

MILLTECH

Learners Charter 2011/12

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Learners Charter 2011/12

In our Learners Charter, we set out our commitments to you and also what we ask of you in return, so that together we can make Milltech a great place for you to earn and learn.

Our commitments to you:

1. To make sure that entry into our training programmes is as easy and as fair as possible.
2. To provide high quality training programmes that meet your needs.
3. To provide extra support when required.
4. To collect and respond to feedback, comments and complaints.

1. We aim to make entry onto our training programmes as easy and fair as possible.

We will do our best to:

- Give clear and accurate information about our training programmes.
- Follow our equal opportunities policy and ensure that all staff and learners are aware of their responsibilities.
- Try to offer an apprenticeship or place on a training programme as soon as possible after we receive your application.

In return we ask you to:

- Tell our staff as soon as possible if there are things you do not understand.
- Make sure that you are on time for all interviews with Milltech and employers.
- Keep us informed of your intentions when you are offered a place on a Milltech training programme and offered a position with an employer.
- Provide full and accurate information on your application form.
- Let us know of your support needs.

2. We aim to provide high quality training programmes that meet the needs of our learners.

We will do our best to:

- Review our training programmes to make sure they match the needs of our learners.
- Consider any comments or criticisms of our programmes or suggestions for additional areas of training.
- Tell you about important dates and times in your training programme.
- Make sure that all staff providing information advice and guidance are fully qualified to do so.
- Help you to organise your work and learning commitments.
- Give you regular and helpful feedback on your progress through your qualifications.
- Do our best to increase the number of learners who achieve qualifications through our programmes.

In return we ask you to:

- Behave in a way which respects the needs of other Milltech learners.
- Give us feedback to help us to improve our training programmes.
- Attend training days regularly and punctually.
- Let the appropriate member of staff know as soon as possible if for any reason you are unable to attend a training day.
- To always do the best you can with the course work you are given.
- Show respect to Milltech staff, other learners and to your employer and their staff.
- Make sure that you know Milltech's health and safety regulations and carry out those regulations and act at all times to consider your own safety and that of others.
- Respect the property of Milltech and of the other learners.
- Support staff and other students in the maintenance of a clean and tidy environment throughout the centre.

3. We aim to provide high quality learner support services.

We will do our best to:

- Find out about your experience, skills and abilities when you apply to join a training programme.
- Provide an induction programme to give you full knowledge of your programme.
- Give you tutorial support throughout your training programme.
- Give you additional learning support if you need it.
- Make you fully aware of the financial support and assistance which may be available.

In return, we ask you to:

- Seek help when you need it.
- Take advantage of the support offered.
- Attend all tutorials and reviews.
- Let us know if the support arrangements are not meeting your needs.

4. We aim to operate fair and effective procedures for feedback.

We will do our best to:

- Give learners the chance to make comments, suggestion and complaints.
- Deal with your comments, suggestions and complaints as soon as possible.

In return we ask you to:

- Discuss problems/complaints with your course tutor or training officer as soon as they happen.
- Follow our procedures if you wish to make a complaint, comment, suggestion or appeal.

The Charter states the aims of Milltech. While we attempt to achieve these aims, no legal liability is assumed and no part of the Charter forms as part of any contract between Milltech and any third party.

5. Safeguarding Policy for Learners

Policy Statement

Milltech is committed to ensuring that every young person or vulnerable adult who takes part in any activity provided by the organisation should be able to do so in a safe and protected environment.

We believe that all young people whatever their age, culture, ability, gender, language, racial origin, religious belief, sexual orientation, or disability have a right to protection from abuse.

The welfare of all young people and vulnerable adults is very important to the company.

A young person is anyone up to the age of 17.

A vulnerable adult is anyone aged 18 or over who has:

- a substantial learning or physical disability;
- a physical or mental disorder including an addiction to drugs or alcohol; or
- a significant reduction in physical or mental capacity.

What Milltech Will Do

In order to safeguard young people and vulnerable adults Milltech will take all reasonable steps to prevent or minimise harm through:

- risk assessments
- health and safety procedures
- equality and diversity procedures
- staff selection, recruitment and training
- reacting to and reporting abuse
- take all allegations of abuse seriously
- take action where we have any concerns about a person's welfare or safety

If you do think you have been hurt or abused by an employee of Milltech you can:

- ask to talk to a Safeguarding Officer - either Kevin Giles or Viv Burns or talk to your tutor/assessor.

