



# **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 North West of England.

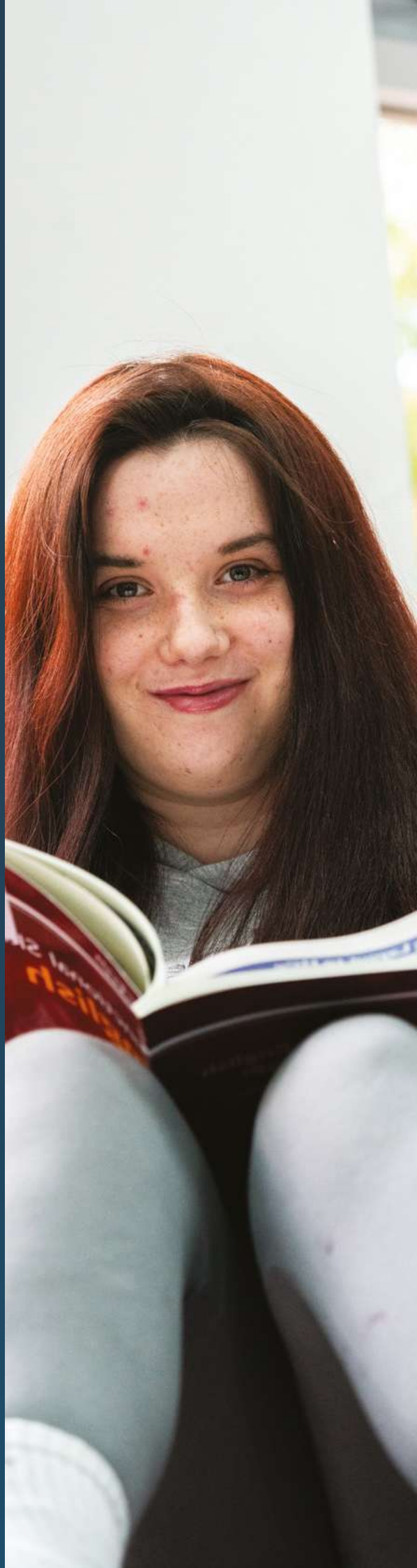
We are also part of the LTE Group, one of the largest social enterprises in the UK, with all our profit reinvested to help those we work with.

## Our mission

To improve lives and economic success through learning and skills.

## Our vision

To be the provider of choice for employers and learners, delivering industry-led training and support.



# MEET THE TEAM



**Gina Steele**

**Deputy Managing Director**

Gina originally joined Total People in 2018 as our Business Improvement Director before being promoted to Deputy Managing Director in 2020, making it the company's mission to "deliver high quality training and skills to improve the life chances and economic success of all our learners". Before joining Total People, Gina worked as Performance Director at Rathbone Training UK for 11 years, a youth charity that focuses on improving lives through apprenticeships and work-based training.



**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 the Cluster Manager for healthcare, then moving over to manage the Adult Education Budget over the Greater Manchester area. Now Leanne is the Manager of Total People's Study Programme provision, Leanne is passionate about supporting young people to choose and work towards their best next steps, whether that is gaining employment, entering an apprenticeship, or progressing to higher level qualifications. Leanne believes our study programme can provide learners with 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 Childrens 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 deliver vocational qualifications that support development and progression. We embed the delivery of maths and English into all aspects of the study programme as well as providing timetabled maths and English teaching sessions. 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 who have / may have Special Educational Needs or Disabilities
- 4 Those who prefer smaller environments and class sizes
- 5 Those who need additional tutor support.

# REASONS WHY

- Develop confidence, self-esteem and resilience
- Develop critical thinking skills
- Develop communication skills and build relationships by 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 continuing education.



# VOCATIONAL STUDIES

As part of the Study Programme our learners will work towards either the level 1 or level 2 Vocational Studies qualification.

