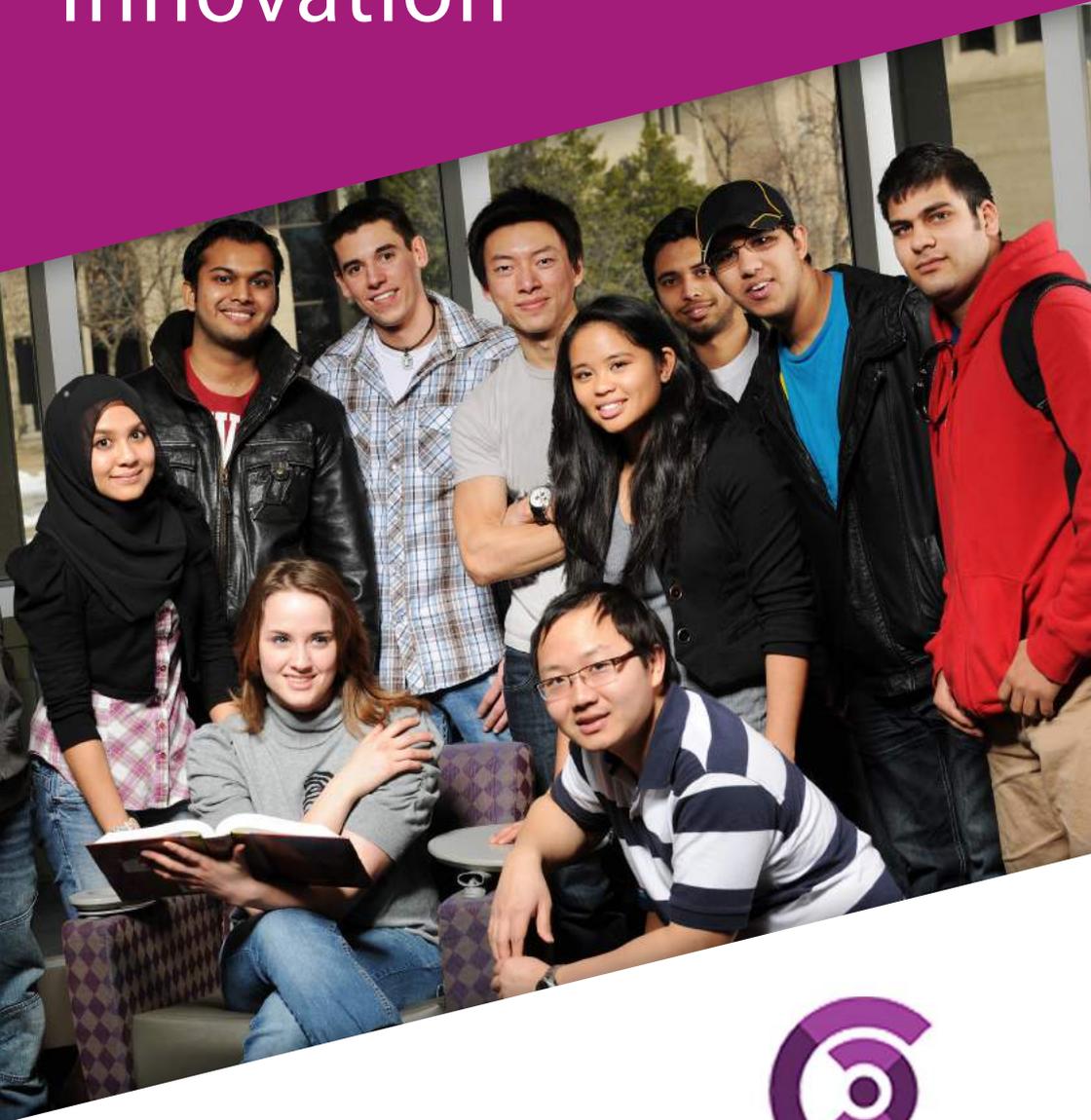


# College of Skills Innovation



CCG COLLEGE



# WELCOME TO CCG COLLEGE

CCG College specialises in training and recruiting with operations in:

- **Redbridge**
- **Havering**
- **Walthamstow**
- **Newham**
- **Barking & Dagenham**
- **Tower Hamlets**
- **Bournemouth**

This handbook, together with your induction, will form part of the training programme you have started with CCG College of Skills Innovation. Please keep this handbook safe, so that you can refer back to it throughout your course.

Whichever course you are attending, we hope that it is beneficial and that your learning experience is enjoyable.

