



Placement / Employer Information Pack

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Introduction

A brief introduction to the company and its history:

North West Community Services Training Ltd. is an established accredited training provider with twenty five years experience in delivering quality training across a variety of areas. Which include the following:

- Adult Care Levels 2 & 3**
- Childcare Level 2 & 3**
- Team Leading and Supervisor Level 3**
- Business Administrator Level 3**
- Customer Service Level 2 & 3**
- Teaching Assistant Level 3**
- Basic Skills/Functional Skills from Entry level to level 2**

For further information and guidance on training and what we currently offer (see Appendix 1)

The training centre is situated on Liverpool Road, Huyton L36 8HT and easily accessible from all parts of the city.

All our staff are experienced and qualified in their field and are continuously developing their skills. Our main body of learners are aged between 16-24 years however we also deliver private training to the more mature learner at a reasonable cost.

NWCS holds an Education & Skills Funding Agency (ESFA) contract to deliver Apprenticeship training. We have well established employer links in all areas of Merseyside and value their contribution to the learners' training which is invaluable to their success.

The training department is part of the Cera Care Group

Site location

North West Community Services Training

The Maggie O'Neill Community Resource Centre
433 Liverpool Rd,
Huyton,
Liverpool
L36 8HT

0151 521 5888



The following transport lines have routes that pass near Liverpool Road, Huyton

Bus:

7, 8 & 10

Train:

NORTHERN to Huyton station

Brief outline of what we offer:

Although we offer a variety of training a major part of our business is delivering Apprenticeships we are a major asset to any company.

Business Benefits

Apprenticeships are a major reform of learning that will help make business stronger and more competitive. They are intended to meet the needs identified by employers for developing skills not only practically but working on skills to develop literacy and numeracy. Apprenticeships equip people with skills and knowledge required to do the job better.

Apprentices are motivated young people who are keen to learn, you as an employer will find it easier to recruit and retain able young people who can do the job. Apprenticeships are designed to meet the needs of businesses. This means that the training is always relevant and it is tailored to the needs of the sector i.e. "Healthcare". Apprenticeships allow you to invest in your businesses for the future avoiding skills shortages. This allows you as a business to keep up skills and to keep abreast with new technology.

Agreements for Apprenticeships are made between the young person, (Learner) Employers (yourselves) and Learning Provider ourselves.

How it Works

Apprenticeships focus on the whole job not just individual skills they will learn through a combination of on and off the job education and training. On the job they work alongside a member of staff and gain their practical skills, off the job they learn from a local learning provider e.g. North West Community Services Training Ltd. Where they gain the underpinning knowledge and skills.

There are changes to the apprenticeship NVQ has been replaced with Diplomas/Award. In order to achieve an apprenticeship, the following aspects have to be achieved Diploma* Functional Skills and End Point Assessment**. There will be observations and a variety of other methods used to capture evidence to prove competence but also there will be a range of multi choice exams.

**Not all Apprenticeship Standards require completion of a Diploma*

***End Point Assessment (EPA) differs for all Apprenticeships. Main components include a Professional Discussion, Situational Judgement Test and Presentation.*

Who is involved in the Apprenticeship Programme

- Employer
- Learner
- Training Provider / College

Provision that we offer:

Apprenticeship Standards

Level 2 Early Years Practitioner

Level 3 Early Years Educator

Level 5 Early Years Lead Practitioner

Level 2 Diploma in Care - *Looking to reintroduce November 2022*

Level 3 Diploma in Adult Care - *Looking to reintroduce November 2022*

Level 2 Customer Service Practitioner

Level 3 Customer Service Specialist

Level 3 Business Administrator

Level 3 Team Leader and Supervisor

Level 3 Teaching Assistant

Short courses – Commercial arrangement to Employers

Food Safety Awareness in Catering

Fire Safety Awareness

Health and Safety in the Workplace

Manual Handling – Principles and Practice

HSE Approved 1-day Award in Emergency First Aid at Work

HSE Approved 3 day Named person First Aid programme

Award in Paediatric First Aid

Level 3 Certificate in Assessing Vocational Achievement

Level 3 Award in Understanding the Principles and Practices of Assessment

Level 3 Award in Assessing Competences in the Work environment

Level 3 Award in Assessing Vocationally Related Achievement

Safeguarding Awareness

Equality & Diversity Awareness

Medication Awareness

Epilepsy Awareness

Autism Awareness

Anaphylaxis Awareness Session

Care Certificate

Responsibilities

The Employer/Placement Responsibilities to the Learner

- Ensure the learner undertakes an induction into the workplace
- Support the learner through their apprenticeship by supplying on the job training.
- Provide adequate supervision for the learner in the placement in line with the Safe Learner Concept. (A Pocket Guide to Supervising is enclosed with this pack)
- Provide a comprehensive induction in line with the pocket guide.
- Undertake the appropriate Risk Assessment forms in accordance with the Management of Health and Safety at Work Regulations and comply with all the health and safety guidelines.
- Encourage the learner to attend for their training day in accordance with their Learning Plan.
- Release the learner from their placement to attend their training day.
- Take part in the six week and regular twelve weekly reviews for learners on Apprenticeships.

