

CHOICE *Training*

Student Handbook

2022/23

Welcome

I am delighted to welcome you to Choice Training. You are joining a thriving training centre where creativity is cherished, and your ideas will be encouraged.

Whether you are new to the Centre or returning for another year, this section of the student handbook is full of information to help you. It explains many of the procedures of the centre and describes some of the support available to you. I hope you find it useful.

I wish you an enjoyable and productive programme of study

At Choice Training we have state of the art facilities, fully trained and qualified staff all within a family feel environment and community.

We run a full range of qualifications as well as providing bespoke courses specifically to meet your needs; from DIY to large scale up-skilling of your workforce.

We pride ourselves on our relationships with our partners. Employers like our services because they can always speak to us directly. All aspects of the apprenticeship are delivered directly by us to the highest standard that our employers expect.

These are just some of the companies who have the trust and confidence in us to train their apprentices.

Robert Tye is your Designated Safeguarding Officer

Student Welfare Officer: Simone Frankel is found in reception and is here to listen and help you throughout your time at Choice Training.

All members of staff are always here to help you with and difficulties you may be having either at Choice Training or when at home.

Apprenticeships We Offer 2022/23

- Building Services Engineering Service and Maintenance Engineer Level 3
- Building Services Engineering Craftsperson Level 3
- Building Services Engineering Installer Level 2
- Electrotechnical Level 3 (Maintenance or Installer route)
- Building Services Engineering Ductworker Level 3

Some of our Partners



We will always listen

If you ever need to chat about anything at college, work or home. We are always here for you.

- Speak to your tutor
- Simone Frankel, the welfare Manager
- Or
- Robert Tye, the Designated Safeguarding officer

Lateness/Attendance

If you are going to be late or not attend due to illness, please make sure you call the office on

0203 7195639

Or Call Simone Frankel

And tell your employer if you are not coming in

Company Alert Forms

All companies are informed if their Apprentices do not attend each day.

All companies are sent attendance reports each term also either directly or through each apprentice's funder (JTL /Training Trust)

Please do not tell your company you are here if you are not, they will find out

Attendance/Punctuality Tracking

Rob Tye also tracks all the attendance and punctuality each month.

He produces a top 10 worst learners for attendance and punctuality and has a one-on-one meeting with each learner to find out why and how they can improve

100 Club

- Every Learner Starts in the hundred Club
- Any learner that is ever late or does not attend (unless their company has kept them off college) is removed from the 100 club
- Who will be left at the end of the year (940 weeks)?
- Every term the 100 club is updated, and the names put on a certificate in the trophy cabinet in reception
- Last year 3 learners were left in the 100 club, train strikes, traffic or bad weather did not stop them
- All three winners received a certificate and a £100 Amazon Voucher

Doctors/Dentist

Remember that a doctors/dentist appointment still counts as you being absent

We understand you may have to attend but your company will be informed so make sure you keep them in the loop

Maths and English

All the Apprenticeships require Level 2 Maths and English some also require Level 1 ICT

WE must evidence this to get you to Gateway, otherwise you cannot sit your EPA

This can be evidenced by:

- A -C GCSE certificate
- 4-9 GCSE Certificate
- A Level 2 Functional skills Certificate

If you do not have one of the above but think you have completed them, tell Simone Frankel and she can look up your Unique Learner Number to see if you have.

If you have not got a certificate, then you will need to Sit Functional Skills while at the centre.

Functional Skills

We have an E functional skill Dynamic Learning system that you will be given,

This allows you to study Maths and English at Choice Training or at home

Designated Safeguarding Officer

- Robert Tye is the Designated Safeguarding Officer at Choice Training
- If you need him, he can be found upstairs above the reception
- Contact number 07830303134
- Email: rob@choicetrainingltd.co.uk

Fire Meeting Point

The fire meeting point is at the front gate as you enter the carpark.

If you hear a fire alarm, please exit calmly and out the nearest exit.

Wait until the register has been done.

Do not re-enter the building until your tutor has told you to do so

EQUALITY & DIVERSITY

Equality is not about treating all people in the same way. It's about recognizing and respecting diversity enough to adapt practice and procedure to suit all

Protected Characteristics under the Equality Act 2010

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy & maternity
- Race
- Religion and/or belief
- Sex
- Sexual orientation

EQUAL OPPORTUNITIES POLICY

Choice Training is committed to the promotion of equal opportunity for all students so that they are selected, registered, educated, and appraised based on their merits and abilities regardless of age, disability, ethnic origin, gender reassignment, marital or civil partnership status, nationality, pregnancy or maternity status, religious belief, sex or sexual orientation.

Choice Training will take active steps to promote equality and value diversity by:

- Promoting equality of opportunity
- Promoting good relations between people who share protected characteristics and those who do not
- Having due regard to the need to eliminate discrimination, harassment, and victimisation
- Ensuring that Choice Training continues to welcome and support people from diverse backgrounds across all sections of the community
- Promoting an open, inclusive, and diverse environment where individuals are valued

Reporting E&D Issues

If anyone has any problems regarding Equality and diversity raise the issue with:

- Your Tutor
- Another member of staff
- The Welfare Officer, Simone Frankel
- A member of the management team

Your matter will then be investigated

You can go to our website www.choicetrainingltd.co.uk and complete an Incident alert report. It will be emailed straight to the designated Safeguarding officer, Robert Tye, who will investigate immediately

DATA PROTECTION

All learner records are kept in a locked room. We do not pass your information on to any other partners without your permission.

Staff shall ensure that

- All personal information is kept securely.
- Personal information is not disclosed either orally or in writing, accidentally or otherwise to any unauthorised third party. Unauthorised disclosure may be a disciplinary matter and may be considered gross misconduct in some cases.

GDPR

Choice Training is committed to protecting and respecting your privacy when you use our services.

All your personal data we collect is treated in strict confidence and dealt with in accordance with Data Protection Act 2018, the General Data Protection Regulation (GDPR).

