

Apprenticeship Handbook

CENTRE COORDINATOR: Michael Rickards

Employer:

Tutor:



**THE
VOCATIONAL
ACADEMY**



2020-2021

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COVID-19 UPDATE:

As a result of the pandemic, and the anticipated repercussions, we have had to adapt the way in which we deliver our courses, in addition to adapting our facilities to ensure safety for staff, students and members of the public.

We have made the following physical adaptations to our facilities:

- Screen guards have been installed at reception and between exercise equipment that is less than 1-2m apart for our fitness qualifications and for members of the public using our gym facilities.
- The centre now has two automated access control systems, with controls in place to ensure a maximum capacity within the facility is not exceeded. In situations where the maximum capacity has been reached, students will be able to use an alternative entry and exit point for the safety of all concerned.
- Hand sanitiser and hand washing stations have been installed throughout the facility, from the main entrance, to the second entrance and exit, reception, classroom area, waiting area and throughout the gym facilities. Please ensure your hands are kept clean at all times.
- Masks are required when out in the practical gym facilities and in class when student numbers go above 6.
- All staff working within the gym are supplied with face screens for the safety of everyone at the centre.

Should you become unwell with symptoms closely matching that of COVID-19, please do not attend the centre under any circumstances.

We have made the following adaptations to our delivery:

- A full and comprehensive online learning facility has been created, with the facility for uploading assignments in your own dedicated student area, the uploading of your photo ID for examination and assessment purposes, mock exams and quizzes, video lectures, presentations and a lot more. This will replace some of the theory-based classroom workshops delivered before the pandemic. However, should you require additional tutor support and face-to-face delivery on any theory topics you are struggling with, this can be booked with your dedicated tutor at any time.
- Practical workshops will include theory revision in the form of mock examinations but will focus predominantly on practical delivery using the large open space within the gym environment.
- For theory-based learning still delivered at your workshops, the maximum number within classroom 1 is not allowed to exceed 6 learners at any one time and classroom 2 will not be allowed to exceed 10 learners at any one time to maintain social distancing. Please bare this in mind when booking your

practical workshops and please work with us in ensuring yours and everybody else's safety.

We ask that you please work with us in these unprecedented times to help maintain the safety of everyone involved in the learning experience with The Vocational Academy and UKFI.

Who Are We?

Thank you for choosing to train with The Vocational Academy and UKFI.

We were established in 2013 and we aspire to quickly become the area's leading training provider delivering Vocational Qualifications and apprenticeships for those seeking a career in the following industries:

- Fitness industry
- Teaching and Learning
- Business Admin, Management and Customer Service
- Sports coaching and community health coaching

All of our courses range from Level 2 to Level 4 and are accredited by Active IQ, YMCA Awards and Highfields (HABC). The qualifications are government approved (on the QCF and/or the NQF) and are sought after by employers.....and yes, we are fully regulated by Ofqual. Additionally, we are experienced in the planning and delivery of apprenticeship standards. We are also an end point assessment organisation of apprenticeships, meaning we are experienced from all angles of apprenticeship training.

Our team of highly qualified, experienced tutors and assessors will support you through your chosen training programme making each step of your journey an enjoyable experience.

Our Mission Statement

The Vocational Academy is dedicated to vocational training for adults of any age to be able to study for their ideal career. Our aim is to quickly become one of the county's leading training providers in the sectors outlined above.

Who are YMCA Awards, Active IQ and Highfields?

All three awarding organisations are among the top organisations in the country. YMCA Awards is dedicated to fitness industry qualifications whilst Active IQ is dedicated not just to fitness industry qualifications, but other qualifications in business as well. HABC is the preferred awarding organisation for security industry training and we have chosen them because of their sheer dedication to quality – as with Active IQ and YMCA Awards.

Qualifications Available through the Vocational Academy and UKFI:

Please see our prospectus/website for an up to date list of qualifications provided at our academy as we are constantly seeking to expand on our provision to meet student needs.

