

experience is  
everything

## The Growth Company Education and Skills Starter Pack

**You're in safe hands**

[www.gceducationandskills.ac.uk](http://www.gceducationandskills.ac.uk)



# Your journey starts here...

## Contents

Welcome	3
Support	4
Progression	5
Individual Learning Plan	6
Information for Apprentices	7
Safeguarding	8
Peer-on-Peer Abuse	8
Prevent Duty and British Values	9
Online Learning	10
Be Heard	11
Your Commitment	11
Anti-Bullying	12
Our Pass	13
NUS (TOTUM) Card	13
Useful Contacts	13



# Welcome to the Growth Company Education and Skills

Thank you for choosing GC Education and Skills to support you on your journey to excellence. With over 30 years' experience in training and education, we've supported thousands of people to raise their skill level and achieve their full potential.

As a not-for-profit company, we are focused on getting better at what we do and invest all our energy and resources into improving the quality of our training and your learning experience.

Funded through the Department for Education and European Social Fund, we will support you throughout your programme, whether that be an apprenticeship, traineeship, course or work placement, we are with you every step of the way.

This guide will provide you with important information you will need to help you throughout your time with us, and beyond.

## Ofsted Grade 2: Good

At GC Education and Skills, you can be assured you are in safe hands, and our Ofsted Grade 2: Good is testament to this. You can view our full report at:

[reports.ofsted.gov.uk](https://reports.ofsted.gov.uk)



# Support

## Support every step of the way

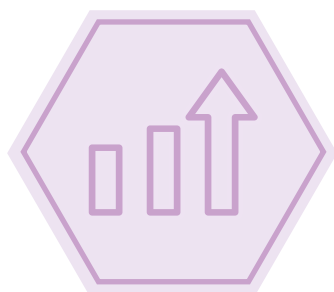
To make sure you're able to achieve, we have a comprehensive support package delivered by our friendly team. These are just some of the ways in which we can help you to achieve your goals:



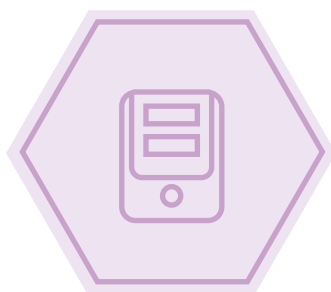
**Expert tutors**



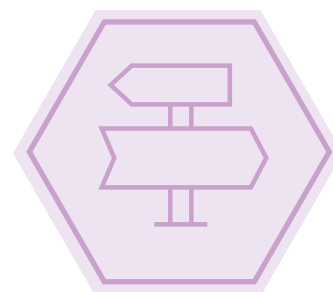
**Personalised  
learning  
programmes**



**Excellent  
progression  
opportunities**



**Assistive  
technology**



**Signposting  
to specialist  
services**

We understand that sometimes things can be even more challenging, which is why we have a network of specialist support services to help you. Contact your Tutor or Skills Development Tutor for more information.

# Progression

## Taking you higher

At GC Education and Skills, we not only want you to succeed on your current programme, but on any future learning you may choose to undertake. This is why we have a range of progression opportunities with us, and our partner organisations.

For more information about your progression opportunities with GC Education and Skills, please contact your Tutor or Skills Development Tutor.

### Entry Level- Level 2

Pre-Apprenticeship Study  
Programmes and Courses  
Apprenticeships

### Level 3

Advanced Apprenticeships  
Access to Higher Education

### Level 4

Higher Apprenticeships  
Higher National Certificate  
Certificate in Education

### Level 5

Foundation Degree  
Degree Apprenticeship

### Level 6/7

Degree with Honours  
PGCE

# Individual Learning Plan

To help you progress within your chosen programme, all our learners will develop an individual learning plan. It allows you and your tutor or skills coach to plan, monitor and evaluate your progress.

Your individual learning plan will include:

- Your strengths and skills
- What motivates you
- Preferred ways of learning
- What your goals/targets are and how you think you can achieve them
- Areas for development
- Off-the-job learning and professional standards (apprentices)

Your Tutor or Skills Development Tutor will develop this with you and will meet you regularly to review progress.



# Information for Apprentices

As an Apprentice, you will be employed full-time with an employer where you will undertake both on-the-job training and off-the-job training. Whilst on your apprenticeship, you will be assessed using the following criteria:

- Knowledge
- Skills
- Behaviours

Below is more information about what types of things you will be assessed on within each of these criteria:

## Knowledge

Information, technical detail and know-how that needs to be understood in order to successfully carry out the duties for your job role. Some knowledge will be job role specific, and some may be more generic such as communication skills.