## Level 1

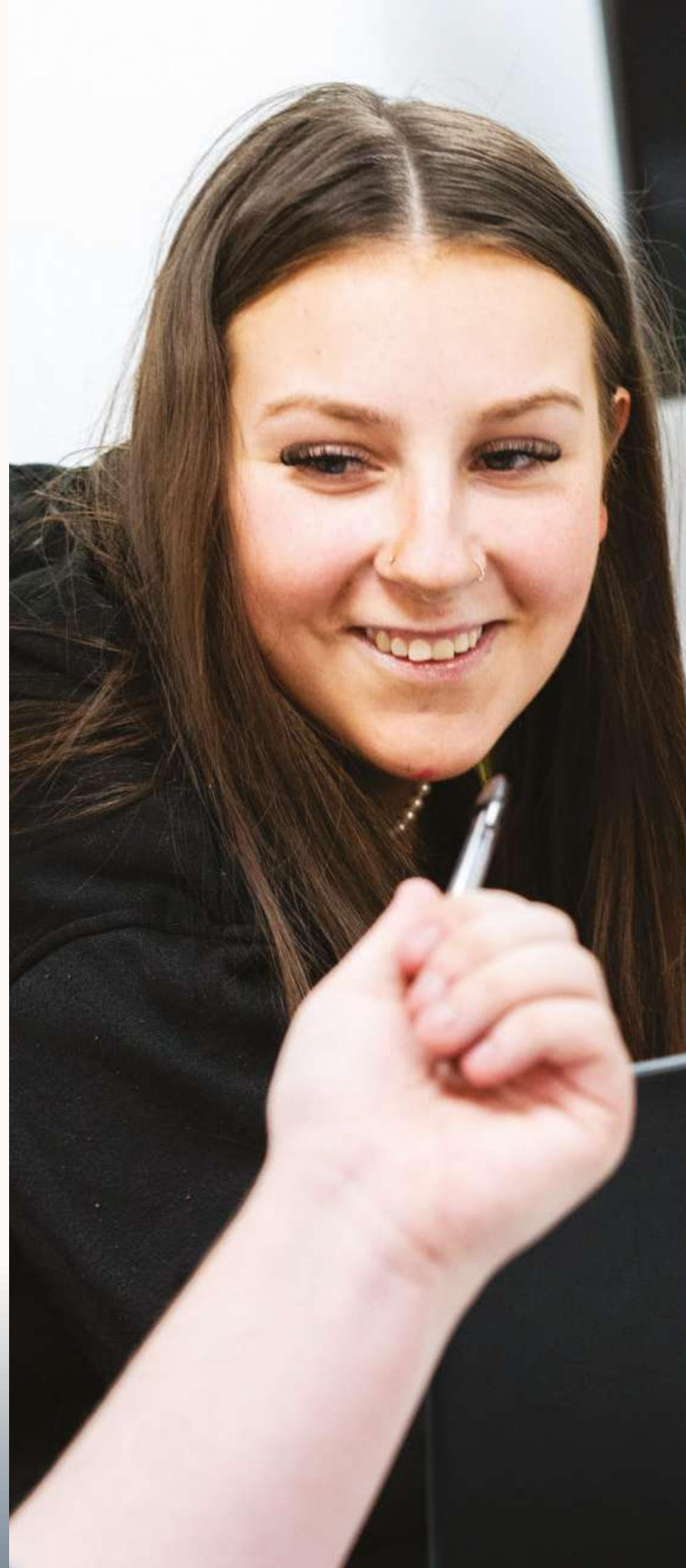
### Vocational Studies (Gateway)

Within this qualification our learners will gain valuable knowledge, behaviours and skills to support them gain suitable work experience and, ultimately, employment:

- Communication
- Conduct at work
- Career planning
- Applying for a job
- Interview skills
- Working with colleagues
- Health and safety in the workplace
- Presentation software.

Some units have been chosen to support learners to understand more about their own safety and health such as cyber security and planning a healthy diet.

Within this qualification there will be opportunities to learn about different industries such as hospitality, retail and construction.



## Level 2

### Vocational Studies (Gateway)

This qualification will give our learners an insight into careers in travel and tourism, public services and healthcare with units such as:

- Impacts of travel and tourism
- Worldwide tourism destinations
- Airport services
- Understanding airline operations
- Working in public services
- Emergency incidents in public services
- Crime and society
- Infection prevention control in health care
- Dementia awareness
- Diabetes awareness
- Stroke awareness.

Specific units have also been carefully selected to support wider skills development, for example, work on a community environment project – a great addition to any CV as well as continuing to develop interview skills and making the most from a work placement.