We welcome any suggestions for further courses. Please feel free to contact us on:

T 020 8215 1997

E [info@chosencaregroup.com](mailto:info@chosencaregroup.com)

## COLLEGE OF SKILLS INNOVATION

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# HEALTH AND SOCIAL CARE

## PEARSON BTEC NATIONAL LEVEL 3 DIPLOMA IN HEALTH AND SOCIAL CARE (FULL SUITE)

The health and social care sector is a major employer of almost 4 million people in the UK, many of which are highly skilled.

Within this suite, the Pearson BTEC Level 3 Diploma (720 GLH) is primarily an Applied General qualification, equivalent in size to two A levels, which has been designed to occupy two-thirds of a full-time curriculum, enabling you to develop a significant common core of knowledge, including communication skills, equality and diversity, health, safety and security, human lifespan development, anatomy and physiology, sociological and psychological perspectives.

Learners are also required to study personal and professional development, which requires a minimum of 100 hours in placement within health and social care settings. This qualification provides an extensive opportunity to study in more depth a range of option areas of their choice, such as:

- ➔ working in the social care / health sector
- ➔ values and planning in social care
- ➔ caring for children and young people
- ➔ promoting health education
- ➔ infection prevention and control



# BUSINESS & ADMINISTRATION

## PEARSON BTEC NATIONAL LEVEL 3 DIPLOMA IN BUSINESS (FULL SUITE)

The UK is the 6th largest economy in the world, consisting of micro, small, medium and large businesses and organisations operating across the private, public and third sectors and employing 29.7 million people.

Within this suite, the Pearson BTEC Level 3 Diploma (720 GLH) is primarily an Applied General qualification, equivalent in size to two A levels, which has been designed to occupy two-thirds of a full-time curriculum, enabling learners to develop a significant common core of knowledge, including the business environment and marketing.

The qualification also allows learners to choose one of nine different specialist pathways e.g. accountancy, marketing, human resources, covering a broad bank of 42 optional units including:

- ➔ Accounting Systems
- ➔ Relationship Marketing
- ➔ Aspects of Employment Law
- ➔ Managing a Business Event
- ➔ Supply Chain Organisation

# HOSPITALITY

## PEARSON BTEC NATIONAL LEVEL 3 DIPOLMA IN HOSPITALITY (FULL SUITE)

The hospitality sector spans a range of 20+ industries including hospitality services, contract food services, holiday parks, hotels and other venues, events management and visitor attractions.

Within this suite, the Pearson BTEC Level 3 Diploma (720 GLH) is a vocational qualification, equivalent in size to two A levels, which has been designed to occupy two thirds of a full-time curriculum, enabling learners to develop a significant common core of knowledge, including the scale, structure and organisation of provision of the hospitality industry, the principles of supervising customer service, how to provide customer service and why good customer service is essential for hospitality businesses to succeed, and how financial control is managed in the hospitality sector; and providing extensive opportunity to study in more depth a range of option areas of their choice, such as:

- ➔ cookery of a range of cuisines
- ➔ the principles of nutrition for healthier food and special diets
- ➔ food and drinks service
- ➔ events management
- ➔ business enterprise and marketing
- ➔ personal and professional practice



# CREATIVE MEDIA

## PEARSON BTEC NATIONAL LEVEL 3 DIPOLMA IN CREATIVE MEDIA (FULL SUITE)

The UK's creative industries include television and film, publishing and advertising, radio and computer games development. The Department for Culture, Media & Sport estimate that the creative industries are worth £36 billion a year and employ 1.5 million people in the UK. The UK's creative industries have been identified as a strategic growth sector by the Government.

Within this suite, the Pearson BTEC Level 3 Diploma (720 GLH) is primarily a Technical Level qualification, equivalent in size to two A levels. It covers many aspects of the UK's Creative Industries and, as well as an unendorsed pathway, there are six endorsed pathways available in:

- ➔ TV and Film
- ➔ Radio
- ➔ Sound Recording
- ➔ Print Based Media
- ➔ Interactive Media
- ➔ Games Development

Funded Training programmes available, please the team for more details.

# MANAGING YOUR QUALIFICATIONS

## UNIT STRUCTURE

### THE STRUCTURE OF A UNIT:

- ◆ Unit title - with a description, telling you what the unit is about
- ◆ Element/Outcomes - which describes the tasks to be done
  - ◆ Performance criteria - these state what you have to do to show you can perform the task
  - ◆ Scope or range - these state the situations in which you have to be able to perform the task
  - ◆ Understanding or underpinning knowledge - these state what you have to know to perform the task to the standard
  - ◆ Evidence requirements - what you have to produce to show that you can do and know all of this

### WHAT IS A UNIT?

#### THERE ARE 3 MAIN PARTS TO A UNIT:

- ◆ What you must do
- ◆ What you must cover
- ◆ What you must know

You must achieve all 3 parts to compete the unit.

