



Tyne & Wear Care Alliance

Supporting workforce development
throughout the independent care sector

Learner Handbook

Mission Statement

The Tyne and Wear Care Alliance is a collaboration of
Workforce Development Professionals and Employers
in the Care Sector working together to raise the
quality of care



Funded by
**Skills
Funding
Agency**

Sunderland
City Council



Did you know...

Working with Partners over the last few years, the Alliance has:

- ◆ Engaged with over 16,000 learners.
- ◆ Delivered thousands of courses.
- ◆ Achieved 4736 NVO's.
- ◆ Engaged with over 750 employers across Tyne and Wear.
- ◆ Carried out over 30 induction programmes to support people to work in care.

This booklet can be made available in other languages and formats on request by contacting the Tyne and Wear Care Alliance

0191 5484015

Welcome

This handbook aims to provide you with a convenient summary of the most useful information about your training and the support on offer to you.

At the Tyne and Wear Care Alliance we are committed to providing a high quality service offering value for money. Your course is funded by the Tyne and Wear Care Alliance through our partnership arrangements with the Tyne and Wear Local Authorities, Skills Funding Agency, Skills for Care and European Social Fund.

The funding enables us to work with independent care sector providers and offer support for workforce development.

This booklet provides you with information about:

- ◆ Learner Charter.
- ◆ Learner Requirements.
- ◆ Learner Support.
- ◆ Qualification Overview.
- ◆ Equality and Diversity.
- ◆ Health and Safety.
- ◆ How to complain.
- ◆ Useful Contacts.

Your Information, Advice and Guidance (IAG) Officer or Network Development Officer (NDO) will take time to go through this booklet with you, please feel free to contact us if there are any parts of this booklet that you would like further help with.

Qualification title _____

IAG Officer / NDO name _____

Contact telephone number _____

Learner Charter

The Tyne and Wear Care Alliance will strive to provide

- ◆ A friendly and prompt response to all enquiries informed by well-presented and accurate course information.
- ◆ An impartial information, advice and guidance session which will promote the value of learning and be accessible to people, to provide them with the help they need to enter and progress in learning and work.
- ◆ A quality assured Training Provider whose performance is monitored continually to ensure training is of the highest standards possible.
- ◆ Punctuality from assessors and postponement, rescheduling or cancellation of appointments only in exceptional circumstances.
- ◆ Regular feedback and assessment on learners' progress.
- ◆ The opportunity for learners to evaluate their courses.
- ◆ A learning environment which is free from discrimination.
- ◆ A safe, healthy and supportive environment wherever the learning takes place.
- ◆ A fair and effective complaints procedure.
- ◆ Regular monitoring of our own performance.
- ◆ Confidence in our Data Protection strategies.

Learner Requirements

The Tyne and Wear Care Alliance expect you to;

- ◆ Have a clear understanding of your role as a learner, throughout the duration of your qualification.
- ◆ Commit to meet regularly with the assigned assessor at specified times agreeable to both.
- ◆ Give as much notice as possible if you are unable to meet your assessor for any reason, and arrange an alternative date for the missed assessment.
- ◆ Maintain confidentiality at all times.
- ◆ Agree to the use of all information stored on file under the Data Protection Acts.
- ◆ Agree to the process of such data for any purposes connected to the learner's studies, Health & Safety or any other legitimate reason.
- ◆ Inform the Alliance of any changes to your circumstances, including change of workplace.
- ◆ Aim to complete the course in timescales agreed with the IAG Officer or NDO.

The Tyne & Wear Care Alliance requests that learners discuss their learning with their manager or mentor so that they can:

- ◆ Support you throughout the duration of your qualification by making time available for the course or assessment.
- ◆ Liaise with the assessor and IAG Officer/ NDO regarding your progress during your qualification.

Learner Support

How can we help?

Information Advice & Guidance.....

If you feel you need help with choosing the correct course we can provide information, advice and guidance about career paths, courses and approved training providers in your area.

Skills for Life.....

About one person in every five in the UK has some difficulty with English or Maths. If you feel you would like to refresh your English (reading and writing) or Maths, speak to your IAG Officer or NDO about Skills for Life. Refreshing these skills will not only enhance your career development, they may also increase your employment opportunities.

English for Speakers of Other Languages – ESOL.....

We can access English courses for Speakers of Other Languages (ESOL) for further information, please contact your IAG Officer or NDO.

Additional Learner Support.....

Additional Learner Support is usually available to meet the individual needs of learners who may require specialist assistance.

How can you help us?

Your views are important to us, we welcome any suggestions you might have as to how the service could be improved.

Learning Opportunities

New qualifications have been launched to support learner development in the workplace. Diplomas on the Qualification and Credit Framework [QCF] have replaced NVO's. They provide a flexible route to cover the different areas of care and meet sector demands. For people who already hold an NVO qualification there is no need for them to be redone.

How do I get a Diploma?

Each unit you do will have a number of credits; you will need to build up your credits to achieve the required number for your level

Level 2 - 46 credits, Level 3 - 58 credits, Level 5 - 80 credits - Level 5 has replaced NVO level 4.

Assessment

Observations will take place in the workplace and you will be required to support this with some written work. Your manager may also be requested to provide witness statements to confirm you have acted appropriately and followed procedures correctly. The Diploma is structured into 3 sections each with an identified credit value.

There are also 3 pathways you can take

Generic,

Dementia,

Learning Disabilities

Whichever route you take you will be supported through your qualification by a qualified assessor from a Quality Assured training provider who works in partnership with the Tyne and Wear Care Alliance.