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## MATHS AND ENGLISH

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

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

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

The previous qualifications achieved combined with 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.

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## 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 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.



## 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 a 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 in developing a career plan, creating a CV, and preparing for interviews.

## CAREERS **ADVICE**

There is a range of independent careers advice covering a range of 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.



When a learner has completed a Study Programme, they have the option to progress their career by starting an apprenticeship or by venturing into the world of work. Below are some examples of career areas that we can support learners to progress in:

- Bus, Coach and HGV
- Engineering
- Health & Social Care
- Leadership & Management
- Business Administration
- Customer Service
- Refrigeration and Airconditioning
- Hospitality
- Property
- Human Resources
- Early Years and Education
- Learning & Development
- Accountancy
- Scaffolding.

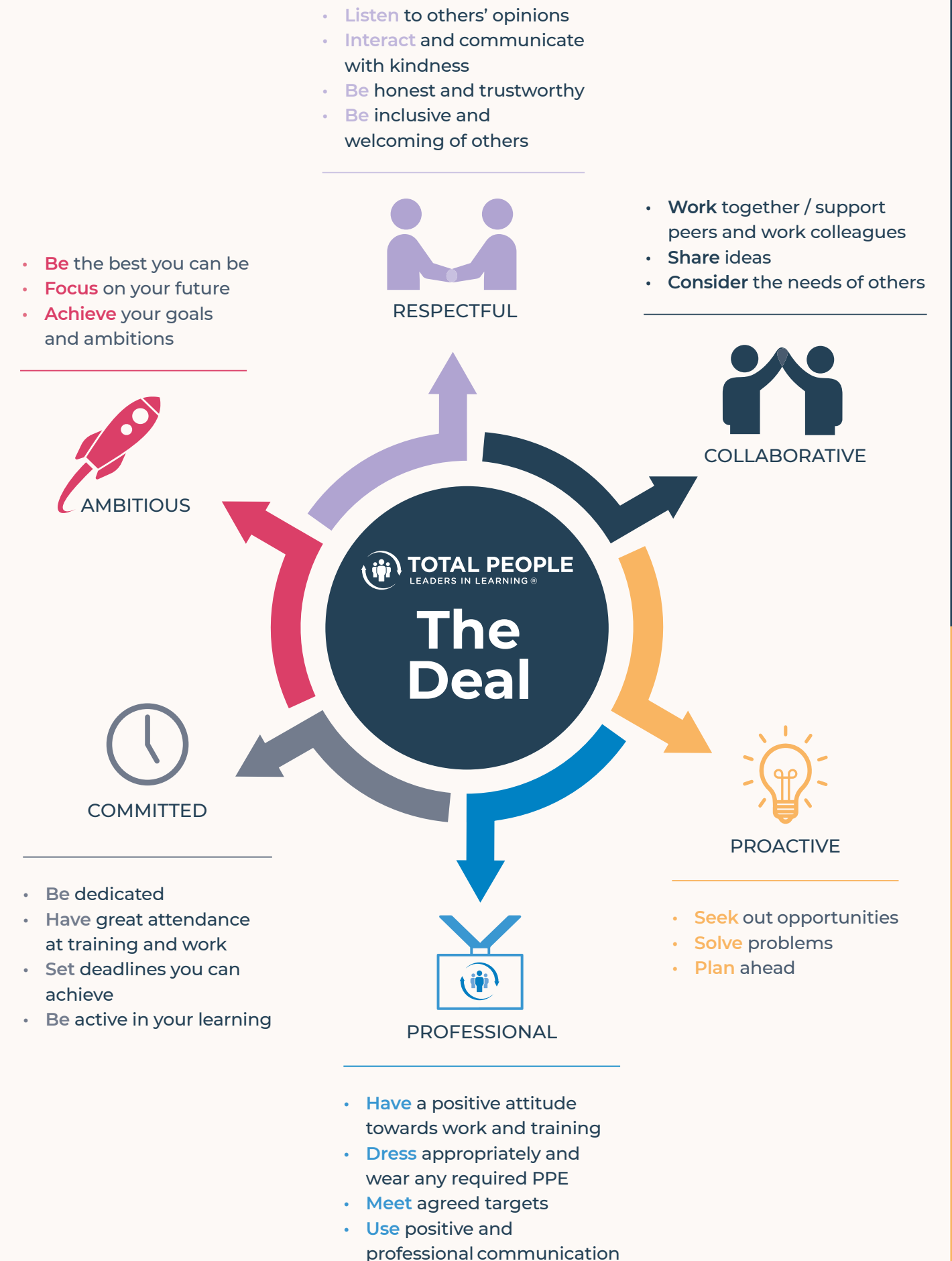


# THE DEAL

At Total People we have high expectations of our staff and our learners.

