



IMPACTFUL GOVERNANCE
Community Interest Company

Learner Induction Policy

Welcome to Impactful Governance, we hope you enjoyed your training course with us. This information pack includes everything you need to know whilst you are with us. We want you to get as much as possible from your course so if you do have any queries or concerns about anything to do with the course then please talk to us about them.

Impactful Governance Community Interest Company has a wealth of experience in supporting individuals to develop the skills they need to achieve their career aspirations. We pride ourselves in our caring but real approach and most certainly believe on that staff are the biggest asset of a successful business, whether they are at the beginning of their career journey or already well established.

Impactful Governance Community interest company have funded your training program. We may contact you to ask about how you are enjoying your course.

Who is accrediting your qualification?

NCFE is responsible for accrediting your qualification and is one of the UK leading awarding bodies, committed to providing qualifications that engage learners, equip them with the knowledge and skills they need for their future and help them to achieve their full potential.

Aims and Objectives

The aim of your training course is to give you:

Information, advice, and guidance which will enable you to select the qualifications most appropriate to your needs.

The skills you need to develop a lifelong career in your chosen field.

Training, support, and guidance to support you achieve your qualification.

The confidence to achieve your personal goal and aspirations within your chosen career.
Confidence that you have the skills required to meet your employer's needs.

In addition, you will encourage throughout the assessment process to engage in reflective learning and continuous professional and personal development.

Your training course is designed to meet your individual needs and bases on the assessment and interviews carries out with you before and during your induction. If you have any queries or concerns about your training, then please ask your assessor. Alternatively, you can speak to your internal verifier.

Who's Who?

We have many staff who will be involved in your training and assessments and who will support you whilst you are training with us. You will be supported by the following people during your training course.

Assessor who is responsible for planning and conducting your workplace assessment providing feedback to you on your progress and signing off completed units which will eventually lead to NVQ achievement. He / She will also conduct your 6-week work placement reviews.

Internal Verifier who is responsible for ensuring the quality of the assessment process/ He/ She will be checking that your portfolio meets awards boded requirements and may call you up to discuss how you are getting on with your training program.

Impactful Governance staff to assist with general queries and offer professional support.

Individual learning (Action) plans (ILPs)

To make sure that your training plan meets all your needs and expectations we ask you to complete some assessments questionnaires and/pr exercises. Once you have finishing them, we will discuss your results with you and agree what training you do you need. All this information will be written in your individual learning plan and stored in your student file, held securely in the admin office. Information is held in accordance with the data protection Act.

Your individual learning plan includes details about your career aspirations, the training you will be receiving, the qualifications you will be working towards with the target completion dates, details of any additional support you will receive and specific goals and targets for you to achieve.

Course structure

The length of the course will vary according to the course you are undertaking; however, we recognize that each learner progresses at a different rate so we will allow sufficient time for you to achieve/ complete. You will be allocated an assessor who may visit you in your workplace (when applicable). The assessor will confirm with you that you have achieved and agree actions for next time. Your assessor will support you in building your portfolio of evidence. Where we identify that you need additional training and support to achieve your qualifications, this will be provided either on a one-to-one basis or through group training activities. Group activities may/will either be carried out through external workshops or if there are sufficient candidates in the workplace or out of the workplace. This will be discussed with you during your individual learning plan.

Information, Advice and Guidance (IAG).

You will receive information, advice, and guidance before your start your qualification to ensure that you are choosing the right qualification for your needs and to advise you as to short medium- and long-term options and opportunities available to you. Additional IAG will then be provided to you on a on going basis throughout and at the end of your training. Prior to leaving the program you will be able to discuss progression to other qualifications and sign posted as to how you can access these.

Progress Reviews

Whilst you are on your training program you will receive weekly reviews. The aim of these reviews is to give us an opportunity to discuss your progress and to ensure that you are still on target to meet the objectives you agreed on your individual learning plan (ILP's).

Additional support

We want you to be successful on your training course and we will give you as much additional support as we can to help you succeed. Examples of support we can give you includes:

Information about referral to a wide variety of counselling and support services such as citizens advice bureau, drug and alcohol advice, pregnancy advice.

Help with English and math's including language support if English is not your first language.

Access to additional training courses and qualifications which will count towards your continuous professional development (CPD).

In addition to the above, if you have any personal problems, we can arrange counselling and assistance in sorting out practical problems. If you would like to talk to somebody, then speak to your assessor who will organize this for you.

Sickness and absence

We understand that from time-to-time people are sick or unable to attend pre booked appointment or training sessions. If this occurs, you must let your assessor know as soon as possible and at the latest before 8:00 am on the day of your appointment. Please ensure you have your assessor's mobile number.

Poor attendance will stop you from completing your qualification so please make sure that you are available for assessment visits.

Your opinion Counts

Your opinion is important to us, and we will ask you what you think about our training at various times during the course. Please be honest as we cannot make things better if we do not know what is wrong. You will be able to give anonymous feedback of you prefer.

