

Learners Handbook





Welcome to New Generation Training and Consultancy (NGTC).

We are delighted that you have chosen to study with us and want you to make the most of your time here. In this folder you'll find all the information you'll need to do just that, with information on the support available to you during your time learning with us.

We are dedicated to rewarding our students with success and believe we do this by:

- Enrolling students onto the right course
- Providing individual learning plans
- Continually seeking to improve teaching and learning
- Always maintaining high expectations



NGTCGROUP

VISION

To continue to develop and be recognised as an outstanding educational and economic resource by learners, staff, employers and the wider community.

MISSION

To provide outstanding education and training which is primarily vocational, in response to the needs of learners and employers.

VALUES

Our Stewardship

We are a trusted, independent training provider who is an authoritative advocate for education at spectator events and the safety of all that attend.

We manage our resources effectively and efficiently to deliver value to our partners and an outstanding learning experience for the learners.

Our Services

We strive continuously for improvement and excellence through learning and development.

We deliver these by retaining, rewarding and recruiting a high-quality workforce.

Our Partners

We are innovative, adaptive and open to new and flexible ways of working.

We design and deliver services from the learner's point of view.
We provide our services in a manner that is inclusive, safe and in a supportive environment.

Our Colleagues

We work together to deliver effective outcomes.

We support, trust and value our colleagues and empower each other to make decisions.

We are open and honest with each other.

We constructively challenge and encourage each other to do better.

WHAT WE DO

Education and Training

Provide a market-led, work-based and distance learning curriculum, from Entry Level to Senior Management, which has seamless progression opportunities and pathways.

Employment Opportunities

Maximise the life and job prospects of the individuals and meet the needs of the employers and the communities in general.

Consultancy

Work with employers to advocate a safe, compliant and safe environment with a sustainable business model.

HOW WE DO IT

Learner
Focused

Innovative
Curriculum

Employer
Responsive

Recruitment
Opportunities

Stakeholder
Engagement

Raising the
Aspirations
of our
Learners

Partnering
&
Networking

Awareness
Raising

Promoting
Safe Working
Behaviour

My Timetable

	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00
MONDAY												
TUESDAY												
WEDNESDAY												
THURSDAY												
FRIDAY												
SATURDAY												
SUNDAY												

Qualification

Tutor

Qualification

Tutor

Qualification

Tutor

My Key Dates

Attendance



Attendance Procedure

We want all our learners to have good attendance so we can equip you with the skills and knowledge you will need for your next steps in your education or working life. We expect 100% attendance from all of our learners.

If you fail to achieve consistently high attendance, it may affect progression to a higher-level programme, further enrichment, and your chances of successfully passing your programme.

If you:

- Need to leave our qualification during the day/evening and will therefore miss a lesson, inform your tutor
- Are late, please go straight to your lesson - persistent lateness will breach the NGTC code of conduct and may result in you being withdrawn from the qualification.
- Know in advance that you are going to be away (e.g. at a hospital appointment) you will need to complete an authorised absence form which will need to be signed off by your Tutor or employer.
- Are ill during the qualification and have to go home, inform your Tutor as soon as you can.
- Have a problem outside of your qualification, talk to your Tutor or a member of our Learner Services as we can arrange for you to talk to someone who can give you specific help and support.

If you can't attend your qualification or assessment dates for any reason or have a problem you need to discuss, you should contact the absence line on 01942230292. If you don't contact NGTC to inform us that you won't be available, this could lead to you being withdrawn from the qualification.

Staying Safe

Read the Fire and Evacuation Procedures; and when the fire alarm sounds, stay calm, follow instructions from staff and leave quickly by the nearest exit.

Wait in the marked assembly point until told otherwise.

A member of staff will tell you when you can re-enter the building.

Always wear your student lanyard. This identifies you as a NGTC student.

If you have lost your ID card you can obtain a replacement card from the Student Services.

You may incur a replacement fee if you lose either your ID or your lanyard.

Try to avoid situations that make you feel unsafe but if you do feel unsafe for any reason during your time with NGTC report your concerns to your Tutor, Safeguarding team or a member of the Student Services immediately.

Wear appropriate protective clothing and equipment when in workshops or practical sessions - your Tutor will tell you at induction what this means for your course.

If you hurt yourself or have an accident tell your Tutor or FIRST AID There are first aid points and trained first aiders at all sites; any member of staff will be able to find them for you.

If you have even a minor accident make sure you report it so that it can be recorded and action taken to prevent it happening in the future.