To ensure that the service you receive is effective, we may need to share your information with our partner organisations.

This data sharing, among other things, supports our funding and financial planning, performance monitoring, and enables us and our partners to produce statistics and research. We also collect at the end of the course which determines the destination of learners to fulfil our funding contracts and to identify any need for improvements to our services

What Personal Data Do We Process?

- The personal data Choice Training collects from you at registration includes:
- Your name
- Contact details (address, e-mail, telephone numbers)
- Emergency contact details
- Date of birth
- Country of nationality and of birth
- Academic qualifications
- Details of any disability
- Company details

Disclosure of Your Personal Data

- Choice Training will not give out your personal details to any third party except where you ask us to (in writing) or in the following instances:
- There are times when Choice training is requirement to provide information. To ESFA for audit purposes or to funding primes or partners
- Choice Training will disclose details about you if it is important to your vital interests e.g. if you are in need of emergency treatment and the Choice Training is asked to verify whether you have any medical conditions it would be necessary to know about.

All students shall

- ensure that all personal information which they provide to **Choice Training** is accurate and up to date.
- inform **Choice Training** of any changes to that information, for example, changes of address

Apprentices Expected Code of Conduct

1. Play an active part in Choice Training's Values and all equality and diversity opportunities by refusing to take part in behavior that degrades others and by challenging and reporting bullying and discriminatory behavior.
2. Respect the rights of others and report inappropriate and unsafe behavior
3. Behave in a respectful, professional, and mature manner
4. Take opportunities offered to contribute to the learner voice process and the democratic process of change
5. Take pride in Choice training– keep all areas clean, tidy, and free from litter
6. Have full attendance, above 90 per cent
7. Be punctual for all classes bringing essential equipment with you i.e., pens and paper, and wearing the appropriate PPE, as required for your course.
8. Make sure you contact the appropriate staff member at least 45 mins before the start of your day if you are absent
9. Make learning successful for everyone by behaving in a way that promotes a cooperative, positive, and productive learning environment
10. Participate in all learning activities
11. Seek help when you need it and take up the support offered
12. Turn your mobile phone off in class unless otherwise directed to do so
13. No eating or drinking (except bottled water) in any classrooms or in the workshop
14. Help others whenever you can
15. Promote your company with pride
16. Demonstrate a positive attitude towards learning and work

Racism

If you have any issues regarding Racism, please report them to Simone Frankel the Student Welfare Officer or to a member of staff.

You can also go to our website www.choicetrainingltd.co.uk and complete a Incident alert report. It will be emailed straight to the designated Safeguarding officer, Robert Tye, who will investigate immediately

Safeguarding

Choice Training takes the safeguarding of its learners very seriously. We have the following policies in place:

- Child protection policy
- Safeguarding policy
- E-safety policy
- Student anti-bullying policy

Safeguarding Policy

- Identify instances where there are grounds for concern about a young person's or vulnerable adult's safety or well-being and initiate actions to address these concerns.
- Identify and appropriately assess the safety and well-being of individual students who may be at risk or causing risk, either to themselves or others
- Prevent unsuitable people working with young people and vulnerable adults including staff and volunteers
- Ensure a safe learning environment at all learning sites through appropriate risk assessments of the physical environment and positive promotion of safe practices

Reporting Safeguarding

If you have any concerns about anything at Choice Training from a member of staff, learner, or anybody else please report it to a member of staff or the Student Welfare officer Simone Frankel

You can also go to our website www.choicetrainingltd.co.uk and complete an Incident alert report. It will be emailed straight to the designated Safeguarding officer, Robert Tye, who will investigate immediately

The issue will then be investigated

e- safety

Don't share personal information online including your full name, photos, addresses, school information, telephone numbers and places you like to spend time.

Make sure you have set privacy settings to restrict access to persona information.

- Change your password regularly and never give it to anyone.
- Block people who send nasty messages
- Always delete messages, emails from people you don't know

Examples of E-Safety Content

- Exposure to age-inappropriate material
- Exposure to inaccurate or misleading information
- Exposure to socially unacceptable material, such as that inciting violence, hate or intolerance
- Exposure to illegal material, such as images of child abuse

Examples of E-Safety Culture

- Bullying via websites, mobile phones, or other forms of communication device
- Downloading of copyrighted materials e.g., music and films

Choice Training will not tolerate any abuse of IT systems. Whether offline or online, communications by staff and learners should be always courteous and respectful. Any reported incident of bullying or harassment or other unacceptable conduct will be treated seriously and in line with the student and staff disciplinary policies and procedures.

Harassment or Bullying Policy

Choice Training is committed to ensuring that all students can study and be part of the training environment free from any form of harassment or bullying. **Choice Training** will not tolerate any form of bullying or harassment and will take firm and decisive action to protect students from harm

EXAMPLES OF BULLYING

- Physical abuse such as hitting, punching, kicking, pushing, and pinching.
- Verbal abuse such as name calling, teasing, making nasty remarks, laughing at someone or mocking them.
- Making someone feel uncomfortable or unhappy.
- Overpowering someone or making them feel weak.
- Being attacked in any form due to religion, race, gender, sexuality, disability or appearance (see harassment)
- Excluding someone from social groups.
- Cyber abuse such as sending inappropriate or abusive text messages or emails.
- Being forced to do something they don't want to do.

Examples of Harassment

- Threats, physical or verbal abuse against a person
- Jokes, mockery, unwarranted remarks, graffiti, or innuendo which offends people
- Provocative behaviour such as the wearing of badges, clothing or insignia which may offend
- Display or circulation (including by email or text) of offensive materials
- The use of stereotypes to demean or discriminatory statements

If you have any issues regarding bullying, please report them to Simone Frankel the Student Welfare Officer or to a member of staff.