6. Learner's Equality and Diversity Policy

Policy Statement

Milltech is committed to **equality** and **diversity** in every aspect of its activities and aims to provide an environment where all individuals have the opportunity to achieve their full potential with a feeling of self esteem.

The company believes that its purpose, aims and values will be best achieved through the recruitment of employees and learners from the communities that we serve and which influence our organisation. Milltech will encourage each individual to make full use of their talents and skills.

Purpose

Milltech believes that all forms of **prejudice** and **discrimination** are unacceptable. In recognition of the fact that **prejudice** and **discrimination** can take a variety of forms, depending on the group against whom they are directed, the Equality and Diversity Policy addresses issues specific to **discrimination** on the grounds of:

- Age
- Disability
- Sex
- Race
- Religion
- Sexual Orientation
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity

The aim is to create a positive setting where everyone has a shared commitment to respecting **diversity** and difference.

Milltech Information Advice and Guidance (IAG) Policy

Milltech aims to provide a high quality information advice and guidance service which will enable learners, employers and enquirers to make informed choices about ways in which we can meet their individual training and development needs.

To implement the policy Milltech will aim to:

Provide accurate and impartial information, advice and guidance to existing and potential learners about the programmes and qualifications we offer.

Provide accurate and impartial information, advice and guidance to employers about the programmes and qualifications we offer.

Provide a service that conforms to the standards laid down by the National Information, Advice and Guidance Board, and which meets the standards required for Matrix accreditation.

Provide a service which is confidential to the individual, and which meets the highest standards of equality of opportunity.

Statement of External Service

This statement sets out the details of the Milltech's IAG service as it applies to learners and employers. The purpose of this statement is to clarify what is on offer, and what someone can expect when using the service.

Who can use our services?

Current learners who are already on a learning programme and are interested in further learning.

Enquirers and prospective learners who are not yet on a learning programme with Milltech but are considering us as an option.

Employers who want information about our programmes or about the bespoke training we can offer.

What can you expect from us?

Accurate and impartial information, advice and guidance on the full range of programmes and qualifications available through Milltech. If learning elsewhere is more appropriate then we will, where possible, suggest alternatives.

A service that conforms to national standards. We aim to meet the Principles for Coherent Service Delivery laid down by The National Information, Advice and Guidance Board. This means that our service will be:

- Accessible and Visible
- Professional and Knowledgeable
- Impartial
- Responsive to your needs
- Friendly and welcoming

Equality of Treatment. We aim to treat all our students solely on the basis of their abilities and potential, regardless of gender, colour, ethnicity, age, socio-economic background, disability, religious beliefs, family circumstance, sexual orientation or any other irrelevant distinction.

Confidentiality. In order to provide the best possible service to you we keep a record of your personal details, your qualifications and your contacts with us. This record can only be accessed by authorised staff who need to see this information as part of their work. We take

all appropriate measures to ensure that your information cannot be used by anyone outside of Milltech.

What do we expect from you?

As much relevant information as you can give us so that we can answer your enquiry fully, for example, disclosing a disability or additional requirement to enable us to provide extra support if applicable.

If you have any questions or concerns about your application, your enquiry, your programme or your progress, we expect you to contact us as soon as possible in order to resolve the issue.

Feedback, comments and complaints

We are committed to developing the quality of our services and we regularly seek the views of our students to find out how far they are satisfied with the courses and support provided by the college.

We welcome any comments you have which may help us to improve our services. If you are a learner with us you can pass your comments directly to your Training Officer or Tutor or at one of our Learner Forums. If you are not yet a learner you can contact our Sales and Marketing Team on 0191 5100414.

We hope that you are happy with the service you receive but if you are not then we will investigate and deal with any difficulties you experience. If you have a complaint then we will treat it in confidence and will do our best to resolve it fairly and quickly in accordance with the Learner Grievance Procedure.

The services we offer

Help with choosing the right learning programme and/or qualification.

Printed information about our programmes and qualifications, and about studying at Milltech.
Access to our Sales & Marketing Team, who can provide you with more information about the options open to you.

A personal interview with a member of our training staff, who will discuss your educational background and needs, your career aspirations, and the options open to you.

Course information, advice and guidance is also available through our school visits, open days, our marketing stand at various events and from Connexions in Fawcett Street, Sunderland.