Exit and after care

Your completion date will be agreed with you during your induction. However should you decide that you wish to leave the course before this for any reason then please don't disappear, let us know so we can make sure that you are given the correct information, advice, and guidance as to what options are available to you.

Once you have finished your training, we will ask you to complete an exit interview. If you need any additional assistance either before leaving or after leaving do not hesitate to ask. Anyone who has been on a course is entitled to written reference.

Health and Safety

See health and safety policy

Equal Opportunities

See equalities and diversity policy

Grievance Procedure

We hope that you will enjoy your time with us, however, if at any time you have a grievance relation to your training or assessments then you must use the following procedures:

- 1-Discuss your grievance with your assessor, who in most cases can best response to your complaint.
- 2-If you are still not happy, you should put your grievance in writing within 30 days of the grievance occurring to the company director who will acknowledge receipt of your grievance withing 5 working days carry out full investigation and respond to you with the result of ger investigation in writing within 10 working days.
- 3-Should you require any assistance with writing a written complaint then you need to contact the CEO who will arrange for you receive appropriate assistance.
- 4-Should you be asked to attend a meeting with the CEO to discuss your grievance then you will be entitled to bring a representative with you to the meeting.

Disciplinary Procedure

Good discipline is very important, and you are expected to act in reasonable and disciplined manner at all the times. Persistent or serious misconduct will lead to disciplinary action being taken. The standard procedures follow:

- 1-Initial conversation will take place with the tutor
- 2-if unresolved a further meeting with the CEO will take place.

In Case of Gross misconduct (e.g., Acts of violence, theft, harassment etc.) learner will be instantly terminated from the program.

QCF Appeals and procedures

If you disagree with the assessment decision made by your assessor, please use the following process:

- 1-Discuss with your assessor why do not agree with their assessment decision
- 2-if you are still unhappy with the outcome complete the appeals form within 10 working days of your discussion with the assessor and give it to your assessor, who after completing his/her sections will forward it to the internal verifier within 5 working days of receiving the from.
- 3-The internal verifier will confirm the receipt of your appeal with 5 working days and will respond to your appeal in writing with 15 working days.

Should you require any assistance with writing the appeals then you need to contact the company director who will arrange for you to receive appropriate assistance/ Should you be asked to attend a meeting with the company director to discuss your grievance they will be entitled to bring a representative with you.

4-If you are dissatisfied with the outcome of your complaint then you can submit your appeal in writing, giving your name and address and that of the center. Full details of the compliant along with copies any relevant evidence to NCFE withing 30 working days of the date in which the candidate was formally notified od the result of the centre's internal appeals procedure.

A guide to QCF

As a QCF candidate you maybe be assessed in the workplace and by a qualified assessor who will assess your performance against a set of nationally standards which are laid down by the award body. Your assessor will need to confirm not only you carry out your

roll to the appropriate standard, in range of the situation but also that you understand the reasons why you need to work to these standards.

Your QCF is made up of:

Units- They key performance areas of the job

Elements- The key tasks that make up the key performance area

Performance criteria- The process you carry out within the tasks

Range- various situations you carry out the tasks in

Knowledge and understanding – The reasons why you work in the way you do.

Once you have proven competence in all units required for your qualifications, you have completed your portfolio and it has been internally verified by your assessor and externally verified by the awarding body you will be awarded the certificate.

How many units will I need to complete?

Each qualification is different and will require you to complete a number of units. Within each qualification there are some mandatory units which you need to complete and some optional units which you will be able to select based on your job role. Your assessor will help you to decide the best optional units to complete.

What is a Portfolio?

A portfolio is a folder that contains background information on the candidate. Records of assessment planning and feedback and all evidence produced of candidate competence against the awarding body standards.

What should be in the portfolio?

Sections 1

Unit summary sheets.

Section 2

- CV
- Job descriptions
- Copies of all relevant certificates
- Centre details forms
- Learner information pack
- Individual learning plan
- copy of all reviews

Sections 3

- Witness status list
- Signed copy of QFC appeals & complaints procedures

Section 4

- Assessment plans
- Assessments feedback sheets
- QFC standards

Section 5

- All evidence
- Observations
- Reflective accounts
- Witness testimonies
- Oral/written questions

Projects/Assessment

Tips for producing a quality portfolio

Your portfolio is a very important part of your award as it will contain all the evidence that you may have collected with your assessor to show that you are competent in your job and meet the awarding body standards. Without your complete portfolio, we cannot apply for our certificate. Its valuable, don't lose it or damage it. NB- your portfolio is about quality not quantity.

Your assessor will guide you but remember the following rules:

Familiarize yourself with the standards: if you know what the assessor is expecting to see and what you should be doing when working then evidence collection will be much easier.

Make your work relevant: look at the guidance at the bottom of the question sheets and, make sure you answer the questions accordingly. Answer the questions based not what you think it should be answered.