You can also go to our website www.choicetrainingltd.co.uk and complete a Incident alert report. It will be emailed straight to the designated Safeguarding officer, Robert Tye, who will investigate immediately

Health And Safety

Fire alarms. If a fire alarm is heard all students should leave the Centre and calmly relocate at the meeting point at the front of **Choice Training** (In front of the main gates). A register will be taken by a member of staff. Students must not go back into the centre until they are told to by a staff member

Workshop Safety

- ALL STUDENTS MUST WEAR HARD-TOE CAP BOOTS WHEN WORKING IN THE WORKSHOP.
- STUDENTS MUST REFER TO THE RELEVANT RISK ASSESSMENT BEFORE WORKING ON ANY JOB IN THE WORKSHOP (THEY ARE DISPLAYED ON THE WALL IN THE WORKSHOP AT ALL TIMES)
- NO EATING OR DRINKING IN THE WORKSHOP
- ALWAYS THINK SAFETY FIRST WHILE IN THE WORKSHOP

CLEARING UP IN THE WORKSHOP

- AFTER EVERY PRACTICAL LESSON ALL LEARNERS MUST CLEAR UP THEIR WORK AREA AND MAKE SURE ALL TOOLS ARE BACK INTO THE STORES
- Every learner must decommission their work correctly and with sustainability in mind.
- This is part of the Behaviors that you will be assessed on throughout your apprenticeship and then when you undertake End Point Assessment
- You can be great at theory and practical but if you are untidy, you will fail
- Do Not wait in your classroom to be taken to the workshop.

Workshop

- Please do **NOT** draw lines on the wall when clipping.
- Measure and mark with a small + where your clip need to go.
- Getting a level, a drawing a line is a fail with every assessment
- You are training towards the EPA you need to be good, drawing lines will lose you marks

Soldering

- **DO Not** use the flux brush to wipe around the soldered fitting after it is Soldered.
- You are adding flux to the pipe
- **IT Is not Needed**
- It is wasteful
- It is an **acidic** paste, used to help solder flow into the copper fitting as they join.
- Because it is an **acid** it will **corrode** copper and the soldered joints.
- Why do you think we have to flush the insides of pipe

Sign in and Out

Please sign in and out every day you attend Choice Training

Website

Policies can be found on our website.

All our news can also be found on our website.

Any Unforeseen closures of Choice Training (snow etc.) can be found at:

www.choicetrainingltd.co.uk

Learner emails

Please give us the email you most use as we will be sending information and work to you.

If we do not have your correct email, you will not receive it.

Reviews

All learners will have individual reviews at 12-week intervals during their time at [Choice Training](#).

These reviews will make sure each learner is on track to complete and will help them if they are falling behind. They will also help each learner achieve his/her goal, be they getting a job or just improving their timekeeping.

YOU VOICE MATTERS

We are always looking for feedback to improve your experience at the centre. During the year we will be undertaking various surveys for your feedback, such as:

- Induction Survey-Sept/Oct
- Student Survey- FEB
- Equality & Diversity Survey- March
- Exit survey-June

Monthly meetings

Every Month we have a group meeting with the whole class to get feedback on various issues to improve the centre and keep you happy.

All good ideas are always implemented if possible and our actions from each one is displayed on the notice board every month

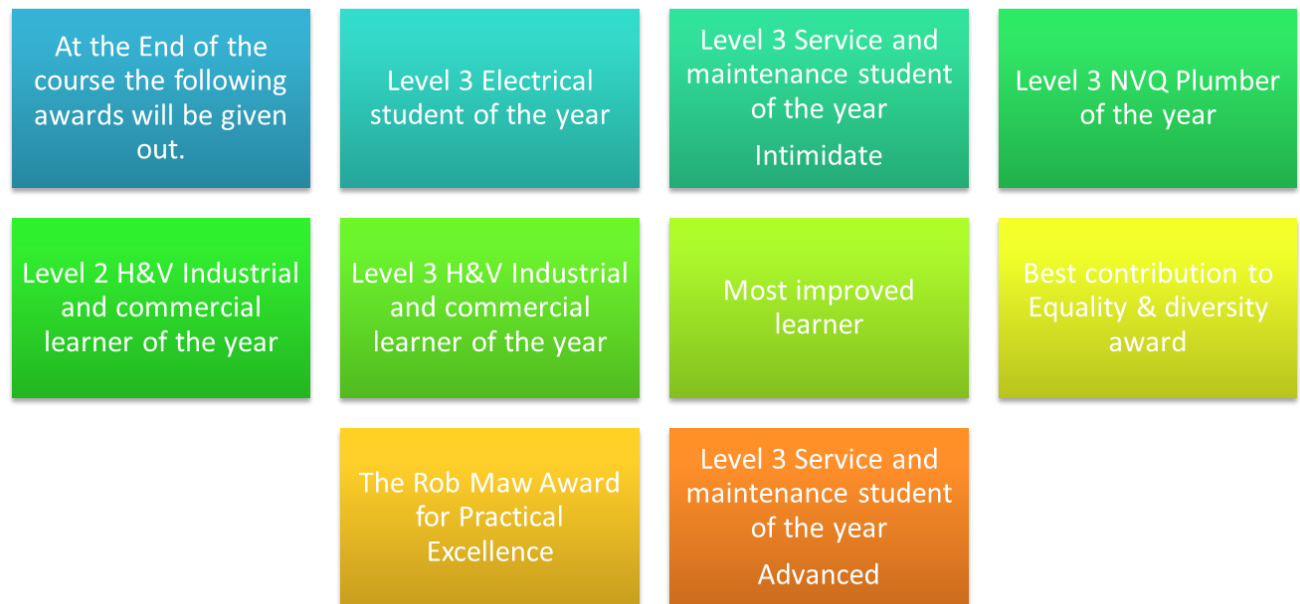
Monthly Awards

Every Month a learner is picked for

- Apprentice of the month
- Level 3 Apprentice of the month

The learner receives a certificate and their picture on the wall

End of Year awards



- We have an online learning platform where we sell courses to private learners.
- You as apprentices at Choice Training will be given it for free.
- HOW DO YOU GET IT?
- Robert Tye will be emailing you a discount code to the emails you have provided at induction. So, make sure they are correct
- What Do I do with this discount code?
- Go to:
- <https://choicetrainingonline.co.uk/>
- Or go to the Choice Training website and click on the link at the top to the Your Choice online learning portal.
- Go to the Green Courses that are designed especially for Apprentices