## Skills

This is the practical application of the knowledge needed to undertake your job role. These need to be learned through both off-the-job and on-the-job training or experience.

## Behaviours

Mindsets, attitudes or approaches required to perform your role well. This may include working as part of a team, your professionalism, and how well you are able to adapt within your working environment.

## 20% off-the-job training

An apprenticeship requires all apprentices and their employers to commit to 20% off-the-job training. This means that 20% of your normal working hours will be spent gaining further knowledge, skills and behaviours to help you perform your role well. Examples of off-the-job training can include:

- Lectures, role playing, online learning or training
- Shadowing, mentoring, industry visits and taking part in competitions
- Learning support and time writing assessments / assignments

## Off-the-job training does not include:

- Gaining knowledge, skills and behaviours which are not required as part of your apprenticeship
- Progress reviews or on-programme assessments required for your apprenticeship
- Training which takes place outside of your normal working hours, or English and maths (up to level 2)

More information about off-the-job training for apprentices can be found here:

[www.gov.uk/government/publications/apprenticeships-off-the-job-training](http://www.gov.uk/government/publications/apprenticeships-off-the-job-training).



# Safeguarding

## Keeping you safe

Throughout your time with us it is important that you are and feel safe. We take our duty of care very seriously and believe that safeguarding is everyone's responsibility.

The health and wellbeing of our students is paramount and believe that everyone has a right to protection from abuse, whatever their age, ethnicity, religion, sexual identity or gender identity.

## Safeguarding issues

A safeguarding issue is a serious risk of abuse and can include:

- Physical
- Sexual
- Emotional
- Financial
- Extremism
- Forced marriage
- Female genital mutilation

It can also include anything else that can cause significant harm, whether this be online or offline. More information can be found within our Safeguarding Policy.

## Reporting a safeguarding issue

We have a team of safeguarding officers who you can report any issues or concerns to. Please contact your Tutor, or if you are an Apprentice, your Line Manager or Skills Development Coach.

## Peer-on-Peer Abuse

At the Growth Company, we take your safety and wellbeing very seriously.

We want to ensure that you are clear on what 'peer-on-peer abuse' is and what we do about it.

Examples of peer-on-peer abuse can include:

- Physical and sexual abuse
- Sexual harassment and violence
- Emotional harm
- On and offline bullying
- Teenage relationship abuse

It can even include grooming children for sexual and criminal exploitation. At the Growth Company, we have a zero-tolerance approach to any abuse. If you are concerned for yourself or a member of your course please do contact your Designated Safeguarding Officer.



# Prevent Duty and British Values

## Prevent Duty explained

The Prevent Duty is a government initiative aimed at stopping people from becoming involved with (radicalised) or supporting violent extremism.

## What is Radicalisation?

The government defines radicalisation as a process by which an individual or group comes to adopt an extreme political, social, or religious ideas and aspirations that reject or undermine the status quo or reject and/or undermine contemporary ideas and expressions of freedom of choice.

## What is Extremism?

Extremism is defined as “vocal or active opposition to British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs”. We share and promotes these values across our community.

## British Values

GC Education and Skills follow the Government’s principles across all our locations, these include:

### Liberty

- The freedom to live as you wish and go where you want
- Helping you to making informed choices
- Taking responsibility for your choices and exercising them safely
- Making sure you know your rights

### Justice – Rule of Law

- Fairness in the way people are dealt with
- Exploring the laws that govern and protect us
- Understanding the consequences if these rules are broken
- Considering that these may be different from religious laws

### Democracy

- The belief in freedom and equality between people
- A broad general knowledge & respect of public institutions and services
- Helping you to influence decision-making through the democratic process
- Explaining the advantages and disadvantages of democracy

### Respect – Mutual Respect

- Tolerance of those with different respects and beliefs
- Understanding how your behaviour has an effect on your own rights and those of others
- Respecting other people’s differences, other cultures and ways of life
- Challenging prejudicial or discriminatory behaviour

For more information about the Prevent Duty and British Values, visit:

[www.gov.uk/government/publications/prevent-duty-guidance](http://www.gov.uk/government/publications/prevent-duty-guidance).

# Online Learning

As a learner at GC Education and Skills you will have access to itsLearning, our virtual learning platform which will help you progress on your programme.

You will also have access to Smart Assessor, this system is designed to track and monitor your attendance and progress.

## What is itsLearning used for?

itsLearning is our virtual learning platform which you will use to complete learning and assessments throughout your programme. You will complete these activities both independently and collaboratively with other learners on your course.

## Where do I get my login for my learning platforms?

Your Tutor or Skills Development Tutor will provide you with your login details when you start your programme, and they will guide you through a short induction on how to use our online learning platforms.

