



STUDY PROGRAMME

**PARENT / CARER
HANDBOOK**

TOTALPEOPLE.CO.UK





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WELCOME

Total People are one of the largest providers of apprenticeships and work-based learning in the Northwest of England.

We are part of the LTE Group, one of the largest social enterprises in the UK, with all our profit reinvested to help those we work with.

Our vision

Empowering individuals to achieve their full potential through exceptional employer-aligned training.



MEET THE TEAM



Melanie Nicholson

**Manager Director Total People & MOL
(part of the LTE Group)**

Melanie began her career at the age of 18 as an Apprentice Dental Nurse. After successfully completing a two-year apprenticeship, Melanie remained at the hospital in this role for a further three years before being approached by an apprenticeship training provider, who offered her a position as a Dental Nurse Learning Coach. This sparked a passion for education and learning, encouraging her to study a PGCE and a range of assessor and verifier qualifications. She secured her first Director role of a large national training provider by the age of 31, progressing to an Executive Director position only a few years later. Over her 25-year career, Melanie has overseen the training of thousands of apprentices and is passionate about on-the-job training and learning to this day.



Gina Steele

Deputy Managing Director

Gina originally joined Total People in 2018 as a Business Improvement Director before being promoted to Deputy Managing Director in 2020, making it the company's mission to "Empower individuals to achieve their full potential through exceptional employer-aligned training." Before joining Total People, Gina worked as a Performance Director at Rathbone Training UK for 11 years, a youth charity that focuses on improving lives through apprenticeships and work-based training.

MEET THE TEAM



Leanne Shaw
Study Programme Manager

Leanne joined Total People in 2010 as a Learning Coach, supporting learners in Health and Social Care to achieve their apprenticeship, before being promoted to be the Cluster Manager for Healthcare, then moving over to manage the Adult Skills Fund for the Greater Manchester area. Now, Leanne is the Manager of Total People’s Study Programme provision. She is passionate about supporting young people to choose and work towards their best next steps, whether that be gaining employment, entering an apprenticeship or progressing to higher level qualifications. Leanne believes our Study Programmes can provide learners with the work experience and broader employment skills, knowledge and behaviours that support progression and help our learners reach their full potential. Prior to joining Total People, Leanne worked as a Care Manager, providing care and support to older people. Leanne also has experience in Healthcare and Children's Services.



WHAT IS A STUDY PROGRAMME?

Our Study Programme courses are tailored to develop the skills that future employers are looking for and enable young people to become active citizens.

We provide excellent work experience opportunities and progression qualifications that support development with discreet and embedded maths and English. We plan the personal and social development of each young person to meet their needs. We also offer extra support to young people aged 16-18, or aged 19-24 with an Education Health and Care (EHC) plan.



WHO WILL BENEFIT?

1

Learners who have not chosen their career path.

2

Learners who were unable to complete mainstream education.

3

Learners with, or who may have, Special Educational Needs or Disabilities.

4

Those who prefer smaller environments and class sizes.

5

Those who need additional Learning Coach support.

REASONS WHY

- Develop confidence, self-esteem and resilience.
- Develop critical thinking skills.
- Develop communication skills and build relationships, working as part of a team.
- Gain knowledge and understanding of possible career options.
- Gain an understanding of what employers want and practice valuable employability skills and behaviours.
- Improve learner's maths and English skills, and gain maths and English qualifications.
- Preparation for next steps – apprenticeship, employment or continue in education.

SUPPORTING OUR LEARNERS



At Total People we have a dedicated safeguarding team and we work with other professionals, where required, to support young people to be and to stay safe.



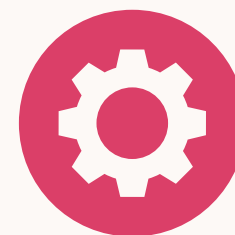
We have a strong focus on welfare and wellbeing, supporting learners to be safe and happy so they can reach their full potential.



We provide a personal Learning Coach who will get to know each of our learners well, and is available to support and is accessible to contact.



We provide ongoing careers education, advice and guidance. Our motto is 'careers not qualifications'.



At Total People we have a SEND specialist who can provide specialist support for learners with a wide range of learning needs and/or disabilities.