You can expect a high level of support from Total People. We will be committed, professional, and respectful. We have high ambitions for our learners and work together with learners and, where appropriate, you as parents / carers to realise these ambitions. We also work in partnership with other professionals as well as relevant work experience mentors.

Our aim is to support our learners to achieve their goals and ambitions, **and** we expect all our learners to enter 'The Deal' with us.





## SUPPORTING OUR LEARNERS



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



We have a strong focus on welfare and well-being, supporting learners to be safe and happy to help them reach their full potential.



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



We provide on-going careers education, advice and guidance. Our motto is 'careers not qualifications'.



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



Financial support – learners may be entitled to some financial support. Financial support is determined by household income. To find out more about entitlements contact **[studyprogrammeenquiries@totalpeople.co.uk](mailto:studyprogrammeenquiries@totalpeople.co.uk)**. NB child benefits are not affected when young people under 20 are in education or training.

## LEARNING WITH US



**Pre-course information** - includes an information, advice and guidance session with a tutor. Tutors will seek information about learners' career goals and aspirations, so they are better able to help and support.



**Induction** - taught induction into Total People and the study programme, this will include exploring some of the career information and advice available.



**Ongoing through the programme** – throughout the programme we build opportunities to develop important employability skills and professional behaviours such as teamwork 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.



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

## 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 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.

All our learners use an online portfolio (OneFile) where work and reviews can be found. We encourage you as parents / carers to request access; 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.



## REVIEWING PROGRESS

Each term learners will meet with their tutor on a one-to-one basis to reflect on the overall progress that they have made during that term. Progress reviews consider:

- The learner's progress towards their qualification and next steps
- The quality and effectiveness of their peer relationships
- Attendance and timekeeping
- 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 behaviours being developed and how these may transfer to careers and future goals
- Progress being made with or towards work experience and next steps
- Progress is being made with your maths and English and next steps.