On the following pages are some of our main academic policies and procedures:

Please Note: *The following Academic Policies and Procedures can be signed below by both you (the student) and the tutor to confirm your understanding. If you and the tutor do not sign and return the documents below, it will be automatically assumed that both the student and the tutor fully understand and agree to ALL terms and conditions after the induction date has passed, or the apprenticeship has started.*

Additional note: *For apprentices, please also be aware that you will have additional agreements to sign with your employer and documents to go through with your tutor.*

Individual learning needs

Learners are requested to identify any individual learning needs, medical conditions and/or injuries that may affect learning or the assessment process, on the application form or directly to the tutor.

Your tutor and assessor will be able to advise you on the specific requirements of the course and related assessment. In some instances it may be possible to apply a **Reasonable Assessment Adjustment** to take into account a specific learning need. Please discuss this with your course tutor during course registration to ensure you are fully supported during the course and assessment. The course timetable will also clearly identify learner guidance and support time when your tutor will be available to answer specific queries or clarify areas that are unclear.

It is important that learners are aware that the course will involve a small amount of homework at the end of each day. This may involve some written work or practice of practical teaching skills and exercise technique.

Assessment methods for vocational qualifications (not apprenticeship standards):

The methods of assessment you will encounter:

Formative Assessment: ongoing throughout the course in order to provide feedback on what you have learnt and what you need to improve on.

Continuous Assessment: ongoing throughout the course to obtain a result which will count towards your overall assessment result.

Summative Assessment: final assessment in order to obtain a result which will count towards your overall assessment result.

Some examples of assessment methods employed at the academy:

Theory Assessments, multiple choice exams, written exams, case study work, worksheets, practical observation and other relevant classroom activities.

Assessment methods for apprenticeships:

Depending on the apprenticeship, you will undergo a variety of assessments to achieve and complete the apprenticeship standard. This is not conducted by us as your training provider. Your final assessment to achieve the standard is known as EPA (End Point Assessment). This is conducted by a separate organisation for complete impartiality and you will be fully briefed by this organisation when you are put forward for your end point assessment.

What do we expect from you?

Simple! Study hard, work hard and achieve! There is a standard of behaviour that is required whilst on the course. It is not anything out of the ordinary! We only ask that you master the basics and in return you will find your course will run smoothly and become enjoyable and not a chore! The basics we expect are the following:

- Please be punctual to all face to face sessions! For apprenticeships, please also be punctual to your place of employment, wearing correct uniform/PPE.
- All ongoing assessments and informal assessments are to be completed to agreed deadlines for quick marking turnaround (fees apply if deadlines are not met).
- Listen and adopt general manners in classroom sessions.
- Keep organised when studying on part-time, blended learning or full distance learning courses. You are an adult learner and therefore an independent learner. Meaning that when enrolled on blended learning or distance learning courses, any classroom attendance is intended to cover key points, with as much detail as the time allows. It is also your responsibility to stay motivated and on track with your home studies.
- Be safe and listen very carefully during practical sessions and assessments
- Housekeeping! Please keep your work area, the classroom and the practical areas clean and tidy
- Ask questions when unsure! Do not be afraid to ask questions when you are unsure of something! Either during a classroom/practical session or afterwards on a one to one basis. We are here to help. Chances are that somebody else is unsure of the same thing you are struggling with so please do not feel uncomfortable.

- Enjoy yourself and leave the course being the best professional you can be.

The Enrolment Procedure for vocational courses:

When enrolling on to one of our training courses, you should expect to go through the following staged process:

- After submitting an enquiry, a tutor/course advisor should have contacted you to provide impartial advice to assist you in making the best decision for your needs. It is at this stage that you are also welcome to come to our academy in person and speak to one of the course tutors to find out more information.
- You then complete an enrolment form, which is usually an online form via our website: <https://thevocationalacademy.co.uk/course-enrolment-form/>
- After submitting your enrolment form, the centre administrator checks the form and processes it in accordance with GDPR and in conjunction with the tutor, assessor and centre coordinator to determine any additional needs and support arrangements.
- You are invited to a face-to-face induction whereby you meet with your course tutor and confirm any special arrangements, in addition to assessment planning (if applicable), attendance, safeguarding, prevent, British values and more. You will also be given an induction checklist to help ensure you have completed everything required. It is at this stage that you will be required to bring in photo identification in the form of a driver's license or passport. If you are unsure as to what evidence you will need, or you don't have one or more of the above, please contact the centre administrator where you will be able to discuss alternative forms of evidence. Identification is required for the purposes of assessment, to ensure the assessor is aware they are assessing the correct person.
- Course start.

