

LEARNER INDUCTION PROCEDURE

Last updated: **01/06/2023**

The Teacher Trainer Ltd. would hereafter be referred to as TTT in this document.

Scope of the Policy

This policy is provided for TTT customers, including learners and staff members who are using or delivering the courses and qualifications that TTT offer.

Location of the policy

This policy is available for all staff members, third parties and learners to access. The most up to date version of the policy is available on our website www.theteachertrainer.co.uk.

Communication of the policy

It is important that TTT staff (involved in the management, delivery, assessment and quality assurance of nationally recognised qualifications) and learners undertaking our qualifications, are fully aware of the contents of the policy. It is a requirement that staff at TTT access, read and understand the policy during their induction.

Review of the policy

TTT will review the policy annually as part of our self-evaluation process and revise it as and when necessary. The review process includes analysis of monitoring data, consultation with and feedback from customers, learners, clients, staff and other stakeholders, changes in practices, actions required by Awarding Organisations or changes in legislation to determine the impact of the policy and any action required. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Policy Statement

This Learner Induction Procedure provides all the details of the current qualification including assessment information. Please take the time to thoroughly read this Induction Guide before you start learning.

Statement of principles

- Our team of highly qualified and experienced tutors, assessors and IQA will support you through your chosen training programme making each step of your journey an enjoyable experience.
- TTT endeavours to facilitate a safe and effective learning environment; we aim to provide all the necessary information as well as guidance in starting your course.
- We are focused on ensuring learners develop the knowledge, practical competence and confidence to actively work alongside a vast population within their relevant industry.

The learners will:

- Receive detailed and timely information in relation to the aims, outcomes, content, assessment, resources and timetable of the training
- Receive relevant course information to augment the training and contribute to the knowledge and skills of the learner
- Introduce the tutor(s) and/or assessor(s) that will be working with the learner(s)
- Explain the course timetable including an explanation of the course structure

- Discuss attendance procedures and lunch breaks (where applicable)

Policies and procedures

The induction process provides sufficient explanation in our policies and procedures as well as explaining the learners and staff's rights and responsibilities. Learners are also introduced to the following policies and procedures:

- Code of Ethics
- Malpractice & Plagiarism Policy & Procedure
- Complaints Policy and Procedure
- Appeals and Review Procedure
- Equal Opportunities
- Health & Safety Policy
- Conflict of Interest Policy
- Teaching and Learning Agreement

To ensure that all learners get the best out of the training, we expect tutors and learners to agree to a **'Teaching and Learning Agreement'**. The Agreement states what is expected of the tutor in the course of the training and, what is expected of the learner throughout the training and assessment – this is done using the online application form.

Tutors will:

- Work within our agreed timetable and start/finish times
- Inform you of the purpose and process of each session
- Use training resources that maximise your learning
- Provide opportunities to contribute to the learning, via questions, comments and feedback
- Inform you of the health, safety and operational rules in relation to the premises and equipment
- Offer individual support and guidance in relation to any assessment criteria
- Adhere to our Equal Opportunities Policy

We will expect learners to:

- Complete all lessons as timetabled
- Complete lessons in a timely manner, using personal timetable and action plan devised with mentor
- Complete all necessary paperwork, activities and additional reading (where applicable)
- Actively participate in the sessions
- Take responsibility for their own learning by communicating their progress with the tutor/mentor
- Ask for help and guidance as and when required
- Behave responsibly towards others and the venue, in respect of Health, Safety and Operational rules
- Adhere to the Equal Opportunities Policy
- Adhere to any relevant professional Code of Ethics
- Comply in observing the mandatory rules of conduct during an assessment
- Not replicate another learner's work in either the theoretical or portfolio aspect of assessment

Learner Support

- We are committed to providing access and individual learning support to learners whenever possible.
- Learners are requested to identify any individual learning needs, medical conditions and/or injuries that may affect learning or the assessment process, on the application form or directly to the tutor. This may need to be supported by a statement of learning needs.
- Your tutor and assessor will be able to advise you on the specific requirements of the course and related assessment. In some instances, it may be possible to apply a **'Reasonable Assessment Adjustment'** to take into account a specific learning need.
- Please discuss this with your course tutor during course registration to ensure you are fully supported during the course and assessment.
- You will be allocated your own tutor/mentor and it is with them that you design an action plan for completing this course.

Tutor Support: Tutors will be available between 9am – 5pm weekdays to answer any queries and provide as much support as required.

Email Support: Tutors and administration staff will be available between 9am – 5pm weekdays to answer any queries and provide as much support as required.

Customer Service and Complaints: We aim to ensure that learners are given clear, accurate and timely information pertaining to our training and assessment. We expect tutors and staff to provide excellent quality training and assessment at all times. Any learner who believes that they have not been treated fairly or have not received appropriate customer care, may raise their concerns. Our procedure covers all complaints about course delivery and administration, administrative support, quality assurance services, supporting resources including any allegations of discrimination or harassment and wherever possible we hope to satisfactorily resolve your complaint.

IQA Process: Every course that runs through TTT is Internally Quality Assured. This is done to ensure that we are fair and equal between all learners throughout the learning process.

Learner's feedback: We are committed to listening to all our learners; therefore we welcome feedback from them.

Staff introduction: Our staff will aim to integrate themselves with learners during tutor/assessor activities.

Assessment: The induction will explain the assessment process in detail. Learners are encouraged to ask questions to ensure that they are fully aware of their assessment arrangements.

General: Finalizing the induction process, staff will be answering learner's questions ensuring all learners know who to contact in case they have any further questions.

Follow up: During the training course, staff will re-enforce the induction topics to check if the learners still understand all the information given at the induction date.