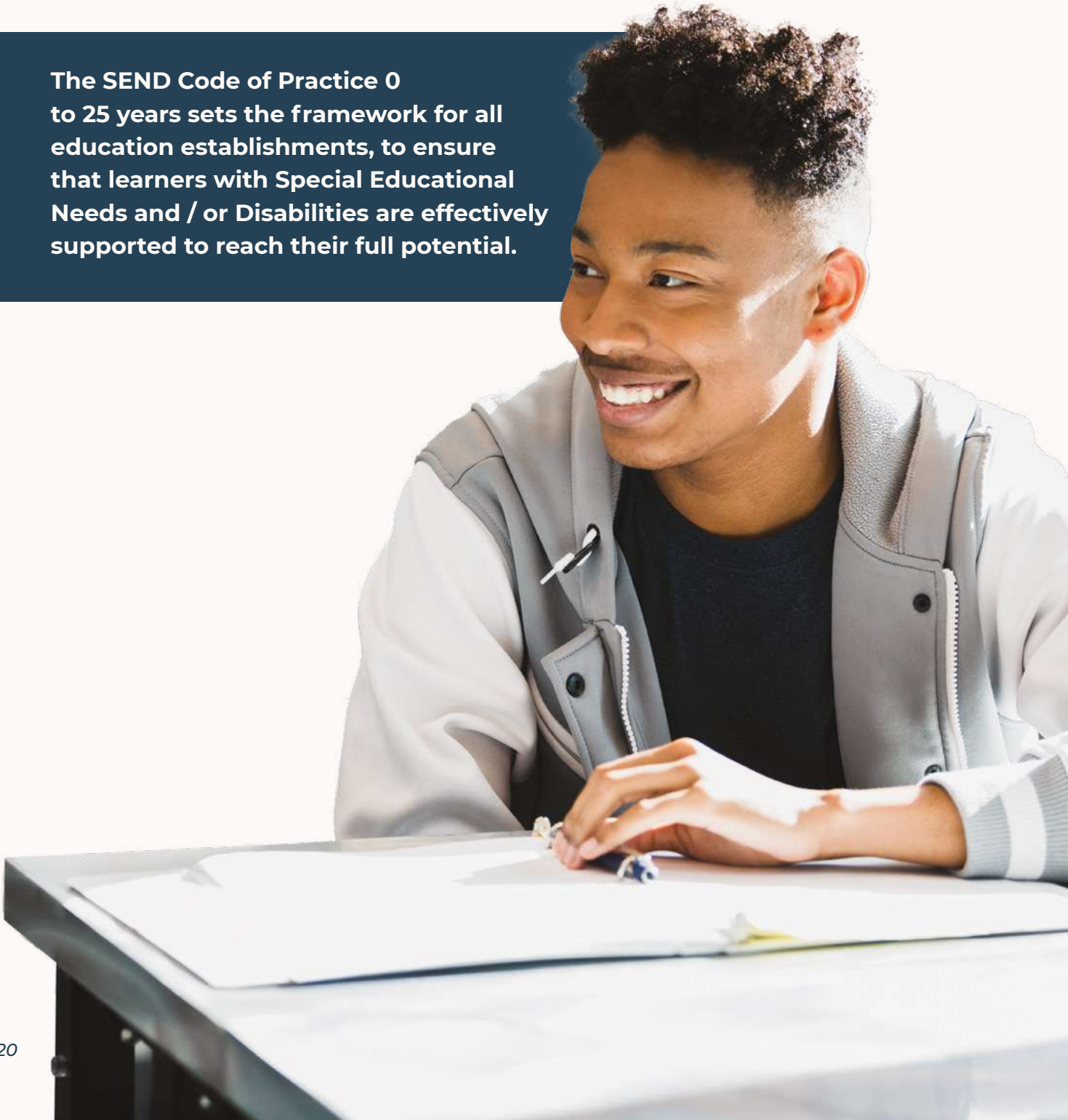
We encourage parents / carers to request access to OneFile accounts and read, or even contribute to, reviews wherever appropriate.



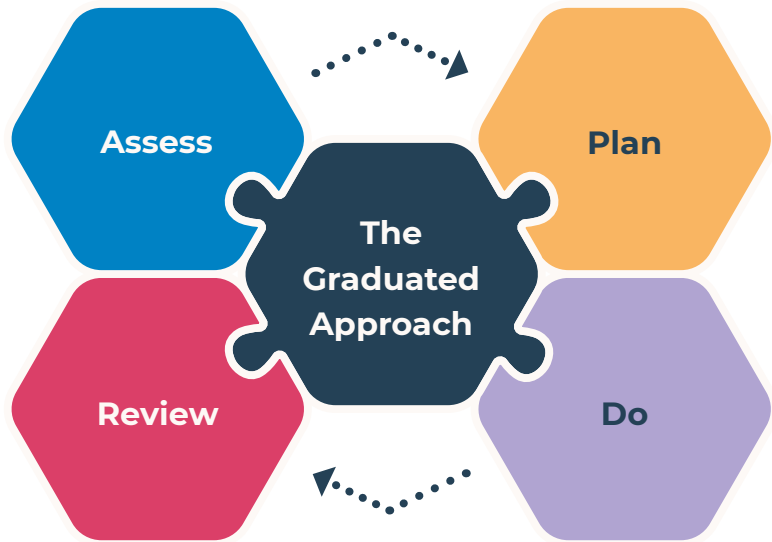
# SUPPORTING LEARNING AND THE GRADUATED APPROACH AT TOTAL PEOPLE

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 delivering 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 of and type of support provided is reviewed and adapted as needed (gradually increasing / decreasing support and intervention to meet 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.