Learners may be entitled to some financial support, determined by their household income. To find out more about entitlements, contact studyprogrammeenquiries@totalpeople.co.uk. N.B. child benefits are not affected when young people under 20 are in education or training.

SPECIFIC QUALIFICATIONS

As part of the Study Programme, our learners will work towards either the Level 1 or Level 2 Progression qualification.

Level 1

Award or Certificate in Progression (Gateway)

We have chosen flexible qualifications that allow choice and progression. Our programme is designed to not only enable the learner to gain a qualification but to build their confidence and self esteem, help them stay safe and healthy, and help them develop valuable employability skills.

Some examples of units included within these qualifications are:

- Working as a team
- Building confidence and self-esteem
- Career planning
- Personal budgeting and managing money
- Healthy living
- E-safety
- Interpersonal skills
- Health and safety and first aid
- Young people and the law
- Team building
- Critical thinking.



Level 2

Award in Progression (Gateway)

We have chosen flexible qualifications that allow choice and progression and build on current knowledge and skills. Our programme is designed to support the learner onto their best next steps, such as employment, an apprenticeship or further education.

Some examples of units included within these qualifications are:

- Team work
- Preparing for work
- Developing own interpersonal skills
- Team building skills
- Critical thinking
- Leadership skills
- Health and safety and first aid
- Domestic energy efficiency
- Online safety
- Mental wellbeing
- Young people and the law.

MATHS AND ENGLISH

Further development of maths and English skills, knowledge and qualifications are a fundamental part of any Study Programme.

The levels and type of maths and English qualifications learners work towards will depend on their previous qualifications and current ability levels.

Learners complete maths and English initial and diagnostic assessments through BKSB. Effectively exploring starting points in maths and English enables us to plan and provide effective, personalised support and training.

The previous qualifications achieved and results from the initial assessment will not only determine what level of qualification is studied but will also help to determine whether learners work towards Functional Skills or a GCSE.

PERSONAL DEVELOPMENT AND CULTURAL CAPITAL

Our programmes have a strong focus on personal and social development. It is these wider skills that are fundamental to supporting our learners into work or higher-level education programmes and apprenticeships.

Each of our learners will be supported throughout their programme to:

- Identify and develop their own skills, interests and talents
- Build confidence, self-esteem, resilience and independence
- Understand how to keep themselves safe and healthy
- Understand and appreciate diversity
- Learn about British Values, why these exist and how to apply these values to training, life and work
- Develop professional behaviours and skills.

We also support learners to develop the knowledge and skills that help them to understand the world better. This is also known as developing cultural capital.

CAREER EDUCATION, INFORMATION AND ADVICE (CEIAG) AT TOTAL PEOPLE

1

Pre-course information - includes information, advice and guidance sessions with a Learning Coach. Learning Coaches will seek information about learners' career goals and aspirations, so they are best able to help and support.

2

Induction - taught induction into Total People and the Study Programme. This will include exploring some of the careers information and advice available at Total People.

3

Ongoing throughout the programme – throughout the programme we build opportunities to develop important employability skills and professional behaviours such as team work and communication skills. Research tasks are set to explore career pathways and job opportunities. Taster sessions with various industry experts will be planned as well as work experience opportunities.

4

End of programme – final achievement reviews will capture planned next steps and provide relevant advice and guidance to help learners to progress into their chosen next steps.



WORK EXPERIENCE AND CAREERS

There is nothing like hands-on experience. It helps to apply the knowledge and skills that have been learned to real-world situations, bringing learning to life.

That is why, as part of the Study Programme, learners will have the opportunity to take part in a minimum of 37 hours of work experience.

There are opportunities to experience a range of careers through virtual and physical work experience. This will help each of our learners to plan their pathway to their dream job, as well as providing valuable transferable skills that could be applied to a number of job roles and situations.

In addition to work experience, we will support learners to develop a career plan, create a CV and prepare for interviews that may lead to other opportunities.

CAREERS ADVICE

There is a range of independent careers advice covering different industry areas in the careers section of our Total People website.

[www.totalpeople.co.uk
/careers-information-learners-ceiag](http://www.totalpeople.co.uk/careers-information-learners-ceiag)

Or scan the QR code below to find out more.