If, for any reason you have not received the full service outlined above, please contact the centre administrator immediately to resolve any and all issues.

Enrolment procedure for Apprenticeships:

The enrolment procedure is similar to the above, especially if your apprenticeship includes additional awards, certificate or diplomas as part of the training. You will also undergo full employee induction procedures and we will require additional details from you to ensure all needs are met in relation to your learning. Furthermore, you will also need to ensure you initial against each procedure on the apprentice induction checklist – your apprenticeship tutor will have this form.

We will also be using the LRS (Learner Records Service). This is simply to obtain your ULN (Unique Learner Number) and confirm your previous education and

achievements. All personal information collected is ONLY for the purposes of your apprenticeship and identifying any needs to help ensure you are given every chance to succeed. You are able to request this information at any time. It is not shared with anybody outside of the apprenticeship delivery.

Student and Academy Promise for vocational training, either in addition to your apprenticeship or as a standalone course (not applicable to apprenticeship standards):

- The student agrees that all part-time and full-time delivery options require some independent study and in some cases, additional research. If this is not done by the student, it is accepted that responsibility of any re-sits as a result are down to the student and not the academy.
- The Vocational Academy promises all requests from students for help will be responded to within 72 hours and no longer. Urgent requests for help are responded to within 48 hours by the student typing 'URGENT' in to the subject box for e-mails.
- The student agrees that the first re-sit for theory exams is free, followed by a fee of £45 per paper thereafter. If still unsuccessful after 3 resits, the student will have to wait 3 months before retaking another theory paper.
- The student agrees that formative assessment such as worksheets and other related tasks, in addition to case study work, must be submitted by the agreed deadline in assessment plans – unless an extension has been requested and granted. If this is not adhered to, the student accepts responsibility (accept under extenuating circumstances such as serious illness or grievance) and will pay a fee of £12 per worksheet and £20 per case study assignment to compensate the academy for assessor fees.
- The student agrees that if arriving 15 minutes (or more) late to a practical assessment, they will be sent home by the assessor and will have to rearrange for another time. This will incur a reassessment fee of £65 to compensate the academy for assessor fees. Should the student arrive on time and refer the practical assessment, there will also be a re-sit fee of £65 to

compensate for assessor fees – unless otherwise agreed with the assessor and the educational academy.

- Where necessary, The Vocational Academy reserves the right to adjust any weekend/weekday classroom dates where unforeseen circumstances are encountered, such as last-minute tutor illness, where a cover tutor can't be found, health and safety issues that need resolving immediately or any other circumstance deemed as essential/extenuating by the educational academy. However, for any rearrangement of course dates, the academy agrees to negotiate with the student/s an alternative date to deliver the hours missed. The Vocational Academy will deliver all hours agreed and planned for all courses.

On the next page are the procedures we follow in cases of malpractice and maladministration for vocational training. For apprenticeships, we have amended and additional documents for you that will have been shared with you:

Malpractice and Maladministration Malpractice/Maladministration Procedure

The Vocational Academy will investigate instances of alleged or suspected malpractice or maladministration and will take appropriate action where required to maintain the integrity of units and qualifications.

Malpractice is defined as any deliberate activity, neglect, default or other practice that compromises the integrity of the assessment process, and/or the validity of certificates.

Maladministration is any activity, neglect, default or other practice that results in The Vocational Academy not complying with the specified requirements for delivery of units and qualifications.

Should an alleged malpractice/maladministration arise on the part of the learners, centre staff, or others involved in providing an accredited qualification, The Vocational Academy will:

1. Report immediately to the relevant awarding body any suspected case of malpractice/maladministration arising after learners have been registered.
2. Investigate and record full details of the nature of the suspected malpractice/maladministration issue, including personnel involved and any action taken.