## What should I do if I can't remember my login details?

Please contact your Tutor or Skills Development Tutor.



## Be Heard

At GC Education and Skills, we are committed to continually improving our service to you, which is why we are in constant conversation with our learners to understand what we can do better.

Our Learner Voice Initiative gives you the opportunity to share your thoughts about your time with us and make any suggestions about what we can do to help you achieve your goals.

To have your voice heard, please contact your Centre Manager (SkillCentre / Training Centre) or Skills Development Tutors (Apprenticeships).

### Complaints and compliments

If you have a complaint about an experience you have had whilst learning with us, please refer to our Learner Complaints procedure at:

[www.gceducationandskills.ac.uk/policies-and-procedures](http://www.gceducationandskills.ac.uk/policies-and-procedures)

You can also let us know what we are doing well so we can ensure we keep doing it and building on success.

- Be organised and make good use of private study time
- Approach learning with a positive attitude and take responsibility of your own learning and ask for help when you need it
- Ensure you meet all your deadlines and ensure the work you submit is your own. Please see our Plagiarism Policy.
- Observe classroom management practice including turning off mobile phones or putting on silent during teaching related activities (unless you have permission from the teacher)
- Be polite and treat everyone with respect, both in person and online
- Be committed to your own progress and take responsibility for your future

### Reporting absence

If you are unable to attend a session, please contact your Tutor or Skills Development Tutor before a scheduled appointment.

## Your commitment

As a learner with GC Education and Skills we are committed to your learning and wellbeing, and in return we expect you to make a commitment to your future.

- Attend all your sessions and on time, which may include your place of work and appointments with your skills coach, study programme including maths and English sessions
- If you are unable to attend a session, please contact the appropriate person before the start
- If you are attending a class arrive with the correct equipment and materials

# Anti-Bullying



## Anti-Bullying policy

We are committed to ensuring a zero-tolerance approach to bullying across GC Education and Skills. We will take decisive action to protect the interests of our students whenever an incident comes to light. Some of the measures we currently have in place:

- Allegations of bullying will be investigated by staff and appropriate action taken if necessary

- Cyber-bullying will be investigated by staff and appropriate actions taken as above
- Staff and tutors will provide appropriate support to those affected

If you have any concerns about bullying, including in the workplace, please contact your Tutor or Skills Development Tutor.

# IT Usage

## Staying safe online

The internet is a powerful communication and information platform and we encourage the use of it to enhance your learning in order to progress. However, we also understand that the internet can also be a place where risk can be.

In order to keep you safe you should not:

- Send offensive messages, including those on social media
- Install any software on any GC Education and Skills computers or equipment
- Copy or install any copyright protected software or data from any systems without permission
- Install or run games software, or download any programs from the internet

- Have or publish anything that is obscene, libelous, sexist, incites racial hatred or in any way breaks any UK law relating to published material (including extremism)

If you are concerned about safety online, please contact your Tutor or Skills Development Tutor.







## Our Pass

### Free buses with Our Pass

Aged 16-18? Our Pass is a new, free bus pass that gives you the freedom to travel around Greater Manchester. Whether you're off to your apprenticeship or meeting up with friends, the pass will help you to save money on travel expenses.

[ourpass.co.uk](http://ourpass.co.uk)

## NUS (TOTUM) Card

### TOTUM student discount

Powered by NUS extra, TOTUM is the UK's #1 student discount and identity card. Whether you're looking to save big on eating out or get the latest threads for less you'll find loads of deals and discounts across some of the biggest brands including exclusive offers that you simply won't find anywhere else.

[totum.com](http://totum.com)

## Useful Contacts

GC Education and Skills  
**0161 233 2656**

Greater Manchester SkillCentre  
**0161 876 3300**

Harpurhey Training Centre  
**0161 205 6790**

Longsight Training Centre  
**0161 225 4241**

Rochdale Training Centre  
**01706 717 860**

Salford Training Centre  
**0161 674 9664**

St Helens Training Centre  
**01744 750467**

Stockport Training Centre  
**0161 476 7400**

Tameside Training Centre  
**0161 359 3017**

Wigan Training Centre  
**01942 527775**

### Other:

Housing (Shelter)  
**0808 800 4444**

Mental Health (Mind)  
**0300 123 3393**

Sexual Health (Brook Manchester)  
**0161 237 3001**

FRANK (honest information about drugs)  
**0300 1236600**

Family Lives  
**0808 800 2222**

Childline  
**0800 1111**

Counselling (42nd Street)  
**0161 228 7321**

Samaritans  
**116 123**

Alcoholics Anonymous  
**0800 917 7650**



[gceducationandskills.ac.uk](http://gceducationandskills.ac.uk)