Find out more about industries you could work in:

- Bus, Coach and HGV
- Engineering
- Project Management
- Business Administration
- Customer Service
- Property
- Human Resources
- Accountancy
- Scaffolding
- Leadership and Management
- Refrigeration and Air Conditioning
- Early Years
- Teaching Assistant.

USING TECHNOLOGY TO SUPPORT LEARNING

We encourage the appropriate use of technology to support learning.

We provide computers and laptops for all our learners to use whilst at training.

Learners are provided with Total People accounts, which when used provides access to the full windows package and a vast online library of resources. Learners can access their account via multiple computers so can access at home too. If IT access is limited at home but is needed to support studies, then our laptop loan system may be able to help – contact Leanne Shaw for more details.

All our learners use an online portfolio where work and reviews can be found. We encourage you as parents / carers to request access, and accounts can be set up on request.

We take the online safety of our learners seriously; we use high quality monitoring and filtering systems when using any of our laptops or PCs and when logging into a computer or laptop using our Total People network. We also cover online safety within our curriculum.

When learners are in lessons we have strict guidelines regarding mobile phones. Phones can only be used when directed by the learning coach. We do not allow personal use of mobile phones in lessons. Total People reserve the right to safely lock phones away during lesson times if they are used inappropriately. We take this approach to keep learners safe and engaged in learning.



REVIEWING PROGRESS

Each term, learners will meet with their learning coach in a one to one to reflect on the overall progress that has been made during that term. Progress reviews consider:

- Learners progress towards their qualification and next steps
- The quality and effectiveness of peer relationships
- Attendance and time keeping
- Commitment to the programme
- The support being provided by Total People and if any additional help or support is needed to improve progress
- The skills and behaviors being developed and how these may transfer to careers and future goals
- Progress being made with, or towards, work experience and next steps
- Progress being made with their maths and English and next steps.

We encourage parents / carers to request access to OneFile accounts and read, or even contribute, to reviews wherever appropriate.



THE DEAL

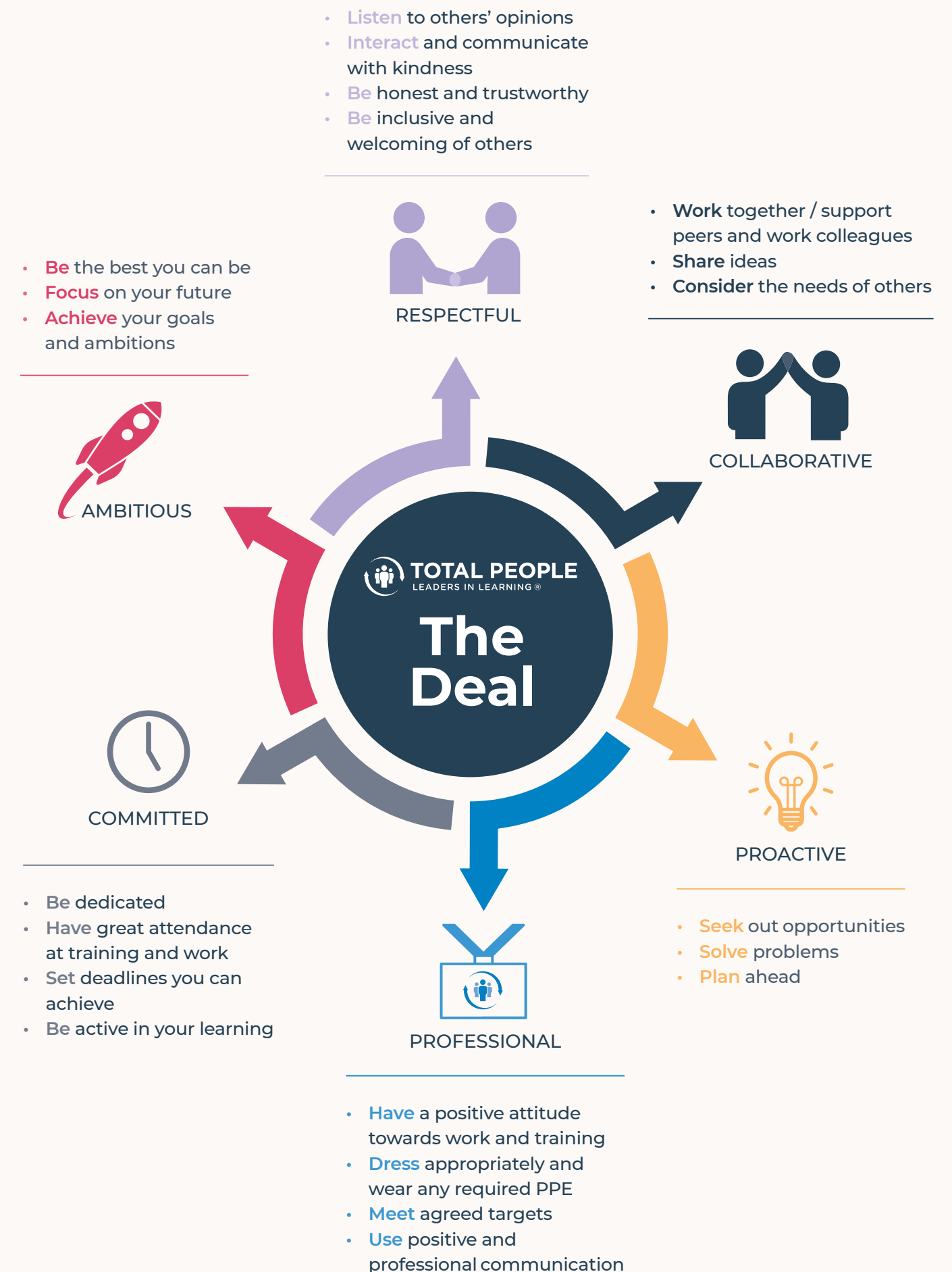
At Total People, we are committed to providing a high level of support that is professional, respectful and focused on your success.