Information and advice about EMA's.

Help with starting your studies

We will provide you with an induction which will include information about:

- Your specific programme, and how it will be assessed
- Learning support available to you

Support during your studies

We will provide on-going advice and guidance throughout your time with us in order to assist your learning and your personal development. This will include:

- Programme support from your Training Officer
- Information, advice, and guidance to enable you to plan your career development
- Reasonable adjustment or additional support to help you with your studies if you have a disability or additional requirements.

Help with Moving on

We will provide help and support to enable you to choose your next step. This may include:

- Support from training staff who can provide you with more information about further options for progression with Milltech.

~~Access to career advice through the Connexions service~~

Milltech Health and Safety Policy for Learners

This policy deals with the health, safety and welfare of all learners and employees and applies to everyone within and connected to the organisation. It applies to Milltech's premises as well as those working with us as apprenticeship or placement providers.

Policy Statement

Milltech is committed to health and safety in every aspect of its activities and aims to provide a safe, healthy and supportive environment wherever learning takes place.

Promotion of Health & Safety

Milltech will promote and monitor **health** and **safety** through:

- The risk assessment and ongoing monitoring of its own and employers' premises to ensure a safe, healthy and supportive learning environment.
- Initial assessment of learners' health, safety and welfare needs and additional support requirements.
- An individual learning plan that includes the learner's health and safety training needs.
- A health and safety induction and ongoing review and assessment of learners' understanding and awareness of key health and safety issues.
- The recording, analysis, evaluation and publication of data regarding accidents and near misses.

Safeguarding

Milltech is committed to ensuring that every young person or vulnerable adult who takes part in any activity provided by the organisation should be able to do so in a safe and protected environment. Safeguarding is addressed as part of the employer health and safety risk assessment process.

Learner Rights

- A learning environment that is safe, healthy and supportive.
- A health and safety induction.
- Information on Milltech's and an employer's health and safety policy and procedures.
- Supervision and support for your health, safety and welfare.
- Information and advice on risks, suitable personal protective equipment and restricted activities.
- A health and safety learning plan and instruction on safety issues and use of equipment.
- Regular reviews and assessment of your knowledge and understanding of workplace health and safety issues.
- Access to information on how to report any dangerous situations or happenings at work and what to do if you have an accident.
- The right to refuse to carry out any activity that you feel is putting your health, safety or welfare at risk.

Learner Responsibilities

In your role with Milltech you have a duty to:

- Co-operate with Milltech and your employer on matters of health and safety and follow all rules and procedures related to it.
- Follow any health and safety information, instruction and training.
- Not do anything that puts you or anyone else at risk.
- Report any defects, dangerous situations, accidents or near misses.
- Follow any prohibitions or restrictions that apply to you, wear any necessary protective equipment and clothing that you have been issued with and instructed to wear.
- Keep your work area clean and free from hazards and not misuse or damage anything provided for the purposes of health and safety.
- Take part in any health and safety training organised by Milltech or your employer, and follow and achieve your training plan.

You may be subject to disciplinary action for failure to adhere to this policy.

Taking Action

If you experience or observe any breaches of health and safety policy or legislation you should take the following action:

1. **Informal Action** where you raise the issue informally and privately with the person(s) responsible for the concern.

Formal Action should be used where informal action hasn't worked, or if the informal approach is not an option. The issue should be raised with your manager or your tutor/assessor.

Whenever a concern over health and safety is received Milltech will:
take the concern seriously;

- carry out an immediate investigation into the concern;
- allocate the investigation to a person who is competent in the management of health and safety;
- give you feedback on the findings of the investigation.

MILLTECH

Qualifications available in the following areas....

- ◆ **Business and Administration**
- ◆ **Customer Service**
- ◆ **Light Vehicle Technician**
- ◆ **Heavy Vehicle Technician**
- ◆ **Vehicle Paint and Body Operations**
- ◆ **Vehicle Parts**
- ◆ **Team Leader/Management**
- ◆ **Information Advice & Guidance**

Milltech is only a short distance from both the Park Lane Interchange and Central Metro station. Access to Milltech for those with mobility difficulties is restricted by a flight of stairs, please contact us to make arrangements to meet with us else where.



Institute of
Customer Service



INVESTOR IN PEOPLE

We are an Equal Opportunities employer