



Learner Handbook & Code of Conduct

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Welcome to Football Family Ltd

We would like to welcome you, on behalf of all our staff to Football Family Ltd. We are delighted to be able to offer you exciting, inspiring, personal, and professional development opportunities.

We are committed to supporting you to achieve your full potential and have developed the following Vision and Mission to support our commitment:

Football Family Vision

To be the best, giving people the opportunity to unlock their potential, gain qualifications and fulfil their aspirations.

Football Family Mission

We work to achieve the highest standard of delivery for all individuals. By placing individuals at the centre of everything we do, we aspire to motivate them, build their confidence, and inspire their lives. We strive to build a solid foundation for a strong and vibrant local economy through business, education, and coaching.

Our staff will support you in achieving your learning goals and helping you to progress to the next step, whether this is further learning or career progression.

We wish you every success with your studies.

Learner Charter – Our agreement to you

Football Family Ltd aims to give you:

- An informative induction to your chosen course
- Access to information and advice about learning
- A choice of courses and chances to progress
- High quality tuition and a well-planned programme of study
- Information on the structure of the course you have chosen
- A personalised learning agreement and timetable
- Information about the progress review process
- Extra help and support for learning if you need it
- A chance to give feedback.

Learner Code of Conduct – What we expect from you

When you become a learner, you enter a partnership with your assessor. Learning is a two-way process.

You will need to make sure that you:

- Get actively involved in your learning and take responsibility for your success
- Tell your assessor about special requirements or difficulties you may have
- Attend every progress review
- Work with your assessor to review and record your progress
- Inform us if you are unable to attend
- Complete all assignments on time
- Enter and attend examinations and assessments required for your course
- Behave respectfully to staff and adhere to the shared values. Bullying, mistreatment, or discrimination will not be tolerated
- Act in a way that follows health and safety rules and report any concerns you have to us
- Do not cheat in any way, for instance in exams or by handing in work that other people have completed for you
- Be punctual
- Keep us informed of any changes to your contact details.

If you are not happy with your learning or progress you need to discuss it with your assessor. If you are still not happy, contact us on 01226 758644.

What you can expect during your induction

Football Family Ltd is committed to ensuring that learners are provided with important information about their course and about Football Family Ltd at the start of each course. This includes:

- The entry requirements for the course
- The aims and objectives of the course
- Course content and how your work will be assessed
- Awarding body requirements
- EPA (End Point Assessment), requirements if applicable
- A learner handbook
- What you can do on completion of your course
- Our Equality and Diversity policy
- Our Complaints policy and procedures
- Our Safeguarding and Child Protection policy.

ASSESSMENT VERBS

Please use this list to help you to understand what is required in your answers when you work on your evidence.

VERB	MEANING
Explain	Make clear <i>or</i> plain, describe , demonstrate , illustrate . Giving a clear and detailed account of something.
Describe	If you describe a person, object, event, or situation , you say what they are like or what happened .
Analyse	If you analyse something, you consider it carefully or use statistical methods in order to fully understand it. To examine in detail in order to discover meaning , essential features, etc. To break down into components or essential features
State	Express something definitely or clearly in speech or writing.
Identify	Establish or indicate who or what (someone or something) is.
List	Make a list of.
Define	State or describe exactly the nature, scope, or meaning of. Mark out the boundary or limits of.
Assess	Evaluate or estimate the nature, ability, or quality of.
Evaluate	Form an idea of the amount, number, or value of; assess it's worth and how it could possibly be improved.

Safe Learning and Safeguarding

Football Family Ltd is committed to providing a learning environment that is safe, healthy, supportive, and inclusive. We want you to learn about being safe by being involved in assessing risks and following health and safety procedures.

Being under the influence of alcohol or other drugs is not permitted.

We have a 'zero tolerance' policy against all forms of abuse including bullying whether direct, by phone, text, or social media. We also have a 'zero tolerance' policy against all forms of Harassment, discrimination, exploitation and all types of extremism or radicalisation.

This means we will investigate and act in all cases. We will refer concerns to external agencies where these involve children, at risk adults or radicalisation. We will also advise you of organisations that can offer you support.

If you have concerns about someone, tell:

- Your assessor
- The Designated Safeguarding Lead: David Simms, David.simms@footballfamily.org.uk
- Contact Football Family Ltd on 01226 758644

A full version of the Safeguarding and Child Protection policy is given during your induction.

Health and Safety

As a requirement under the Health & Safety at Work Act 1974, the following statement and policy guidance sets out the health and safety objectives for:

Football Family Ltd

The Company, where reasonably practicable to do so, will comply with all statutory legislation, regulations, and Approved Codes of Practice (ACOP) as enabled under the Health & Safety at Work Act 1974.

If you have concerns about someone, tell:

- Your assessor
- The Designated Safeguarding Lead: David Simms, David.simms@footballfamily.org.uk
- Contact Football Family Ltd on 01226 758644

Complaints and Appeals Policy

Our full policy can be found on our website at

<https://img1.wsimg.com/blobby/go/63636873-2037-4920-8bee-396bd6159ef3/downloads/Complaints%20and%20Appeals%20Procedure%20.pdf?ver=1618906132962> and the complaint form is below

1. Personal Details

First Name:	
Surname/family name:	
Address:	
Email:	
Telephone:	
Programme of Study: <i>(for students only)</i>	

2. Your Complaint

A. Please provide a summary of your complaint below (300 words max).

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B. Please describe what action you have taken to pursue the complaint to date (200 words max)

C. Please provide a brief explanation of the issue(s) you consider to be unresolved (200 words max).

D. Please explain how you would like your complaint to be resolved (200 words max).

E. If you are submitting a complaint more than six months from when you first became aware of the problem, please provide a brief explanation for the delay (200 words max).

3. Supporting documentation

Do you wish to submit any supporting documentation for consideration? Yes/No

If "Yes", please tick here to indicate that what you have submitted is complete

Signature:

Listening to Learners

We like to hear from you. If you think we have done a good job, please let us know. If you think we could do something better, we really want to hear from you.

It is easy to give us your feedback:

- Phone – 01226 758644

Functional Skills

All Standards require the apprentice to achieve qualifications in English and maths prior to the end of their apprenticeship and before they can enter Gateway, and this is normally in the form of Functional Skills qualifications.

Apprentices without prior attainment of a grade C/4 or above in English and maths will be required to study these subjects as part of their apprenticeship.

English and maths Functional Skills are practical, applied literacy and numeracy qualifications, relevant to both young people and adult learners. They will help the apprentice to develop and apply important skills such as communication, analytical and presentation skills.

We will complete an initial assessment and diagnostics to identify where your current level is at and your current strengths and weaknesses in each subject. This is nothing to worry about and whatever your starting points our tutors will work alongside you to provide you with the support you require to achieve your required progression.

Functional Skills are assessed by examination and the apprentice can attend the centre throughout the year to sit these.