Examples of learner misconduct could include:

- Non-compliance in observing the mandatory rules of conduct during an assessment
- Replication of another learner's work in either the practical, theoretical or portfolio aspect of assessment

Misconduct procedure for learners

Where an issue of misconduct occurs and is discovered or reported the following action will be taken:

- The Invigilator is empowered to expel a learner from the assessment room
- The expelled learner's assessment paper will be securely retained and a report filed to The Vocational Academy
- The report and assessment record will be available for submission to the awarding body and the regulatory authority (Ofqual) upon request

If any of the rules of external assessment are deemed to have been broken by a learner, invigilator or other person involved in the assessment process, then The Vocational Academy and the relevant awarding body may declare the assessment void.

Recognition of Prior Learning (RPL)

This is aimed at learners with relevant work experience and/or other related learning who do not hold appropriate certification. This is a route to assessment which may be considered to ensure that learning is not needlessly repeated. In such a case the learner may be entitled to proceed directly to their assessment however, some questioning may be required to ensure that the learner's knowledge is still current.

An assessor will be appointed to assess the skills, knowledge, experience and understanding of the learner in relation to the qualification.

A decision to proceed to assessment will be made once the assessor is satisfied that the learner has demonstrated that they have sufficient knowledge and competence relevant to the qualification.

Exemption

This is aimed at learners who are already in possession of relevant knowledge and competence in relation to the qualification. In such a case the learner must demonstrate their knowledge and/or competence by providing evidence to the assessor.

The evidence provided by the learner will be reviewed by the assessor to create an appropriate assessment plan based on the individual training needs of the learner.

Please note, that all RPL and Exemption claims will be assessed on an individual case by case basis.

Students wishing to claim for RPL and/or Exemption must inform The Vocational Academy prior to the start of their course using the form provided at the back of this handbook. Learners must consider the following before proceeding with their claim:

1. RPL and Exemption are not short cuts to achieving a qualification and are not necessarily a way of saving time or money. The traditional training and assessment route may actually be easier in the long run.
2. Learners must demonstrate all of the competencies required from the qualification under the same conditions as the other learners. We strongly discourage any learners claiming RPL or Exemption if there is any doubt about their skills, knowledge, competence or quality of evidence.
3. Learners do not get credit for Exemption.

Once a learner's claim has been granted for RPL or Exemption, The Vocational Academy will ensure the learner receives the following information:

1. What the learner should know and be able to demonstrate to meet the needs of the qualification.
2. The cost of the application. Please note, the overall cost of the qualification will be discussed on a case by case basis in relation to the learner's individual training

- needs.
3. Guidance on the type of evidence that will be considered by the assessor within the learner's portfolio. The assessor will ensure that all evidence submitted is valid and authentic, i.e. it is the learner's own work.
 4. Guidance on how to construct and present the portfolio for assessment.
 5. The procedure for RPL and Exemption is as follows:
 - Application sent to The Vocational Academy
 - Guidance on portfolio completion
 - Assessor and learner to agree a suitable time, date and venue for interview
 - Interview through questioning and assessment of evidence submitted within portfolio.
 - An agreed action plan identifying any training or assessment needs to complete the qualification.

Progression Routes

The Vocational Academy deliver qualifications from Level 1 through to Level 4, therefore progression within vocational qualifications can be achieved. Progression routes within your relevant industry training will also be discussed towards the end of each course.

COMPLAINTS AND APPEALS PROCEDURE: Please see the attached policy in your induction pack

EQUALITY AND DIVERSITY POLICY: Please see the attached policy in your induction pack.

Recognition of Prior Learning:

For vocational qualifications, including those delivered as part of an apprenticeship programme, you may already hold credits, or whole awards/certificates/diplomas that are relevant to the qualification you will be studying. In order to avoid having to study the same content again, you can apply for RPL here and we will be in touch to discuss shortly. Please ensure your completed application is submitted to your tutor immediately.

