Skills

For learners aged 16-18 , Functional Skills are a mandatory component of an apprenticeship programme, in English and Maths. If you already hold Functional Skills at Level 2 (equivalent to Grade 4+), you will still be encouraged to work towards a higher level than the apprenticeship standard requires if you wish to further develop your skills.

Adult apprentices aged 19+ are not required by the funding rules to pass FS to complete their apprenticeship provided the employer agrees this is appropriate.

QUALIFICATIONS OFFERED BY PROTOCOL

Business Administrator Level 3
Customer Service Practitioner Level 2
Customer Service Specialist Level 3
Digital Support Technician L3
Multi - Channel Marketer level 3
HR Support Level 3
Learning & Development Practitioner Level 3
Learning & Skills Teacher Level 5
Warehouse Operative Level 2



On completion of your programme, your training advisor will discuss the next steps (progression) as part of our careers, education, information, advice and guidance (CEIAG). You will have an opportunity to discuss the newly gained and transferable skills and how these can support with progression within their role and organisation/sector

LEARNER CONTRACT

Please read the statement below and if you agree with the contract please sign and date.

1. Respect each other's points of view, culture, and background
2. To show respect for other learners, employers and your tutor and local community
3. **Participate fully in exercises and any feedback to team members and tutors**
Remember to communicate effectively and listen carefully to enhance your learning
Do not be unclear or unsure of what to do, clarify any aspects you do not understand
4. **Think about the consequences of your own actions and the impression you create**
5. Help to motivate each other to complete the course and qualification
6. Ask for help if needed from each other, Tutor, and Training Adviser
7. Network and exchange news/ideas and apply them if you can
8. **Please ensure that any mobile phones are switched off during training sessions unless asked to use**
9. Confidentiality- do not discuss sensitive issues with outsiders, but remember your Training Adviser will help
10. Attend all planned off-the job, assessments, and reviews
11. Work to planned targets and achieve all your qualifications in your ITP
12. Keep your portfolio contents safe, whether paper or electronic
13. Punctuality- remember training days/workshops are planned for optimum results. Do not waste time and keep others waiting
14. Keep in touch with PROTOCOL, particularly if you move companies and wish to continue to complete your agreed qualification or progress further
15. For you to achieve your full potential on the course, it is sometimes required to share any information regarding disability or learning difficulty with our partners. If you are suffering from any Mental Health aspects including stress, anxiety, depression etc please talk to your Training Adviser/Personal development Coach.
16. **Comply fully with Health & Safety, Equal Opportunities, Safeguarding/Prevent and British Values legislation**
17. **I agree to comply with all Internet protocols and security and aware of zero tolerance of controlled substances and offensive weapons including knives brought into Protocol**
18. I agree for my photograph to be used on the VLE, case studies or web site
19. I agree that you may notify my parents/guardians/employer if I am falling behind with my targets of giving Protocol cause for concern
20. If I will be arriving late, I must let a member of the Protocol team know, via phone call, email, or message.

A signed copy of the above can be found in your paperwork



APPEALS PROCEDURE

If you are concerned with an assessment decision, which affects your position or progress towards obtaining your qualification, you have the right of appeal. Protocol has a full appeals procedure; a copy can be found in the front of your portfolio or in the Learner resource area on Moodle.

HEALTH AND SAFETY

The health and safety of our learners in the workplace and during training is important to us at Protocol, you will receive health and safety training as part of your qualification. A be safe booklet will be issued to you during induction and you will be asked to complete a health and safety induction questionnaire for your workplace. If you have an accident at work, you or your supervisor must advise us immediately. Please see the Learner resource area on Moodle.

COMPLAINTS PROCEDURE

WHAT IF?

If you have a complaint about your training, we have a complaints procedure that is included in this handbook but always talk to us and we will try and sort it out.

Protocols' aim is to improve the quality of all that we do, by establishing effective systems for handling feedback and complaints.

You, as a customer, are always right, no matter what the circumstances. Our main aim is to maintain our high-quality image and reputation and to ensure that you are completely satisfied as one of our valued customers. Your complaint will be dealt with by a standard procedure, which has been set up by the Protocol Group.

If received, all complaints will be given equal status and will be dealt with promptly. All complaints will be recorded on a Confidential Record Form. Once the facts have been established, we will put forward what action is to be taken which is suitable for you and us. This will be acted on immediately and you will be kept always informed as to what is happening to your complaint. We guarantee to acknowledge a written complaint within 5 working days of receipt and investigate and respond promptly within 10 working days.

We are solution minded, and anxious in putting things right, especially if dissatisfaction or misunderstanding occur.

If you have any views of our work, whether good or bad: -

- You can write to us
- You can telephone us
- You can visit us



You could ask someone else to speak to us on your behalf, if you prefer.

Contact details:

The Old Guild House
1 New Market Street
Birmingham
B3 2NH

Tel: 0121 236 2634

Fax: 01827 271361

contactus@protocolgroup.co.uk

EQUAL OPPORTUNITIES POLICY SUMMARY

The Protocol Group is committed to a common policy on Equal Opportunities, irrespective of ethnic origin, gender, ability, age, sexuality, marital status, for all of its learners by: We will comply fully with The Single Equality Act of 2010.

- Identifying clearly responsibilities of Susan Tipton (Director) to implement the Equal Opportunities Policy.
- Provide access in all organisations to a named individual to whom reference may be made concerning Equal Opportunities.
- The ownership of and the principal responsibility for the Equal Opportunities rests with Susan Tipton (Director)
- Sue has the responsibility for grievance, disciplinary, harassment and challenging discrimination procedures and will monitor and evaluate the Equal Opportunities Policy.

As part of your induction, you will receive further training on equal opportunities to help your understanding.



Safeguarding / Prevent

Protocol has policies and practices in place that ensure all learners are in a safe learning environment that promotes well-being and security for all learners, especially those who are vulnerable. This will be covered on your Induction and monitored throughout the course. Please see Policy and procedures in the Learner resource area on Moodle.

The Prevent duty is the duty in the Counterterrorism and Security Act 2015 on specified authorities, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism.

We will also induct you regarding the Prevent strategy and understanding of British Values.

Please enjoy your course and remember to:

Aim High to Achieve More for All



GDPR Retention of Information

What personal data do we collect? We may collect and process the following personal data:
Information you provide to us: If you:

- complete a form on our website.
- complete a survey.
- correspond with us by phone, e-mail, or in writing.
- report a problem.
- sign up to receive our communications.
- enter into a contract with us to receive services

We may collect your name, e-mail address, postal address, telephone number and job role.

For more detailed information please click on the below link

[Protocol Website – GDPR Privacy Statement](#)

Policy published date	August 2010
Date of last review	August 2026
Next review due	August 2027
Person responsible for policy and review	Michelle Eynon