-
- Pick the correct course you are on.
- Check it is correct as they are all very similar in wording.
- For 4-year courses I have split the course into
- Year 1&2
- Year 3&4
- 1st and second years will get year 1&2 and 3rd and 4th years will get both
- Click on the correct course.
- An overview of the course will appear with a huge cost for the course.
- Add the course to basket
- Then you will go to the cart
- Once at the cart go to the bottom left and you will see Coupon code.
- This is the code that I am sending you by email
- Put this code in and it will take the price down to £0
- Proceed to checkout
- You will then be asked to put in your details including your email address.
- Once you click on next you will be emailed a temporary password to the email address you put in.
- What do I do with the temporary email?
- At the top of the Your Choice site in the top left is login.
- Once you click this it will ask you to insert your username and password.
- Your username is your email
- Your password you have been email once you purchased the course
- Once in click on courses down the left side and follow the links
- Any trouble just tell Rob and he will sort it
- Any mistakes in exams or PowerPoints also please highlight them to Rob and he will get them rectified immediately
- We asked some completed learners over the summer what they would tell the new learners.
- All of them said to use the Your Choice training straight away as it had helped them immensely
- Don't Delay get on it today

Tracking

Each learner will be tracked throughout the course. Practical and theory tracking can be found on the wall in the central hub or in your classroom if you are a Level 3 learner

Cognassist

Cognassist online assessment works by quickly and easily identifying learners with additional learning needs, assessing those needs, and providing a robust report evidencing those needs

- With over 500 learning strategies and exciting resources designed to support learners at all levels, we help learners develop their skills in the workplace, in the classroom and beyond
- Resources contain engaging video and animation and are delivered monthly to suit the individual learner's needs

Milestones

- Every learner will have milestone reviews throughout their apprenticeship. During these reviews the apprentice will self-evaluate how well they have progressed on the different aspects of their course
- Their tutor will set targets on how to improve on criteria's where the apprentice thinks it is needed to help them progress

Standards

- All courses are set to be replaced with new standards over the next year. This will not affect any course that has been started already.
- The big difference between standards and the current frameworks is that all candidates will have to be assessed at the end of their course
- at a independent test centre or
- by an independent assessor at their centre.

Courses

Electrical (Installation) and (Maintenance)

- Understand Health, Safety and Environmental Considerations **Assignment e-volve MC test**
- 102 Apply Health, Safety and Environmental Considerations **Portfolio**
- 103 Electrical Scientific Principles and Technologies Assignment **e-volve MC test**
- Understand Design and Installation Practices and Procedures
- 105 Understand how to Plan and Oversee Electrical Work Activities **Assignment e-volve MC test**
- 106 Organise and Oversee the Electrical Work Environment **Portfolio**
- 107 Understand Terminations and Connections of Conductors Assignment 108 Terminate and Connect Conductors **Portfolio**
- 112 Understand Inspection, Testing and Commissioning Assignment **e-volve MC test**
- 113 Inspect, Test and Commission Electrical Systems **Portfolio**
- 114 Understand Fault Diagnosis and Rectification **Assignment e-volve MC test**
- 115 Apply Fault Diagnosis and Rectification **Portfolio**

Electrical EPA

- At the end of the course, you will need to go to an End point Assessment centre (it cannot be undertaken by the college you attended)
- The electrical End point assessment is called the AM2S

AM2S

- There are Various parts to the AM2S
 1. Safe isolation and risk assessment practical
 2. Composite installation (Following a diagram you're given, you'll prepare, install, connect, and terminate conductors at a TP&N Distribution Board and equipment outlets to industry standards.
 3. Inspect, test and certification
 4. 4. Safe isolation of Circuits (This second safe isolation test covers three specific scenarios: the replacement of single-phase equipment, three-phase equipment, and the isolation of the distribution board)
 5. 5. Fault Diagnosis and Rectification
 6. 6. Multiple choice Exam covering what you have learnt on the course

Building Services Engineering Installer Level 2

- 201 Understand health and safety requirements within the building services engineering industry on-screen multiple-choice examination
- 202 Understand how scientific principles are applied in heating and ventilation systems on-screen multiple-choice examination
- 203 Communicate with others within building services engineering Assignment
- 204 Understand industrial and commercial hot water systems installations
- 205 Understand industrial and commercial cold-water systems installations
- 206 Understand industrial and commercial hot water heating systems installations
- 207 Understand industrial and commercial chilled water systems installations
- 208 Preparation and fabrication of heating and ventilation pipework systems
- 209 Installation of Industrial and Commercial Heating and Ventilation Systems within the workplace Portfolio
- 210 Understanding testing, charging, and decommissioning of heating and ventilation pipework systems

The 204,205, 206, 207, 208 and 210 units are all assessed in a Synoptic exam at the end of the course

L2 Gateway

When you have passed the gateway, you are ready for the EPA.

To pass the Gateway you need to complete

- Functional skills maths and English level 2 (or have GCSEs A-C/9-5)
- ICT Level 1
- City and Guilds Level 2 Installer qualification (the college portfolio, onsite portfolio, exams and the End of Year Synoptic exam)

Only when you, your company, and Choice Training (or training agent) all agree you are ready for EPA can you undertake it.

Make sure you are ready.

EPA for L2 Installer

- Theory Exam (multiple Choice)

This exam is on everything you have learnt during your apprenticeship.