Application for RPL:

Full Name:

Qualification already held:

Date Received:

Training Provider:

Awarding Body:

Copy of certificate attached: Y/N

Please sign below to accept and confirm your understanding of our academic policies, procedures, terms and conditions. As noted above, after the induction date has passed you automatically agree to all terms, regardless of whether or not you and your tutor have signed below:

- **Student Signature:**

Full Name _____

Signature _____

Date _____

- **Tutor signature to acknowledge the duties and responsibilities of The Vocational Academy to the student:**

Tutor Name _____

Signature _____

Date _____

ON THE NEXT PAGES ARE THE FEE PAYMENT TERMS & CONDITIONS FOR COMMERCIAL COURSES ONLY (NOT APPLICABLE TO APPRENTICESHIP STANDARDS AND ANY FUNDED DELIVERY UNLESS YOU ARE SELF-FUNDING ADDITIONAL QUALIFICATIONS AS PART OF YOUR APPRENTICESHIP).

Course Payment Terms and Conditions

***Please note – as soon as the induction date has passed, or you have commenced your studies (whichever comes first), you are liable for the full course fees and it is automatically assumed that you have fully accepted all payment terms and conditions.*

Terms and Conditions for all course fee payment options (Including all apprentice personal trainer options):

1.1 Should you wish to cancel your studies with us - The payment terms outlining cancellation of study:

8 weeks before course start date: non-refundable deposit – your deposit will not be refunded. Borrower is not liable for any additional fees

2-6 weeks before course start date: non-refundable deposit. Borrower will pay 25% of course fees.

1 week before course start date: non-refundable deposit. Borrower will pay 50% of course fees.

After course Induction date: non-refundable deposit. Borrower will pay 100% of course fees.

After the induction date, The Vocational Academy will be unable to fill the space that has been taken by a student withdrawing after induction/commencement of studies. Furthermore, the academy will have already purchased/been invoiced for your resources, any agreed online learning, paid registration fees and booked the tutor, who will have themselves set aside the course dates within their own diary. This is why any student withdrawing after the induction/commencement of studies will be liable for 100% of the course fees.

1.2 The procedure followed by the Lender in the instance of missed payment/s:

1.2a: Student Loan Agreement: Please refer to the terms and conditions signed upon making your application. Our partnership is with Divido as the loan application and platform provider and Omni Capital as the lender. Once the student/customer

has signed and accepted the loan terms and conditions, they automatically agree to, and are bound by, all terms and conditions relevant to The Vocational Academy and their retail finance student loan.

1.2b: Standard VASBA Agreement: Please note, for all students over the age of 18 years of age, the same terms and conditions apply as with the student loan option above – 1.2a. This is because Divido and Omni capital are used to set up your 6, 9 and 12 month payment terms.

1.2b (i) For under 18 years of age/or for those with poor credit and unable to use our student loan option above:

Missed payment procedure – The Vocational Academy will contact the borrower to resolve issue – 7 days to pay outstanding balance.

Continued non-payment – if the student/customer has not cleared the balance within 7 days, ALL educational services, privileges and entitlements will cease until payment is made – a further 14 days will be allowed to make payment.

Instances of non-resolution – the lender will pursue legal action, at the expense of the borrower to recover fees not paid. A CCJ may also be issued in instances of non-payment and no communication or attempt by the student/customer to resolve the issue.

Government 19+ Student Loan Applicant Terms and Conditions:

- All applications must be received and approved BEFORE induction. If not, it is at the sole discretion of the director as to whether or not the student is allowed to commence their studies on the planned course start date (if applicable).
- Students withdrawing from the course without extenuating circumstances after induction will be liable to pay a fee of 20% of the total course fees.

Automatic Agreement:

Upon submission of the enrolment form and/or receiving course materials and passing the course induction date, the student/customer automatically agrees to all payment terms and conditions and all academy policies, procedure and terms.

In circumstances where the student has received all study materials and passed the induction date, but not yet submitted the enrolment form, it is still assumed that the student/customer automatically agrees to all terms and conditions laid out within this induction pack.