In case of a first aid emergency:

- Contact any member of staff and a First Responder will be called

Fire Alarm

It's essential that everyone does their best to prevent fires and in the event of a fire, knows what action to take.

If you're a disabled student with mobility restrictions, you will need a Personal Emergency Evacuation Plan (PEEP) which your ALS Tutor can put in place for you.

Please make sure you become familiar with the fire exit signs in all your classrooms, around the building and in your workplace. If you have any concerns let your Tutor or assessor know.

Bullying, Cyber Bullying And Harassment

At NGTC we have a zero-tolerance policy on bullying, which includes:

- Insults or threats made in person or by Social Media
- Displaying or circulating material that could be hurtful or offensive to others
- Shouting and verbally intimidating people
- Physically hurting someone including pushing, kicking, hitting, shoving
- Discriminatory behaviour including racist, sexist and homophobic

Staying Safe Online

- Don't add people you don't know to your WhatsApp, Snapchat, Messenger or Facebook friends list
- Check your privacy settings - who can see your info?
- Never give any personal details online
- If you are being cyberbullied, keep all evidence and tell a trusted adult or use the 'report it' button
- Block anybody who sends you stuff you don't like
- Don't reply to abusive emails, messages or tweets
- Regularly check and clean out your friends list on social networking sites
- Think before you send a message - it could seem harsh or hurtful to someone else
- Never meet anyone you have only met online
- Think twice before putting your photo online - people can copy it, change it and send it to others
- If you receive a message while on a social networking site that you think is unacceptable - use the report abuse button on the site.



Additional Learning Support

The Additional Learning Support Team provides a quality service to assist learners with a learning difficulty, disability or impairment to access the support they need to fully participate with their studies.

We can offer a wide range of support for learners with special educational needs and/ or dyslexia, dyscalculia, or autism - so come along and talk to us in confidence. We will carry out an assessment that will consider your individual learning needs and then create a package of support that is personalised, reviewed, and adapted where required throughout your course. We can offer a range of reasonable adjustments, support and assistive technology including:

- In class support
- Out of class mentor support
- Specialist Tutor support
- Small study groups
- Exam access arrangements
- Adapted resources
- Transition

If you have a learning difficulty or disability and feel that you may need support when you come to one of our courses, please let us know as soon as possible.

Drop in to our Wigan-based office or call

01942230292

or email;

studentservices@ngtc.co.uk

for more information or to make an appointment to discuss your needs.

Alternatively, you may also contact:

Georgia Griffin
Student Services **01942230292**

Safeguarding Learners

Safeguarding is the term given to NGTC's responsibilities to promote your wellbeing and make sure that you feel secure and safe. NGTC has a qualified Safeguarding team.

We review whether we're promoting your safety and wellbeing and would like to hear from you if you've any comments or suggestions about this. If you have a concern about your own, or others' security, safety and wellbeing then please contact one of our Safeguarding coordinators on **01942230292**.

The safeguarding team are Georgia Griffin, Brittany Tonge, Joseph Wooder and Morgan Griffin. NGTC's designated Safeguarding Lead is Georgia Griffin.

Safeguarding Policy Document

We are dedicated to ensuring that you are, and feel safe and secure during your time with us. Our commitment is highlighted in our safeguarding policy which can be found on our website <https://ngtc.co.uk/policies/>



Values and Codes of Conduct

NGTC has 4 values that every student and every member of staff should strive to uphold and promote.

These are:

1

Individual Liberty

2

Democracy

3

Rule of Law

4

**Mutual Respect
and Tolerance**

These values are embedded into the Code of Conduct for all staff and all students.

Our Commitment

- Provide you with a safe, supportive and secure environment in which to learn and thrive
- A thorough student introduction to NGTC about the services we provide
- A probationary period for the first six weeks to assess if the course is appropriate
- An online student handbook
- Support you in your learning and whenever possible provide resources which meet your individual needs
- A Tutor to support you during your regular target-setting and review tutorials
- Well prepared teaching programmes, appropriate to your needs and the requirements of the exam board
- Set targets with you that are achievable yet stretching and challenging
- Ensure assessments and reviews of your learning are clear, timely and constructive