Do not mistake it for the End of year Synoptic exam you do all part of the Installer qualification

- Practical Assessment

Behaviors What is required Communicating Effectively

- • Use oral, written, and electronic methods to communicate information with work colleagues, other trades people, clients' representatives, supervisors, and other members of the building services engineering and wider construction team. Working Effectively and Efficiently
- • Work reliably and effectively under close, but not constant supervision to the appropriate industry recognized practices and be aware of the needs and concerns of others, especially where related to diversity and equality.
- • Solve problems within their own scope of responsibility, by applying technical and behavioral skills and knowledge to define the problem, identify, evaluate, and select alternatives and implement solutions. Taking Responsibility
- • Accept responsibility for their own work. Working with Others
- Work effectively with colleagues, other trades, clients, suppliers, and the public. Continuing Personal Development
- Maintain and enhance competence in own area.
- • Exercise responsibilities in an ethical manner

BUILDING SERVICES ENGINEERING CRAFTSPERSON LEVEL 3 STANDARD

- 201 Understand health and safety requirements within the building services engineering industry
- 202 Understand how scientific principles are applied in heating and ventilation systems.
- 209 Installation of Industrial and Commercial Heating and Ventilation Systems within the workplace
- 301 Understand industrial and commercial complex hot water heating and chilled water systems
- 302 Water Supply (Water Fittings) Regulations and Water Byelaws in the UK
- 303 The installation, commissioning, and safety aspects of hot water systems for domestic use in accordance with UK building regulations
- 304 Understand industrial and commercial complex hot water and cold-water systems
- 305 Understand how to organise resources within building services engineering
- 306 Installation of complex industrial and commercial heating and ventilation systems in the workplace
- 307 Understand industrial and commercial fuel system regulations and installation requirements
- 308 Understand how to joint pipe work using Manual Metal Arc (MMA) and Tungsten Inert Gas (TIG) welding processes 40

When You achieve the following units

- You will be awarded the 3345-20 City & Guilds Level 3 Award in Water Supply (Water Fittings) Regulations and Water Byelaws in the UK
 - unit 303 (assessment 303 or 312 plus 313) they will be awarded 3345-30 City & Guilds Level 3 Award in the Installation, Commissioning and Safety Aspects of Hot Water Systems for Domestic Use in Accordance with UK Building Regulations
- unit 307 (assessments 307 and 314) candidates will have met the requirements of ACS ICPN1 Limited Scope assessment and will be able to apply for Gas Safe registration

Behaviours

- Communicating effectively
- Working effectively and efficiently
- Taking responsibility
- Managing tasks
- Working with others
- Continuing personal development
- Working ethically

What is needed to get to Gateway

- Craftsperson Level 3 qualification
- GCSE A-C (1-5)
- Functional Skills Level 2 (English and Maths)
- ICT Level 1
- Up to date 20% off the job training record

EPA

KNOWLEDGE TEST

- Synoptic knowledge and behaviours assessment, delivered as an on demand multiple choice examination
- Designed, maintained, and marked by Independent Assessment Organisation

CRAFTSPERSON SKILLS TEST

- Timed synoptic practical assessment
- Designed, maintained, and marked by Independent Assessment Organisation

PROFESSIONAL DISCUSSION

- A Record of Achievement will be made available to the interviewer prior to the Professional Discussion taking place
- Designed, maintained, and marked by Independent Assessment Organisation
- The Independent Assessment Organisation, advised by the Independent Assessor makes the final decision on whether the apprentice has demonstrated the Knowledge, Behaviours and Skills of the standard

Building Services Engineering Service and Maintenance Engineer Level 3

What will it cover?

The design principles, layout, operation principles, installation, decommissioning, fault finding, fault diagnosis, component replacement, testing and re-commissioning techniques for:

- Industrial and commercial ventilating
- Heating
- Water systems
- Waste (effluent discharge)
- Drainage systems
- All related electrical systems to all the above.
- Working safely (health and Safety)
- Scientific Principles
- Working sustainably (Environmental systems and procedures within BSE)
- Communicating and working with others within the workplace
- Planning and preparing (organisation)

Everything you do at work and Choice Training is to make you ready for the End Point Assessment (EPA).

If you do not pass EPA, you do not complete your apprenticeship.

Record of Achievement

You will complete a ROC with will document all the Skill, Knowledge, and Criteria that you have completed throughout your Apprenticeship. These will be with onsite evidence but tracked/Monitored at Choice Training.

You will complete job sheets of the different jobs you do at work and reference what criteria they cover (skills, knowledge, behaviours)

L3 BSE Gateway

When you have passed the gateway, you are ready for the EPA.

To pass the Gateway you need to complete

- Functional skills maths and English level 2 (or have GCSEs A-C/9-5)
- ICT Level 1
- Completed your Record of Achievement

Are you ready for EPA

Only when you, your company, and Choice Training (or training agent) all agree you are ready for EPA can you undertake it.

Make sure you are ready.

EPA

- 1) 60 questions exam covering everything you have learnt during your apprenticeship
- 2) An Assignment (you are given a scenario; you fault find and write a report giving potential reasons and repairs)
- 3) A Practical fault find and rectify with a report of your findings
- 4) A professional discussion with the assessor about your ROA

Building services engineering ductwork craftsperson (level 3)

- Health and Safety
- Scientific Principles underpinning ductwork
- Environmental measures
- Interpreting drawings
- Planning and Overseeing work
- Rectangular Duct
- Circular and flat oval
- Fire rated
- Air handling units
- Local exhaust ventilation ductwork system components
- Customer Service
- Communicating with others

EPA Ductwork

- **Knowledge Test**

This is a multi-choice online exam that covers everything you learnt during the course.