**For students/customers accepting our retail finance student loans facility, provided by Omni Capital Retail Finance (the FCA regulated lender) and Divido (the FCA regulated credit broker) as a result of introduction from The Vocational Academy Essex LTD (the FCA regulated credit Broker):

As soon as the loan application has been approved, accepted and signed, the student/customer is automatically agreeing to all terms and conditions laid out in this induction pack, including all academic policies, procedures and terms.

For Government Funded Apprentices and any other learners funded via the ESFA (Education and Skills Funding Agency)

Your data, the training provider and the ESFA:

We use the LRS – learner records service to update the ESFA and DFE on information regarding your learning. Please see below the privacy statement from the ESFA which explains how your data is used and processed:

Privacy notice: guidance for training and learning providers

Overview

To meet the requirements of the data protection legislation, schools, colleges and learning/training organisations are responsible for issuing a copy of the privacy notice to learners and/or parents/guardians. This notice summarises the information held on record about them, why it is held and the third parties with whom the data may be shared.

The Learning Records Service provides two versions of the privacy notice text. As a minimum, tier 1 notice wording should be included in the learning providers / learning advisors / awarding organisations' own privacy notice where the organisation has a direct relationship with the learner.

Privacy notice for pupils, students, learners and trainees

1. Tier 1 privacy notice text

The information you supply is used by the Learning Records Service (LRS). The LRS issues Unique Learner Numbers (ULN) and creates Personal Learning records across England, Wales and Northern Ireland, and is operated by the Education and Skills Funding Agency, an executive agency of the Department for Education (DfE). For more information about how your information is processed, and to access your Personal Learning Record, please refer to:

<https://www.gov.uk/government/publications/lrs-privacy-notices>

2. Tier 2 privacy notice text

The Learning Records Service (LRS) Issue you a Unique Learner Number. The LRS issues ULNs to learners in England, Wales and Northern Ireland, and is operated by the Education and Skills Funding Agency (ESFA), an executive agency of the Department for Education (DfE) in England. This privacy notice explains how we use your personal information. For the purposes of relevant data protection legislation, the DfE is the data controller for personal information processed.

How we use your personal information

The Learning Records Service (LRS) is operated by the ESFA. The LRS collects information about learners registering for relevant post-14 qualifications, for example:

- GCSEs and A-Levels
- Entry to Employment Certificates
- Regulated Qualifications Frameworks
- Welsh Baccalaureate and associated units

The LRS uses your information to:

- issue you with a Unique Learner Number (ULN)
- create your Personal Learning Record (PLR)

The ULN enables education and training sector organisations, and Awarding Organisations regulated by Ofqual in England, Qualifications in Wales (QiW) in Wales and CCEA in Northern Ireland, to share information about participation and achievement in a consistent and approved manner, promoting good information management practice, and helping to improve accuracy and efficiency. It benefits you through enhancing the application processes to Awarding Organisations, learning providers, learning advisors and other third parties.

The PLR stores your education and training participation and achievement information collected directly from educational institutions and other bodies.

How we collect your personal information

The LRS collects information from:

- DfE, schools and training / learning providers
- information provided by you when enrolling with the training/learning provider
- participation and achievement data held by the Welsh Government
- accredited achievement data supplied by awarding organisations

How we share your personal information

All organisations that have control of personal data about you and that we store in the LRS are required to register with the Information Commissioner's Office and to handle your information in accordance with the latest data protection legislation.

The LRS is accessible by organisations under agreement with the DfE (England). Your personal information is only accessed through the LRS by organisations specifically linked to your education and training, including those organisations specified in Regulations made under section 537A of the Education Act.

Awarding organisations are able to access limited achievement data that we hold about you, in order to verify its accuracy.

How long we will keep your personal information

We will only keep your personal information for as long as we need it after which it will be securely destroyed. Your personal information stored in the Personal Learning Record is retained for 66 years. We may need to keep your other personal information where held indefinitely for research and statistical purposes.