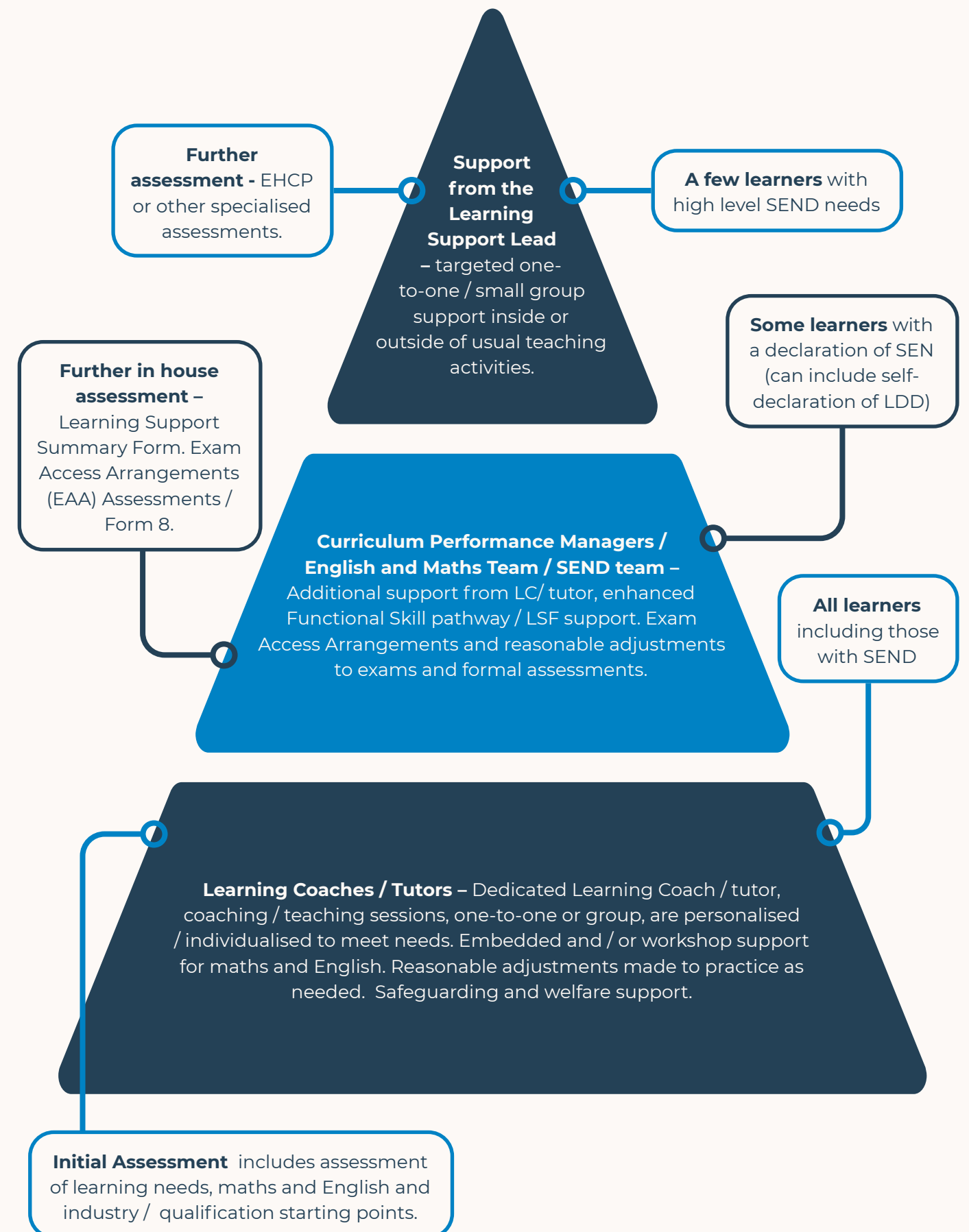
This is to make sure that the curriculum (learning new knowledge, skills, and behaviours) is fully accessible to all learners.

**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 tutor or coach will 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 / 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 well-being of all our learners.