It will cover every subject

If you pass you will go onto stage 2

Observed Skills Test

- A practical test set by the EPA either at your work or a test centre (EPA decide)

Scored on Knowledge, skills, and behaviours

If you pass this, you go onto stage 3

- **Professional Discussion supported by the apprentice's record of achievement**

- The EPA assessor will go through your ROA before the assessment day.
- They will then ask you questions on the systems and components in it.
- They also ask questions about behaviours

EPA ROA Questions

- Show me where you worked on your own
- Where did you work with someone else
- Where did you work on this type of system, explain how you installed it
- Where did you work sustainably?
- How have you given feedback to clients
- Where have you helped someone else
- How have you promoted your company
- And many other like this

OFF THE JOB TRAINING

- All learners must have 20% off the job training or they cannot qualify
- The 20% off-the-job training is calculated using the apprentice's contracted employment hours across their whole apprenticeship – equivalent to around one day per working week
- Theory – such as lectures, role playing, online learning, simulation exercises or manufacturer training.
- Practical training apprentices wouldn't usually do during the week – such as shadowing, mentoring, industry visits or competitions.
- Learning support and time spent writing assignments
- Self-study, computer-based training

How we will document Off the Job Training at **Choice Training**

- Each learner will keep a Logbook of all the OJT that they have done each week.
- Every week we will spend the first 10-15 minutes of the lesson documenting the learners OJT of the previous week.
- We will also put what they are learning at **Choice Training** Each week which will count towards OJT
- If a learner misses a week we will just catch up when they next attend

We will help you understand what off the job training is and help you undertake it and document it so please

DON'T WORRY

New End of Term Assessments

To prepare learners for EPA and give them a more holistic learning approach. We will now be undertaking mock EPA assessment at the end of each term and half term (6 per year) .

Mock EPA

The end of term assessments will be assessing learners on both knowledge (exams) and skills and Behaviours (with a practical assessment/assignments)

The assessments will be undertaken by a different assessor and will be expected to be completed on the day.

Any Fails with must re-sit after feedback from the assessor

Term Dates

Term 1 Winter Term

5th September to 21st October (7 weeks)

Half Term 24th October to 28th October

31st October to 16th December (7 weeks)

Xmas holidays 19th December to 30th December

Term 2 Spring Term

- **3rd January to 10th February (6 weeks)**
 - Half term 13th to 17th February
- **20th February to 31st March (6 weeks)**
- Easter Holidays 3rd April to 14th April

Term 3 Summer Term

- 17th April to 26th May (**Monday 1st May BH**) (6 weeks)
 - **Half term 29th May to 2nd June**
 - 5th June to 28th July (8 weeks)

Student Hub Games

Ping Pong

- We supply the bats but if you want a ball, please go to the vending machine, and buy one for 50p.
- All profit goes to our Charity, Richard House, which is a children's Hospice
- No playing ping pong once the break has finished as it disturbs other classes and learners doing exams

Table Football

There is table football to play, and its right good fun so get stuck in

Other Games

- Battleships
- Guess Who
- Cards (5 packs)
- Drafts
- Chess (2 sets)
- Connect 4

Risk assessments

In the Workshop Risk assessment are on the wall which explain how to safety do different tasks.

For example, Manual Handling and ladders.

Please read each one so you know what precautions to take when undertaking any tasks at the Centre.

After you have read then tick then sign the paper given to you to agree that you have read and understand each one

Smoking

- No smoking inside any part of [Choice Training](#) as it is against the Law
- Anyone who smokes must do so at the front of the building and not down the side of the building.
- There is a designated smoking area with a sign up saying so. Please put your cigarette stubs in the Bin with sand when you have finished

DO NOT PUT RUBBISH IN THE BIN WITH SAND

No Spitting

- Not spitting either inside or outside [Choice Training](#)
- Anyone seen spitting will be expelled from the Centre
- Hepatitis C

Drugs

Please be advised that anyone caught smoking drugs will be excluded from [Choice Training](#). Anyone who smells of drugs will be sent back to their companies, and they will be told why.

CCTV

We have 12 cameras inside and outside [Choice Training](#) to make you feel safe.

If you have lost something, please let us know and we can see if we can help.

There are signs up around the centre letting you know that CCTV is in operation

First Aid

- David Moore, Bryan Phillips, James Tye, Dave Faulkner, Andrea, Bill, and Robert Tye are all First aiders if needed.
- First aid box is found in the workshop next to the eye wash kit. Also, there is one in reception
- If first aid is needed go to the reception and inform a member of staff, they will contact the first aider.

Mental Health First Aiders

- Robert Tye and Simone Frankel are both Mental Health First Aiders

Mental Health First Aiders are valuable in providing early intervention help for someone who may be developing a **mental health** issue. **Mental Health First Aiders** are not trained to be therapists or psychiatrists, but they can offer initial support through non-judgemental listening and guidance

Parking

Please do not park on the ROOFF side of the car park. You will only be asked to move

If your worried about being blocked in the carpark then park on the street.

You can park anywhere down the road for free.

There is additional parking behind Choice Training.

If you are not sure where ask at reception and you will be given a map.

Career Development

Level 2 Installer:

- After this course you can apply for your Blue CSCS card
- Enrol onto Water Regulations
- Hot Water Safety course (unvented hot Water)
- Progress onto the Level 3 Craftsperson Course and work towards gaining a gold card

L3 Craftsperson:

- Full time employment and gold card
- Level 4 HNC in Building services Engineering
- Commercial gas or renewables (Solar thermal, heat pumps etc.)
- Site supervisor
- Chargehand or foreman

L3 Ductwork

- Full time employment and gold card
- Level 4 HNC in Building services Engineering
- Site supervisor
- Chargehand or foreman

L3 BSE Service and maintenance:

- Level 4 HNC in Building services Engineering
- Commercial gas or renewables (Solar thermal, heat pumps etc.)
- Electrotechnical Courses or Apprenticeship
- Facilities manager

L3 Electrotechnical

- Level 4 HNC in Building services Engineering
- Site supervisor
- Facilities manager

Choice Training and the PREVENT DUTY

- **Choice Training** recognises and is implementing its legal duty to raise awareness of Prevent.
 - We aim to implement the Prevent duty in a way that is consistent with our mission and social purpose.
 - We aim to ensure that there is a shared understanding across **Choice Training** of our approach to the Prevent duty

Counterterrorism and Security Act

- Passed by parliament in February 2015.
- Section 26 of the Act placed a statutory duty on “specified authorities” to have:
“due regard to prevent people from being drawn into terrorism”
- This has become known as the *‘Prevent Duty’*

Prevent strategy – three specific objectives

- Tackle the causes of radicalisation and respond to the ideological challenge of terrorism.
- Safeguard and support those most at risk of radicalisation through early intervention, identifying them and offering support.