Your data protection rights

You have the right:

- to ask us for access to information about you that we hold
- to have your personal data rectified, if it is inaccurate or incomplete
- to request the deletion or removal of personal data where there is no compelling reason for its continued processing
- to restrict our processing of your personal data (i.e. permitting its storage but no further processing)
- to object to direct marketing (including profiling) and processing for the purposes of scientific/historical research and statistics
- not to be subject to decisions based purely on automated processing where it produces a legal or similarly significant effect on you

Contacting us about your information

If you would like:

- more information about how we process your personal information
- to make a request about your information – for example to request a copy of your information or to ask for your information to be changed

Please follow the guidance on the [how to access your personal learning record](#).

If you wish to complain about our handling of your information or contact our Data Protection Officer, you can use our secure [online contact form](#) or write to:

Ministerial and Public Communications Division
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

Correspondence for the Data Protection Officer should be marked for the attention of Emma Wharram, Data Protection Officer.

If learners in Northern Ireland have any additional queries, you may contact:

Schools

14-19 Curriculum Team
Department of Education
Rathgael House
Balloo Road
Bangor
BT19 7PR

14-19curriculumteam@education-ni.gov.uk

Department for the Economy

FE Delivery Team
Further Education Division
Department for the Economy
Adelaide House
39-49 Adelaide Street
Belfast
BT2 8FD

Curriculum&DeliveryBranch@economy-ni.gov.uk

Factsheet for parents and learners:

What is a personal learning record?

Your PLR is your permanent, authoritative online record of your qualifications and achievements. The PLR records general and vocational qualifications such as but not limited to QCF, A levels, GCSEs, BTEC, Diplomas and Functional Skills. The PLR means you should no longer have to show copies of different certificates to learning providers and employers. You can provide this information as a report generated from your PLR.

Read the [privacy notices](#) and what it means to you, so you understand how your data will be used.

What's my unique learner number (ULN)?

The ULN is a unique 10-digit number, and most learners aged 14+ have one. It is designed to work with your PLR, helping to give you proof of your learning and achievements from the age of 16 onwards.

The Education and Skills Funding Agency (ESFA), an executive agency of the Department for Education (DfE), creates and holds the Unique Learner Numbers to enable effective management of information to fulfil the functions of the DfE. This has been overseen and agreed with the Information Commissioner's Office. To this extent, the processing does not require an individual's consent under the Data Protection Act 1998, as the information is processed in accordance with Schedule 2, 5 (b) and, where it is sensitive personal data that might be held, in accordance with Schedule 3, 7(1) (b).

The ULN is mandatory for all Learners aged 14 or over or in or will be in receipt of a diploma qualification. ULNs are also mandatory for learners in England funded by the Education and Skills Funding Agency.

You can find your ULN (10 digit code) published on certificates or result slips. Otherwise, contact your current or most recent learning provider.

How do I obtain my ULN?

If you are aged 14 to 19, your school, college or learning provider can give you your ULN reference. Since March 2013, Awarding Organisations have started to print individuals ULN references on their certificates.

Why can't I access my personal learning record from National Careers Service website?

Previously, you were able to access your personal learning record via the Life Long Learning Account known as the Learner Record. From the 25 October 2016, this specific service is being de-commissioned and will no longer be available from the National Careers Service website.

How will you check my identity?

Fill in and post it to us a copy of the [My personal learning record form](#) (ODT, 21.8KB) , along with proof of your name and address.

We'll use the documents you post us to verify your identity. We'll match these to your unique learner number and your achievement record, known as the personal learning record.

What happens after my request is approved?

Once we've approved your request, you are able to request up to three copies in any given year.

Fill in and post it to us a copy of the [Request another copy of my personal learning records form](#) (ODT, 22.7KB) .

Unless your personal information changes, you don't need to provide proof of name and address as long we have previously verified your identity.

What happens if my personal information changes?

The only time you will be expected to re-apply and re-send proof of your name and address is if any of your personal details change (name, surname or address). Under these circumstances we will need to verify your identity again.

You'll need to post us some personal details.