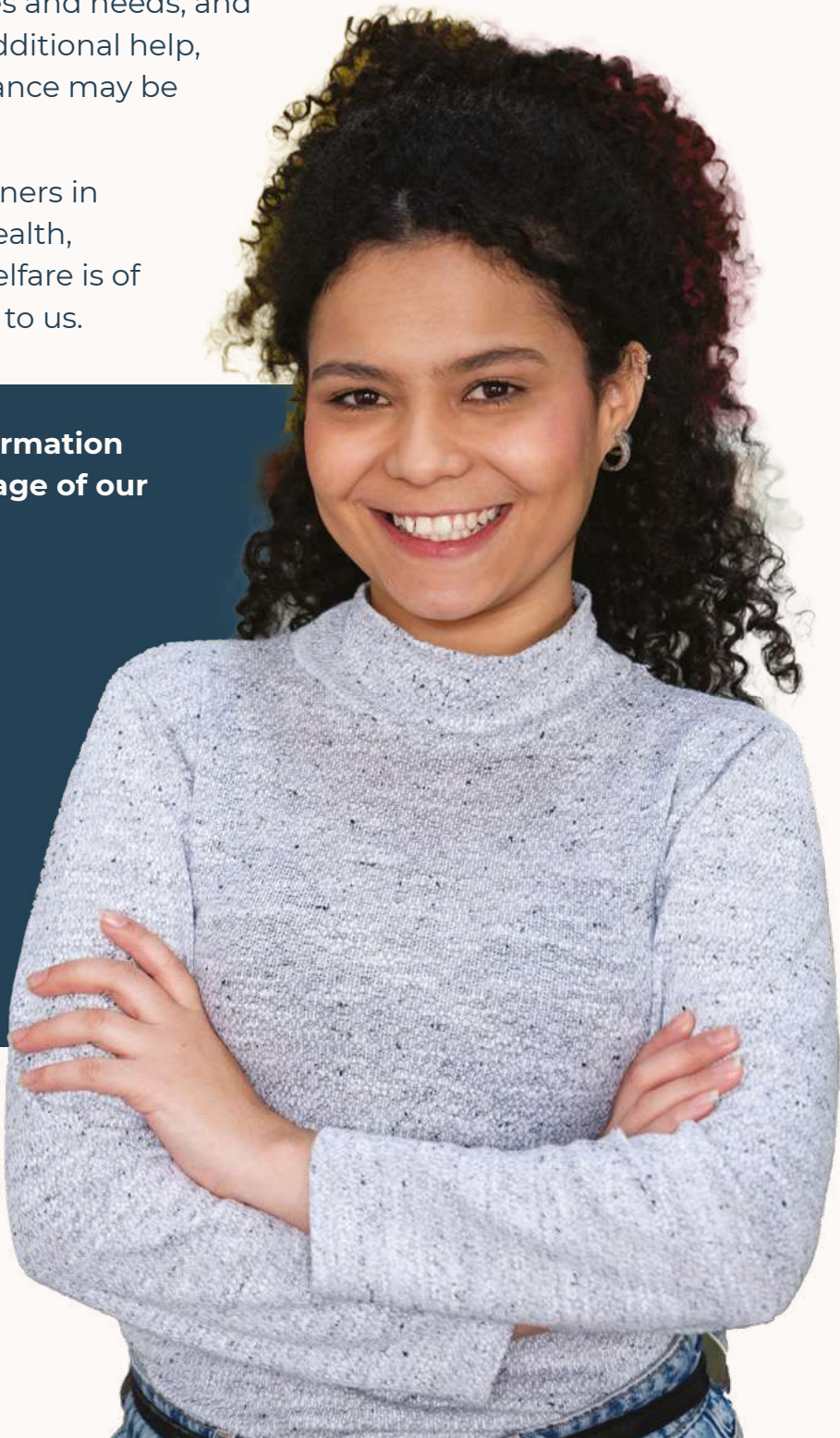
We understand that learning can become impacted by individual circumstances and needs, and there are times when additional help, support, advice or guidance may be needed.

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/>



# CONTACT THE TEAM

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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 tutors 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](mailto:safeguarding@totalpeople.co.uk)

**Use the QR code or visit our website**

[www.totalpeople.co.uk/about/safeguarding/report-a-concern](http://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). CONTEST 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/MOL have a legal responsibility to fulfill the Prevent duty and are committed to creating and maintaining a safeguarding culture.



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# 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.

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# 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 via directly calling their Learning Coach / Tutor or 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 tutors will review attendance and timekeeping with learners regularly and provide support to achieve the best attendance records possible for each individual learner.

Each tutor takes an electronic register at the start of every session and if any learner has not arrived for training or placement as expected then we contact you as the 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 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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or you can email:

studyprogrammeenquiries@totalpeople.co.uk

## FIND US

### Our Locations

1 Northwich

2 Crewe





# LEADERS IN LEARNING

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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.