Enable those who have already engaged in terrorism to disengage and rehabilitate

What is terrorism? – Terrorism Act 2000

In summary terrorism is:

- the use or threat of action (serious violence against a person, serious damage to property, endangering a person’s life, serious risk to the health and safety of the public, serious interference/disruption of an electronic system).
- designed (i) to influence the government or international governmental organisation; or (ii) to intimidate the public or a section of the public; **and**
- made for the purpose of advancing a political, religious, racial, or ideological cause.

Section 1, Terrorism Act 2000

- Prevent is intended to deal with all forms of terrorism.
- This is not only about Islamist extremism and so-called Islamist terrorist attacks – although it has been perceived as such.
- Nature and severity of threat varies over time.
- The statutory guidance describes the current most significant threats but identifies others.
- From where do you think threats come?

Terrorist threats

Listed in alphabetical order:

- Anarchist extremism
- 'Single issue' extremism- including environmentalist and animal rights movements that advocate violence
- Right Wing Extremism
- Islamist Extremism
- Intel-related
- Left Wing Extremism
- Mixed/Unstable/Unclear ideologies, including fixations on violence
- Northern Ireland-related terrorism

There is also a [list of proscribed organisations on GOV.UK](#)

What is extremism?

The government has defined extremism as:

- "Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs."
- "We also include in our definition of extremism calls for the death of members of our armed forces."

Holding and expressing views others might find offensive

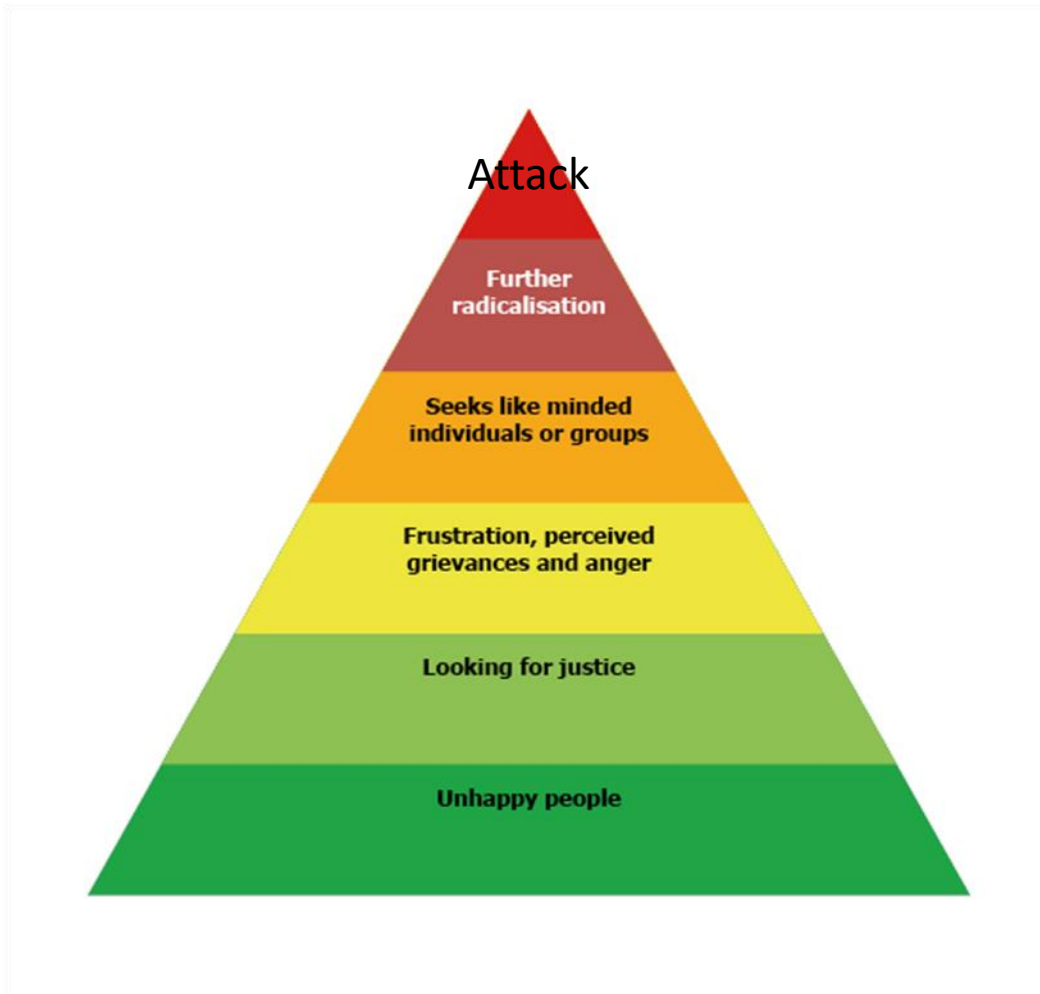
- Prevent is **not** about stopping people holding and expressing views others might find offensive.
- Holding certain views such as anti-immigration, pro-life, opposition to same sex marriage are all legitimate. It is where there is evidence of vocal or active harassment, intimidation, or incitement to violence that there is a risk of people being drawn into terrorism.

The process of 'radicalization'

- In Prevent, 'Radicalisation' refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist group
"Radicalisation is a process not an event. During that process behaviours as well as opinion are likely to change. These changes can be apparent to the families, friends and work colleagues of the person concerned." (Prevent strategy para, 9.1)
- It is OK to be radical – someone who advocates political or social change through a political party or part of a party – to be radical can be progressive.
- We understand that being 'radical' has many definitions. What we are talking about here is to be radicalised into extremist or terrorist ideology
- This is at the core of the Prevent strategy and duty

“This area of Prevent is based on the premise that people being drawn into radicalisation and recruitment can be identified and then provided with support.”
(Prevent strategy para. 9.4)

- In this context Prevent is a safeguarding and welfare issue for staff and students.