Your Diploma may also form part of an apprenticeship - that means you will be completing a basic skills qualification as well. The additional modules will include English, Maths and a Technical Certificate which should be work related.

The assessor will require you to undertake a short test to determine where you are in the subject so they can progress you to get the qualification. It is important you keep the appointment with the assessor for this as the test papers are only valid for a short period of time and any replacements will incur a charge

Should you have any queries please do not hesitate to contact your IAG Officer or Network Development Officer.

Equality and Diversity

Our learners are people from different backgrounds with differing needs and perceptions. They include men and women, people with physical and/or learning disabilities or with learning difficulties, people from ethnic minority communities, people of different age groups and from different religions and different beliefs, gay, lesbian, bi-sexual and transsexual people.

We all have different needs and different backgrounds. Equality means that we should all be treated fairly, not the same, as we recognise and celebrate the diversity and richness of our differences. The Tyne and Wear Care Alliance welcomes comments or ideas about good practice that will help us to make sure we treat people fairly. We want all courses to be free from discriminatory behaviour, harassment and bullying.

Harassment could include :

- ◆ Any physical contact which is unwanted.
- ◆ Being ignored.
- ◆ The display of materials you find offensive.
- ◆ Offensive jokes.
- ◆ Unwelcome remarks about a person's dress, appearance, race or marital status.
- ◆ Personal insults.
- ◆ Persistent criticism.

Bullying may be seen as:

- ◆ Offensive, intimidating, malicious or insulting behaviour.
- ◆ Abuse or misuse of power intended to undermine, humiliate or injure the recipient.

You should not accept any form of discriminatory behaviour. If you feel at any time that you are being harassed, bullied or there is a problem during your qualification, please speak to your IAG Officer or NDO.

Safeguarding and Duty of Care

This responsibility is shared by all staff, at all levels, in all agencies, to take appropriate actions where there is a suspicion or allegation of abuse. Following the Guidance on *No Secrets, 2000*, all staff have the responsibility to act on any suspicion of abuse or neglect and to pass on their concerns to a responsible person or agency.

Health and Safety

We expect our learners to be safe from harm whilst on training courses or receiving training or assessment in the workplace.

You should ensure that you comply with any health and safety requirements at the place where you are being trained or assessed. This applies whether you are in your normal workplace or in a training venue; you will be told about the requirements by your employer or the trainer.

You should take steps to protect yourself, such as:

- ◆ Avoiding food and drink spillages.
- ◆ Stowing bags in places where others will not trip on them.
- ◆ Knowing where fire exits are and how to get to them.
- ◆ Wearing appropriate clothes, including the correct protective equipment when necessary .
- ◆ Not using equipment for which you have not been trained.
- ◆ Not undertaking any work task for which you have not been trained.

You should ensure that you know who to go to for First Aid assistance in the event of an accident. All accidents should be recorded in an Accidents Book. You will be told about this by your employer or trainer.

Your employer or trainer is responsible for letting you know what to do in the event of an emergency evacuation from the building. You should ensure that you fully understand the instructions given.

If you have any queries about your health and safety these should be addressed with your employer or trainer. You should also let your IAG Officer/NDO know about your concerns.

All venues used for training will have had a full Health & Safety Assessment carried out to ensure its suitability by a qualified member of staff from the TWCA.

If you need to complain

The staff at the Tyne and Wear Care Alliance will do all they can to make sure you are treated promptly and fairly. Occasionally things do go wrong, when this happens you have the right to complain. We will investigate your concerns within set timescales. This page explains how we will process your concerns

Who can complain?

Anyone who has contact with the Tyne and Wear Care Alliance.

If you are unable to complain yourself, a relative or close friend can do so on your behalf.

How soon should I make a complaint?

It is important to make the complaint as soon as possible after the event. We normally investigate only those complaints that are made within 12 months of the event.

These time limits can be extended in exceptional circumstances.

To whom should I complain?

Wherever possible you should talk to the person close to the source of your complaint. Alternatively you can speak to your IAG Advisor. The Quality Monitoring Officer is also there to help. In most cases the matter may be resolved immediately.

If you would prefer to talk to someone who is not involved with your complaint, you can write to the Quality Team at the Tyne and Wear Care Alliance. You will find the address at the back of this leaflet.

How soon should I get a response?

We will acknowledge your complaint within 3 days of receipt. You will receive a full response within 10 working days.

What can I do if I am not satisfied with the response?

The Tyne and Wear Care Alliance are committed to resolving your complaint. If you are not satisfied with the outcome you have the right to a review. You will be given advice on how to do this with the response.

In the event of a complaint please telephone 0191 5484015 and speak to:

Berni O'Leary—Quality Monitoring Officer—email
berni.oleary@sunderland.gov.uk

Graeme Stark—Quality & Procurement Manger—email
graeme.stark@sunderland.gov.uk

Some Useful Contacts

Name	Address	Telephone Number	Website
Learn Direct		0800 101901	www.learndirect.co.uk
CV Support and Guidance			
Next Steps North East		0800 0277944	www.nextstepnportheast.org.uk
J.E.T Project		0191 2263620	www.jetnorth.org.uk
Local Colleges			
Sunderland City College		0191 5116000	www.citysun.ac.uk
Tynemet College		0191 2295000	www.tynemet.ac.uk
Newcastle College		0191 2004000	www.ncl-coll.ac.uk
Gateshead College		0191 4900300	www.gateshead.ac.uk
South Tyneside College		01914273500	www.stc.ac.uk

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