What North West Community Services Training Ltd asks of you

- Undertake the appropriate Risk Assessment forms in accordance with the Management of Health and Safety at Work Regulations and comply with all the health and safety guidelines.
- Report any incidents or accidents involving the learner to North West Community Services Training Ltd and if necessary to the HSE in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)
- Work with North West Community Services Training Ltd to identify to identify areas of the programme for which the learner will need additional support.
- Release the learner from their placement to attend their training day.
- Take part in the six week and regular twelve weekly reviews for learners on Apprenticeship provision
- Report any unauthorised absences to North West Community Services Training Ltd.
- Consult and communicate with North West Community Services Training Ltd about the learners' attendance, progress or any problems that may be arising.
- Complete the necessary Referral form when learners are referred back to North West Community Services Training Ltd.
- Allow North West Community Services Training Ltd to carry out observations of their staff with authorisation given, carrying out their duties on your premises to ensure quality provision and meet requirements of Ofsted.
- Work with North West Community Services Training Ltd to meet requirements of Ofsted inspections with regard to timescales (2 days notification).

- Work with North West Community Services Training Ltd to monitor and improve its quality of provision by completing twice yearly feedback questionnaires.
- **North West Community Services Training Ltd. can carry out Disclosure & Barring Service (DBS) checks at a cost. If you do not wish for NWCS to carry out this check, then employer/placement should carry out their own DBS if they feel it is necessary for this check to be carried out they should make the appropriate arrangements.**

What North West Community Services Training Ltd Provides the Learner?

- A comprehensive induction, which includes health and safety, equal opportunities and requirements of the programme.
- Individual computer based initial assessment to measure literacy and numeracy skills.
- An action plan to addressing support measures that may be needed.
- A timetable for learning
- Scheme of work
- Quality training for the learner.
- Ongoing monitoring of the learners attendance on a weekly basis.
- Regular planning and reviewing of the learner's progress.
- Ongoing IAG with your Tutor/Training Officer
- Additional support when required

What North West Community Services Training Ltd. Provides the Placement Provider / Employer

- A copy of North West Community Services Training Ltd. Employer pack
- A copy of the learner's programme and timetable.
- Quality training with a view to a vocational qualification.
- Regular monitoring of the learners attendance on a weekly basis.
- Advice and information concerning the learners Apprenticeship or FLT programme
- Consultation about the learner's progress on their qualification with the Assessor.
- A copy of the learners review.
- Regular health and safety monitoring. (Advice and support are available if required.)
- A regular newsletter from North West Community Services Training Ltd with updates in qualifications and changes in legislation.
- An open door policy for employers to discuss any problems or concerns with the learner's assessor.
- Regular monitoring of North West Community Services Training Ltd provision by appointment.
- A Complaints Procedure

Off the Job

Soon after starting their programme, learners will be given an individual timetable of delivery in relation to the training they will receive as part of their framework. This will be a mixture of theory and practical sessions designed to support their understanding of their role. Most sessions will take within the workplace. Off the Job training will take place with sessions delivered in the work place.

The amount of training learners complete will be set at a minimum of 20% of their working time while on programme, as required by the government. This is seen as training that is delivered outside of their normal working duties. For more information on what to expect, please speak to a Training Officer.

Journal

Throughout the course, learners are required to keep a log of any Off the Job (OTJ) that they complete. This could be in any of the following:

- 1-1 with Line Manager
- Appraisals
- External Training
- Home Study Period
- ICT Support
- Induction
- Job Interview
- Journal Entry
- Learning Support
- Occupational Training
- Off the Job Training
- Online Learning
- Role Play, Simulation
- Shadowing & Mentoring
- Staff Meetings
- Supervisions
- Teaching of Knowledge and Skills
- Time Spent Writing Assignments

Hours	Note
1	Today one of my colleges
4	Today I spent time recapp
3	Today I resat my multi-cho
2	Today I spent time revising
4	Today I sat an multi-choic
2	Today I sent time focusing
2	Today I spent time keepin
3	Today I spent time writing
3	Today i spent time writing
8	Today I spent the whole d

Learners need to ensure that they keep their Journal updated. NWCS would appreciate it if you could support learners with this aspect by encouraging them to continue to revisit their journals on a regular basis.