Factors that contribute to vulnerability (Cole)

Some examples of what vulnerability might look like are:

- Possession of literature relating to extreme views
- Experience of poverty, disadvantage, or social exclusion
- Extremist influences
- An event or series of traumatic events (personal, global, or national)
- Recent political or religious conversion
- Rejected by faith, peer, social group, or family
- Underachievement
- Change in behaviour and/or appearance because of new influences
- Identity confusion
- Conflict with family over religious beliefs and/or lifestyle choices/extreme views
- Victim or witness to race or religious hate crime
- Pressure from peers associated with extremism

What Prevent is *not* about

- Snooping on our students.
- Interfering with academic freedom and freedom of expression (this is specifically protected in the Act).
- Ignoring legal responsibilities relating to equality and diversity and promoting good campus relations.
- Preventing research and teaching on sensitive topics.
- Ignoring our responsibilities around confidentiality and data protection.

These are some of the common misconceptions that make Prevent a contentious issue.

Prevent duty expectations

- Risk assessment
- Partnerships
- Action Plans, including policies and procedures for management of events and speakers
- Staff training
- Welfare and Pastoral Care
- IT Policies
- Student Unions and Societies
- A “Prevent lead” and either a steering group or an existing Prevent committee.
- An appropriate programme of awareness training of Prevent.
- Procedures on pastoral care of students that reference Prevent.
- Building capability of staff to recognise vulnerable individuals and what to do in such circumstances, using internal cause for concern procedures.
- Information sharing agreements – internal and external.
- Effective consultation with students, students’ unions (or student associations/representatives) and student societies.
- Active senior level engagement with other partners.

External speakers and events

- Applies to all external speakers.
- Applies to events off-campus that are affiliated, branded, or funded by the institution.
- Applies to events on campus organised by anyone external to the institution. This includes online events.
- A process of risk assessment.
- Mitigation of risks vs cancellation.
- Measures to challenge extremist views that risk people being drawn into terrorism.
- Awareness of providing physical security.

A procedure for advice, support, intervention, and referral

- For many providers, student welfare department, student services, etc. is likely to be the responsible department.
- Concerns may come from a range of sources such as other students, academic or personal tutors, student services staff, residential and accommodation staff.
- In the case of concerns around Prevent, it is important that the referral is made to the designated person as identified in the procedure. The case study shows the importance of connecting what may appear to be isolated events.
- E-learning on how to make robust, informed and proportionate Prevent referrals is [available online](#) and relevant to the designated Prevent/Safeguarding lead.

Making referrals to Prevent

- Initial concerns should be shared internally within the organisation utilising existing safeguarding procedures. The DSO can then make any necessary enquiries and if appropriate share the concern with external partners.
- During this information gathering/sharing stage (as with other safeguarding issues), it is not necessary to obtain the individual's consent.
- If a Prevent referral is made to external partners, it is good practice to do so with the individual's acknowledgement / agreement, however, consent is not required.
- Referrals to Channel will not be revealed through reports obtained from the DBS.
- Members of your Prevent team will be able to give advice in this area.

What is Channel?

- A programme that focuses on providing support at an early stage to people identified as vulnerable to being drawn into terrorism.
- It ensures that vulnerable young people and adults receive support before they become involved in terrorist related activity.
- A multi-agency approach whose success depends on cooperation between agencies.
- Participation in the programme is voluntary.
- Works best when the individuals and their families fully engage with the programme.

The Channel process

- All referrals are screened to ensure that there is a specific risk and that they are not misinformed or malicious.
- All local authorities must establish Channel panels and must chair them.
- As well as the local authority chair, a police representative will be present.
- There is a duty on all partners identified in the Act to co-operate with panels –
- The composition of any panel will depend on the nature of the referral
- E-learning on Channel, its objectives and roles and responsibilities is available [online](#). This includes information for those who have made a referral and are asked to attend a panel discussion.

Who To tell

If you have any worries regarding Prevent, please report them to Robert Tye the designated Safeguarding Officer.

You can also go to our website www.choicetrainingltd.co.uk and complete an Incident alert report. It will be emailed straight to the designated Safeguarding officer, Robert Tye, who will investigate immediately

At Work

- If you have any issues at work or in customers houses with Prevent
- Contact
- Rob Tye
- Its best to be safe and tell someone

British Values

- Democracy
- The rule of law
- Individual liberty
- Mutual respect
- Tolerance of those of different faiths and beliefs

Democracy

Britain is a democracy – this means that the people in Britain vote for the people who make the laws and decide how the country is run. If we didn't have a democracy, just one person might be able to make all the laws and that would not be fair

The rule of the law

In Britain we have a police force who make sure people do not do the wrong thing and break the law – this means that we are safe.

Individual Liberty

In Britain, if we do not break the law, we can live as we choose to and have our own opinions about things

Mutual Respect

We might not always agree with other people, but we try to show respect for their thoughts and feelings.

We can give respect to others, and we can expect other people to show us respect.

Tolerance of those of different faiths and beliefs

In Britain we accept that other people might have different beliefs than ours and they may believe in different religions

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We post videos of how to install different systems and explain components.

Please follow us

Additional support

Here is a list of helplines should you wish to seek any other additional support:

<https://www.matesinmind.org/>

<https://www.lighthouseclub.org/>

<https://www.beateatingdisorders.org.uk/support-services/helplines>

<https://www.gamblersanonymous.org.uk/>

<https://www.alcoholics-anonymous.org.uk/>

<https://www.talktofrank.com/>

<https://www.nationaldahelpline.org.uk/>

<https://www.gov.uk/national-debtline>

<https://www.anxietyuk.org.uk/>

<https://www.nhs.uk/live-well/exercise/free-fitness-ideas/>