We set high ambitions for our learners and work closely with them, and where appropriate with parents and carers, to help them achieve their goals. We also collaborate with other professionals and work experience mentors to ensure every learner receives the best possible guidance and opportunities.

Our aim is to support our learners to achieve their goals and ambitions.

At Total People we also have these expectations of all our learners.

We expect all our learners to enter 'The Deal' with us.



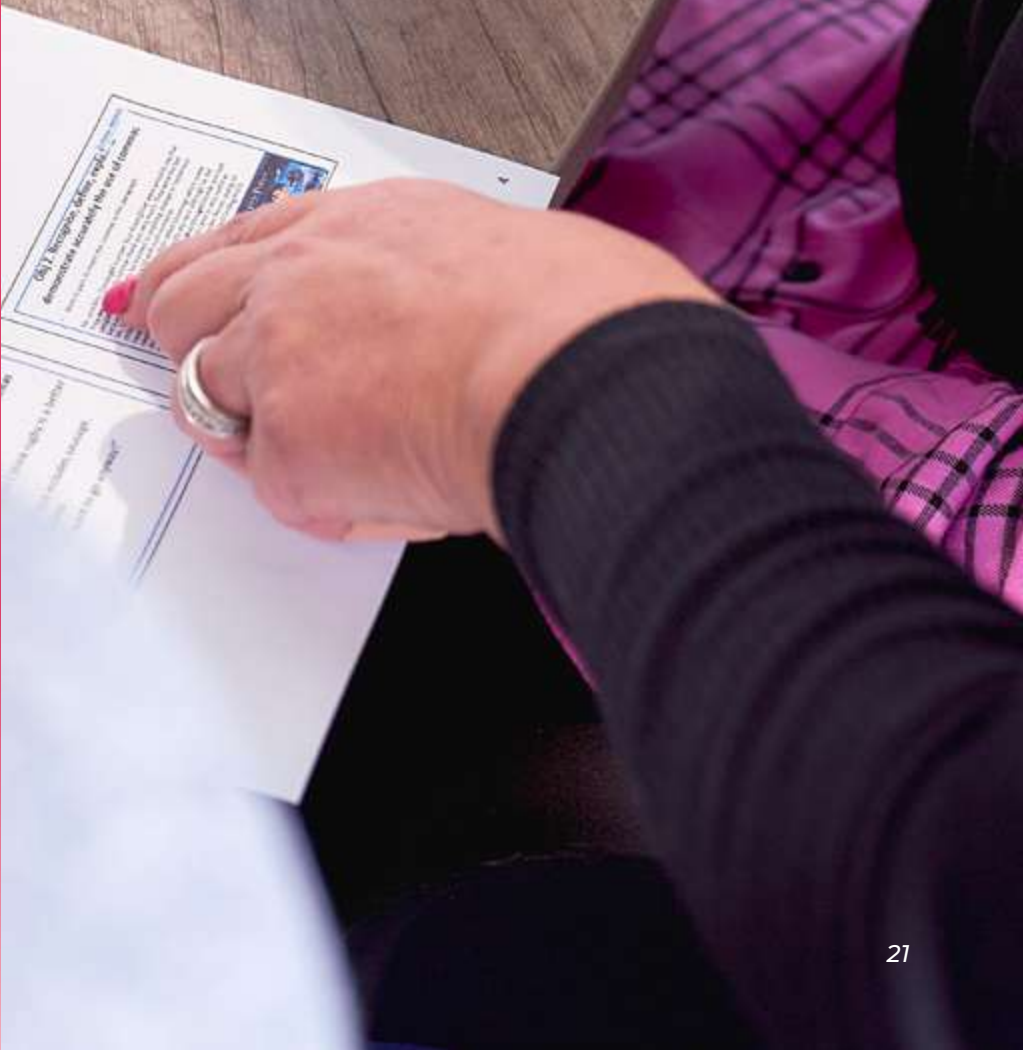
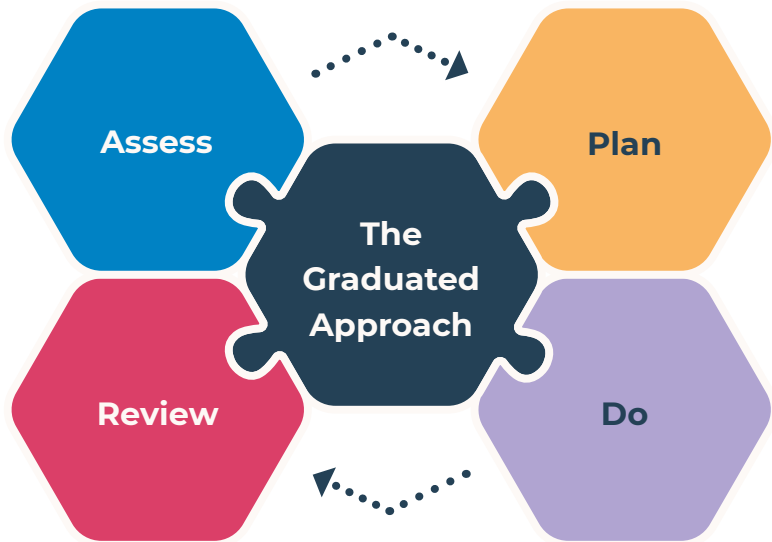
SUPPORTING LEARNING AND THE GRADUATED APPROACH AT TOTAL PEOPLE

We assess and plan learning for all our learners, making sure we provide appropriate support as well as engaging and interesting lessons. Total People are committed to ensuring inclusive practice.

The SEND Code of Practice: 0 to 25 years sets the framework for all education establishments, to ensure that learners with Special Educational Needs and or Disabilities are effectively supported to reach their full potential.



At Total People we work with you, our learners and other professionals to assess needs and plan for learning. We implement plans and review their effectiveness. The amount, and type, of support provided is reviewed and adapted as needed (gradually increasing / decreasing support and intervention to meet learner needs).





THE GRADUATED APPROACH AT TOTAL PEOPLE

The graduated approach refers to a staged approach to supporting learners with SEND / LDD (Special Educational Needs or Disabilities / Learning Difficulties or Disabilities). This can also include learners with a specific health need that impacts on learning or access to the curriculum.

As the level of need increases, so too does the type of and amount of support and intervention.