1. Fill in the [My personal learning record form](#) (ODT, 21.8KB) or [Request another copy of my personal learning records form](#) (ODT, 22.7KB) .
2. Print off a copy of the form.
3. Check the form has been completed correctly.
4. Post a copy of the [My personal learning record form](#) (ODT, 21.8KB) to us, along with proof of your name and address (photocopies only. No originals required).
5. Post a copy of the [Request another copy of my personal learning records form](#) (ODT, 22.7KB) to us.
6. Post the forms to:

Education and Skills Funding Agency
Business Application Support
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

What identity documents are accepted?

You can't use the same proof of identification for both your name and your address. You must send one proof of identification for your name, and another proof of identification for your address. The table gives a list of proofs of identification you can use.

Please do not include original documents, only photocopies shall be accepted.

Proof of name	Proof of address
Current signed passport	Utility bill issued within the last three months
Original UK birth certificate (issued within 12 months of the date of birth in full form, including those issued by UK authorities overseas such as Embassies High Commissions and HM Forces)	Local authority council tax bill for the current council tax year
EEA member state identity card (you can also use this as evidence of address if it carries this)	Bank, Building Society or Credit Union statement or passbook
Full old-style driving licence	Original mortgage statement from a recognised lender issued for the last full year
Photographic registration cards for self-employed individuals in the construction industry -CIS4	Solicitors letter confirming recent house purchase or land registry confirmation of address
Benefit book or original notification letter from Benefits Agency	Council or housing association rent card or tenancy agreement for the current year
Firearms or shotgun certificate	Benefit book or original notification letter from Benefits Agency (but not if you've used it as proof of your name)
Residence permit issued by the Home Office to EEA nationals on sight of own country passport	Inland Revenue self-assessment or tax demand
National identity card bearing a photograph of the applicant	Electoral Register entry
	NHS Medical card
	Letter from your school, college and/or training provider (must be on headed paper)

How will I know if my request has been approved?

We'll send you a copy of your personal learning record in the post, alternatively contact you by email or telephone if we need more information. We aim to process your request within 4 working days after we've received your application.

How do I report a problem on my personal learning record?

You can report a problem on your PLR for any of following reasons:

- Information on one of the qualifications is wrong
- One of the qualifications does not belong to this learner

- One of the qualifications appear more than once

Please note, the Agency is not responsible for investigating missing qualifications from the PLR.

If you're enrolled/associated with a training provider, school or college you can ask the organisation to raise a Data Challenge on your behalf. Organisations registered with the LRS have the ability to raise Data Challenges on behalf of their learners through the [LRS Organisation Portal](#).

If you're not enrolled/associated with a training provider, school or college please contact the LRS service desk on 0345 602 2589 who have the ability to raise a Data Challenge on your behalf.

SAFEGUARDING, PREVENT AND BRITISH VALUES

In today's society, it is increasingly important to have a good awareness of British Values, Prevent and Safeguarding.

As a training provider, we have our own policies on Safeguarding, Prevent and British Values. You can find these policies in your induction pack.

As your training provider, it is part of our policy to ensure all students and apprentices are provided with training in these areas through the following methods:

- Online training offered either through our own online portal or by our partners
- We will regularly embed safeguarding, British values and Prevent within our delivery. You will find this only serves to make your learning experience even more engaging.
- Where possible, your employer may provide you with additional training in these areas as part of your employment.

To get you started, we have included an introductory training link below. Please complete this training as part of your induction process:

<https://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html#>

A FINAL WORD FROM OUR DIRECTOR

From all of us at The Vocational Academy (and where applicable your employer), we wish you the best learning experience possible. And we are so glad to be part of your learning journey and your new career!

Throughout your learning, and at the end of your learning, you will be provided with the opportunity to complete feedback forms to tell us how we're doing. We treated these in the strictest confidence, and we appreciate all forms of feedback that helps to improve our performance and services.

I hope you enjoy your studies and I sincerely hope myself and my team have achieved my original aims when I first opened TVA and UKFI....

Achieving the highest standards through integrity, consistency and...

- HIGH QUALITY IN DELIVERY
- HIGH QUALITY IN ASSESSMENT
- HIGH QUALITY THE WORKPLACE