Make sure you are working to the standards: The assessor can only assess you against the awarding body standards, so make sure you are working to this standard even if it is over and above what the employers requires.

Make your work presentable: If it is too difficult to read then what does that say about your and your commitment to the award.

Keep on top of your work: If you let things slip you will find it difficult to complete the units which can be demoralizing. You need to set aside time each week to complete the actions set by you assessor so that you can complete your qualification at a steady pace. You will need to spend about 4 hours on each unit.

Sign and date your work: If you type your work, sign each sheet, and add your enrolment number. This way if it is mislaid it can find its way back to you. Two people may have the same name, but they will not have the same number. It is also validation that it is your work. If there is a specific place for your signature, then please sign your name in that place. This is to say that you agree the information on that piece of paper.

Types of evidence.

Record of Observation of the workplace

These is a series of observations that your assessor will carry out over a period of time. Your assessor will observe you doing your job or specific tasks required for the QFC and write a report explaining exactly hat he/she saw you do.

Product evidence

This is copies of real work evidence that you collected as part of your job such as letters, documents, forms etc. Your assessor will guide you as to what you have produced and must be signed and dated both by yourself and your assessor.

Professional discussion

This is a formal discussion you have with your assessor about how you carry out your job. If you use this type of evidence, then your assessor will explain to you exactly what you will be discussing and how this relates to the standard. You will have the chance to prepare what you want to say along with some examples of when you have done the things you are discussing.

Work based projects

This is evidence from any specific project you have asked to carry out as part of your job such as arranging events, researching a subject etc.

Witness testimonies

Witness testimonies are an excellent way of validating that you meet the awarding body standards. You can ask your manager or colleagues to write statements either to confirm that you took part in various work activities or describe how you meet the standards required within your chosen qualification. This statement must be on a company headed paper and must be signed by the witness.

Personal statement /case studies

Often you need to write a detailed statement and or case study giving actual examples to show you have met the QFC. Within these, it is useful to explain why you took this action. If you are writing about something you have done, remember to write it in the first person "It did this "

Reflective Diary

You are likely to be asked to keep a diary of your day-to-day activities, highlighting activities and actions you undertook, why you did them, the outcomes of your actions and if applicable what you could have done differently to get a more successful outcome.

Accreditation for prior learning/ achievement (APL/A).

If you already have another qualification, you can often use the evidence against your new qualification or even be exempt from completing some of the units. Ask your assessor if you think you may have something that can be used for this.

Special projects, assignments, or simulations

These are special tasks that are set by your assessor to obtain specific evidence that does not normally occur as part of your job. An example of this might be how you would deal with a fire or accident.

Tapped/Video evidence

You might agree with your assessor that some of the evidence will be recorded (using various technologies) This type of evidence is more appropriate when using it to discuss professional subjects.

Written and oral questioning

You will need to show you understand why you carry out your work tasks in a certain way and the implications of not meeting your employer's work standards. You will need to demonstrate that you understand the rules, regulations and legislation that relates to your job. Each unit has a list of knowledge and understanding questions for which you will need to provide written or verbal response. Your assessor will agree with you the best way to tackle these.

Quality assurance and evidence

1-Relevancy

2-sufficiency

3-authenticity

4-confidentiality

5-currency

Relevancy

Apart from the evidence you have been asked to produce, you may be asked to give details of the company you work for and the people that you work with, each piece of evidence must be relevant to specific elements and performance criteria. If you are unable to explain why a piece of evidence is relevant to the element, then that piece will not be included.

Sufficiency

Candidates often overwhelm their assessors with large amounts of evidence. This only serves to confuse the assessor, who prefers clear concise examples which specifically demonstrates the candidate's competence. It is important to avoid duplication of evidence, which meet the same performance criteria or range unless directed by the assessor. When a piece of evidence is long and bulky a summary should be included with the key points.

Authenticity

Your assessor will need to be satisfied that the evidence you presented is your work. Whenever possible you should submit evidence that can be readily attributed to you. Minutes of a meeting where your competence is mentioned, a certificate with your name and any official records bearing your name. Witness testimony can also be used.

Confidentiality

You should always check your evidence to make sure it is not confidential. Some documents may be submitted with confidential information blanked out provided that the documents are still relevant. Where evidence cannot be included because of its confidentiality a witness testimony can be used to justify the evidence produced. Please refer to the confidentiality procedure / policy.

Currency

Whilst you can use evidence which is up to 2 years old it is advisable to submit evidence whenever possible. The date of each piece of evidence should be included at the bottom of every piece of evidence.

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Date of last review	December 2023
Date of next review	January 2025
Date it was first implemented	October 2017
Author(s)	Directors
Audience	All Directors, Consultants, Employees, Vvolunteers and Stakeholders.
Other relevant policies and/or procedures	Conflicts of Interest Policy, Data Retention, Whistle Blowing policy, Disciplinary policy.
Where it is saved	www.ig-CIC.org.uk