Your Commitment

- Wear your ID badge at all times while at NGTC either on a lanyard or a clip and show it if asked by any member of staff
- Play an active part in NGTC Values and all equality and diversity opportunities by refusing to take part in behaviour that degrades others and by challenging and reporting bullying and discriminatory behaviour
- Respect the rights of others and report inappropriate and unsafe behaviour
- Behave in a respectful, professional and mature manner
- Take opportunities offered to contribute to the learner voice process
- Take pride at NGTC – keep all areas clean, tidy and free from litter
- Be punctual for all classes bringing essential equipment with you i.e. pens and paper, and wearing the appropriate uniform/PPE, as required for your course

to You

- Give you regular feedback on your progress through our reporting and reviewing process
- Give you opportunities to contribute to the learner voice process and the democratic process of change
- Classes that begin and end on time
- Qualified and experienced staff and the democratic process of change
- Assignments that are planned to take account of your workload and that are assessed fairly
- Provide opportunities for you to give feedback through the 'Learner Voice'
- Offer you support, advice and guidance on your progression opportunities
- Provide information to your parents/ carers (under 18) on your attendance and achievement
- Aspire to get you to be workplace or apprenticeship ready

to Us

- Have full attendance, above 90 per cent
- Make sure you contact the appropriate staff member at least 45mins before the start of your day if you are absent
- Make learning successful for everyone by behaving in a way that promotes a cooperative, positive and productive learning environment
- Submit work on time
- Participate in all learning activities
- Seek help when you need it and take up the support offered
- Turn your mobile phone off in class unless otherwise directed to do so
- No eating or drinking (except bottled water) in any classrooms
- Demonstrate a positive attitude towards learning and work

What we do not tolerate from anyone

- Evidence or suspicion of any form of bullying, victimisation or discrimination against protected groups or individuals
- Possessing or accessing extremist materials, or using extremist language or expressing extremist views which creates an environment for radicalising individuals
- Any form of physical, emotional, sexual or verbal threat of violence to anyone
- Any criminal or illegal activity on or off NGTC Premises
- Any actions that break NGTC Health and Safety Policy i.e. smoking including e-cigarettes in a non-designated smoking area
- Anyone coming on NGTC/outreach premises with drugs, alcohol, or any other substances or under the influence of drugs, alcohol, or any other substances
- The carrying of any weapons or use of an item as a weapon
- Any behaviour which constitutes a disruption to the learning of others
- Any copying of work (plagiarism) or behaviour which is deemed corrupt
- Any inappropriate use of IT including cyber bullying, and/or viewing extremist materials online
- Any unacceptable use of mobile phones or mobile devices i.e. image and/or voice recording/snap chat, of anyone without their knowledge or permission
- Wilful damage to NGTC or our partners property
- Leaving litter anywhere other than in the bins provided
- Accessing areas of NGTC or our partners premises which are prohibited for general use by students

If you have or see anything that causes you concern, please report it to safeguarding@ngtc.co.uk

Useful Numbers



Support Groups

Childline

0800 1111

www.childline.org.uk

NSPCC

0800 056 0566

Samaritans

08457 909 090

Victim Support

0845 303 0900

0800 282 930

Sexwise

0900 282 930

NHS Direct

0845 4647

www.nhsdirect.nhs.uk

Sexual Health Line

0800 567 123

National Careers Service

0800 100 900

Women's Domestic Violence Helpline

0161 660 7999

Anti-Bullying Helpline

0845 225 5787

Online Counselling

www.kooth.com

Housing

Shelter (Urgent housing problems)

0808 800 4444 (Freephone)

• SAHELI (Accommodation and advice for young Asian women)

0161 945 4517

Mental Health

42nd Street (15-25yrs)

0161 228 1888

CALM Freephone (For young men suffering depression - this number will not show on phone bill)

0800 58 58 58

Young People and Self Harm

www.selfharm.org.uk

Young Minds

www.youngminds.org.uk

Eating Disorders Association

www.edauk.com

Drugs Support

FRANK (24 hour help line)

0800 776 600

• Y SMART (Freephone)

0800 121 4751

0161 743 0167

Sexuality and Sexual Health

Talk Shop

(General advice for young people)

0161 912 2453

Stonewall (Help and advice for gay and lesbian people)

020 7593 1850

Youth Line (Helpline for lesbian and gay young people ages 14-15 years)

Bi-Youth Support Project

0161 274 4664

Smoking

Smoking Cessation

(Check with Student Services)

Smoke Free

0800 022 4332

Unlimited Potential

0161 743 0088

NGTC

Safeguarding

01942230292

safeguarding@ngtc.co.uk

Student Services

01942230292

studentservices@ngtc.co.uk



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