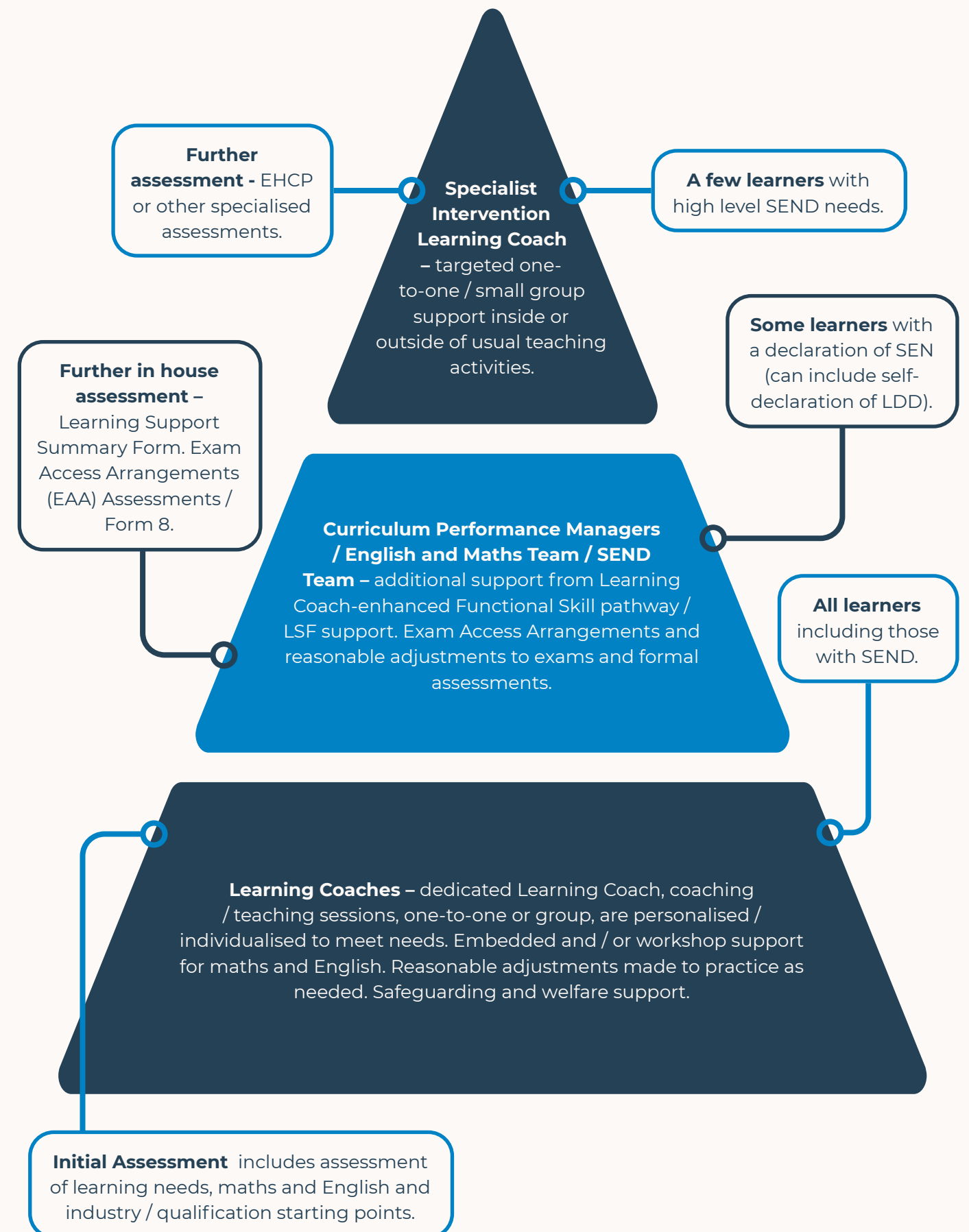
This is to make sure that the curriculum (learning new knowledge, skills and behaviours) is fully accessible to all learners.

All learners, including those without SEND, benefit from personalised or individualised learning. For example, if a learner does not understand new knowledge or skills the first time they are taught, then the Learning Coach would seek an alternative teaching method or provide some additional help to enable the learner to learn the new knowledge or skills. In any quality teaching session or group coaching session, adaptations or small adjustments will be made for learners. Most learners at Total People will receive some one-to-one coaching throughout their programme which is personalised learning at its best.

Some learners will need the above plus some additional targeted intervention, support or adapted resources. For example, high levels of anxiety may cause panic under pressure and additional time is therefore applied to exams and assessments.

A few learners will need the above plus additional, and possibly specialist, support or equipment. For example, an interpreter or speech and language therapy.