Health and Safety at Work Act 1974

The Health and Safety at Work Act (1974) is the main legislation covering health and safety in the workplace. Under this act, employers and employees have certain responsibilities.

- Employers must ensure, as far as possible, the health, safety and welfare at work of all their employees. Employers should provide and maintain safe systems of work and a safe workplace. This covers all machinery, equipment and substances used.
- Employees have a duty to take reasonable care to avoid harm to themselves or to others by their work activities. Employees must not interfere with or misuse anything provided to protect their health, safety or welfare.
- Employers and employees must ensure they observe all general health and safety regulations and codes of practice.
- Employers and employees must also ensure they observe all specific health and safety requirements, i.e. those that apply to a particular occupation and/or workplace or relate to the employment of young people.

The Health and Safety Executive is able to:

- Enter and inspect places of business.
- Take measurements, photographs and samples.
- Enforce that a particular area or piece of machinery be left undisturbed.
- Seize, render harmless or destroy dangerous items.
- Interview people and acquire information regarding health and safety issues.

Laws regarding health and safety apply to all businesses and means there is a responsibility for health and safety for both the employer and the employee. The purpose of health and safety is to identify, manage and control risks in order to minimise the likelihood of accidents. The Health and Safety Executive is the national independent watchdog for work-related health and safety and is responsible for enforcing health and safety law. In doing so, they have certain powers that they are able to exercise.

Staying Safe at NWCS

Learner safety is important to us.

We strive for NWCS to be a safe place for everyone.

We are here to support you.

You have the right to:

- Be Safe from any kind of harm, threats or bullying
- Be safe when using computers, social media and the internet
- Be safe when attending any work placement

You have responsibility to:

- Show respect to other students, staff and visitors
- Not threaten, harm or abuse others

Do not put up with:

- Any kind of harm or abuse
- People using social media to make you feel bad
- People bullying, teasing or threatening you in any way
- People trying to make you do things you don't want to

If you don't feel safe:

- Tell someone as soon as possible – contact one of our named Safeguarding Officers or make sure you tell your Training Officer

Named Safeguarding Officers

Paul Sheron
Safeguarding Lead
Prevent Lead



0151 521 5888
07548 840156

Sylvia Jones
Deputy Safeguarding Officer



0151 521 5888
07548 840166

**Abuse, bullying, extremist behaviour or
intimidation will not be tolerated**

Complaints

Complaints Policy

North West Community Services Training Ltd. recognises the value of a Complaints Procedure, both to ensure quality in its provision, and to ensure that complaints are dealt with in a speedy and non-discriminatory manner.

All complaints will be treated seriously, and thoroughly investigated.

All learners will be given a copy of this Policy and Procedure as part of the Induction process, and a copy will be given to employers/placement providers as part of their Contract.

Complaints Procedure

In normal circumstances this Procedure will be completed within 12 weeks of the initial complaint.

- Any person wishing to raise a complaint should do so with a member of staff.
- If the complaint is not satisfactorily resolved the form Appendix A must be completed and forwarded to the Operational Manager who will forward the complaint to the appropriate person and respond to the complainant, in writing, within 10 working days.
- If the complaint is not resolved, then the complainant may appeal to the Director of Learning.

This Procedure does not affect either the complainant's statutory rights, or their right to complain to external bodies.

Complaint form

Name of complainant:			
Name of staff member:			
Please record below the nature of the complaint:			
Details of action(s) taken:			
Has the complaint been resolved?	Yes:	<input type="checkbox"/>	No: <input type="checkbox"/>
If No has the complaint been forwarded to a Director of Learning?	Yes:	<input type="checkbox"/>	No: <input type="checkbox"/>
If NO detail reason why:			
Signature of complainant:			
Signature staff member:			
Date:			

Referral of Learner Back to Training Provider

Name of Placement:	
Address:	
Telephone No:	
Name of Person Completing Form:	
Position in Company:	
Name of Learner:	
Date referred back:	
Reason for referral:	
<p>Please give as much information as possible, indicating if the referral is due to a single incident or as the result of a number of incidents that have resulted in this referral.</p> <p>Please use the back of the form if necessary.</p> <p>If you consider the contents of this form to be of a confidential nature please phone Karen Luxon at North West Community Services Training Ltd to arrange collection of the form. Please do not Fax this form.</p>	
Signed:	
Date:	