Supporting learners with SEND



SAFEGUARDING

We recognise that all learners have a fundamental right to be protected from harm and abuse, and that learners cannot learn effectively unless they feel, and are, safe.

Total People have a legal and moral duty to have due regard to the health, safety and wellbeing of all our learners.

We understand that learning can become impacted by individual circumstances and needs, and there are times when additional help, support, advice or guidance may be needed.

We will support our learners in any way we can. Their health, safety, wellbeing and welfare is of paramount importance to us.

You can find more information on the safeguarding page of our website.



<https://www.totalpeople.co.uk/about/safeguarding/>



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SAFEGUARDING REPORTING

Anyone can make a safeguarding report about one of our learners.

We also encourage our learners to approach our Learning Coaches at any time for advice and guidance.

Our Safeguarding Team can be contacted directly via email or via a webform on our website.

This form is sent directly to our dedicated Safeguarding Team and all information is dealt with professionally, sensitively and in line with data protection and GDPR legislation.

 safeguarding@totalpeople.co.uk

Use the QR code or visit our website

www.totalpeople.co.uk/about/safeguarding/report-a-concern



PREVENT

Prevent is a fundamental aspect of safeguarding and is one of the four elements of the UK's Counter Terrorism Strategy (CONTEST), which aims to reduce the risk posed by terrorism. The 4 Ps of CONTEST which underpin the strategy are:

Prevent:

To stop people becoming terrorists or supporting terrorism

Pursue:

To stop terrorist attacks

Protect:

To strengthen our protection against a terrorist attack

Prepare:

To mitigate the impact of a terrorist attack.

- CONTEST Strategy 2018

The Prevent duty is focused on the element of prevention and has 3 clear aims, which are:

- Respond to the ideological challenge of terrorism and the threat we face from those who promote it
- Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support
- Work with sectors and institutions where there are risks of radicalisation that we need to address.

- Revised Prevent Duty Guidance England & Wales, updated April 2021

Total People have a legal responsibility to fulfill the Prevent duty, and we are committed to creating and maintaining a safeguarding culture.

BRITISH VALUES

Learning about Prevent and British Values is part of every Study Programme. The more knowledge people have, the more equipped they are to stay safe and to report something that may be a cause for concern.

The British Values are:



Respect and Tolerance

A culture built upon freedom and equality, where everyone is aware of their rights and responsibilities



Rule of Law

The need for rules to make a happy, safe, and secure environment in which to live and work



Individual Liberty

Understanding that we don't all share the same beliefs and values. Respecting the values, ideas and beliefs of others whilst not imposing our own on others



Democracy

Protection of your rights and the rights of those you work with.



ATTENDANCE POLICY

At Total People we expect all learners to:

- Take full responsibility and ownership for their individual learning and attendance
- Attend ALL scheduled sessions and additional compulsory activities associated with their programme
- Report absence by 8:30am or as soon as reasonably possible by directly contacting their Learning Coach via email, phone call or Microsoft Teams, **but always BEFORE training starts**
- Make all medical appointments outside of timetabled hours where possible
- Avoid booking holidays in term time
- Provide medical evidence for absences of 7 consecutive days or more.

Personal Learning Coaches will review attendance and time keeping with learners regularly and provide support to achieve the best attendance records possible for each individual learner.

Each Learning Coach takes an electronic register at the start of every session. If any learner has not arrived for training or placement as expected then we contact their named emergency contact as part of our safeguarding practices.



GDPR - PROTECTING YOUR INFORMATION

The information we keep relating to our learners' personal details is held securely and can only be accessed by those who need to access it for a genuine purpose.

We make sure we follow The General Data Protection Regulation (GDPR), and the Data Protection Act 2018 provides individuals with a number of rights in relation to their personal data. There are eight individual rights, which concern:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making.

CONTACT US

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Leanne Shaw, Study Programme Manager

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or you can email:

studyprogrammeenquiries@totalpeople.co.uk

FIND US

Our Locations

1 Northwich

2 Crewe



LEADERS IN LEARNING

Total People is part of LTE Group.

LTE Group is committed to equality of opportunity, non-discriminatory practices and supporting individual students.

This information is also available in a range of formats, such as large print, on request.