➡ In an NVQ you are either competent or not yet competent. This means that if you are not quite able to do something you will get the chance to practice it again until you can... and remember "practice makes perfect" your assessor will help you to decide whether or not you are competent.

### RECORDING EVIDENCE?

#### THE PORTFOLIO

A portfolio is a well-organised collection of your evidence for your qualification. It is possible to collect and present evidence in a paper based form or electronically.

#### BUILDING A PORTFOLIO

It is your responsibility to collect your evidence and build a portfolio. Although your assessor will help you to do this, it is up to you to make sure you agree a way of organising evidence that you are happy with. Your portfolio must show how the evidence you have collected covers the standards.

### LEARNING ASSISTANT

Learning Assistant is an innovative and reliable e-portfolio we have decided to use.

You are going to use it to build up your evidence folder. The system allows you to upload any file type - documents, spreadsheets, movies etc.

With an e-portfolio, nothing ever gets lost!



## STEP 1: PLANNING

Your tutor and assessor will explain in your first theory session all about the different units you will be taking, they will also find out whether or not you have any previous experience.

At the end of the discussion you will have an assessment plan, which is how you will go about achieving your NVQ.

# ASSESSMENT

## STEP 2: PRODUCING EVIDENCE

You will produce your 'evidence' (you will find out more about 'evidence' from your tutor and assessor when you start the qualification); evidence consists of:

- ▶ **Being observed by your assessor**
- ▶ **Being asked questions by your assessor**
- ▶ **Completing assignments**
- ▶ **Keeping documents e.g. work logs and real working evidence**
- ▶ **Doing written or online tests**

You will keep all this evidence in your e-learning portfolio:

- ▶ **Real working evidence**
- ▶ **Work set by tutor**
- ▶ **Observations**

# PLANNING

## STEP 3: FEEDBACK

You will regularly be given feedback from your tutor and assessor and you will receive further training if necessary. If your assessor tells you that you are competent after an assessment, it will be recorded on the forms in your e-portfolio.

You will need to keep track of what you have achieved and what you still have to achieve, but don't worry your tutor and assessor will discuss your progress on a regular basis and help you with this.

## STEP 4: ACHIEVEMENT

When you have completed all your units and your tutor and assessor is sure that you have all the evidence that you need, they will apply to the awarding body for your certificate.

You will receive the full qualification certificate only if you have completed all the required units, otherwise you will receive a certificate listing the units you have achieved. Your training centre will give you your certificate as soon as it is received from the awarding body.

# POLICIES AND PROCEDURES



It is important that you are aware of some of our Policies which may affect you:

The following policies are summarised below. If you would like the full versions then please ask your assessor / tutor.

- ◆ **Health and Safety**
- ◆ **Equality and Diversity and Inclusion**
- ◆ **Safeguarding**

# HEALTH AND SAFETY

We all have the right to study and work in a safe environment. Speiuss is committed to ensuring that good levels of Health and Safety are maintained across our centres and in the work place at all times.

## HEALTH & SAFETY INDUCTION

Wherever you are working or learning you must be provided with a health and safety induction and understand:

- ◆ **Emergency arrangements** (fire, accidents and first aid)
- ◆ **Any significant risks that may affect you** (for example, machinery and equipment, manual handling, hazardous substances, slips, trips and falls)
- ◆ **Control measures for the above** (for example, safe systems of work, supervision, protective and preventive measures, training and instruction, signs and notices)
- ◆ **Supervision arrangements** (and who is responsible for them) and the contact person for any health and safety concerns
- ◆ **Any restrictions or prohibitions that apply to you** (for example, equipment, processes, areas, systems)

- ◆ **Any personal protective equipment or clothing that you must wear, why this is so, and when and how you should wear it**
- ◆ **Welfare arrangements** (for example, drinking, eating, toilets, washing, hours of learning and work)
- ◆ **The safety policy, or those relevant and appropriate parts that affect you “dos” and “don’ts” rules that apply as appropriate**

If you think there is a health and safety problem in your workplace you should first discuss it with your employer, supervisor or manager. You may also wish to discuss it with your safety representative, if there is one.

You, your employer or your safety representative can get information on health and safety in confidence by calling HSE’s Info line on 0845 345 0055.

# EQUALITY, DIVERSITY AND INCLUSION

- ◆ All staff, learners and employers are encouraged to see the value and contribution of all individuals. Diversity is something that brings added strength and dynamism to our organisation and our learning programmes.
- ◆ We will not accept any type of direct or indirect discrimination or inappropriate behaviour; we will challenge and address these at all levels.
- ◆ We exist to ensure that all have appropriate access to learning regardless of Age, Gender, Disability or Learning Difficulty, Religion or Belief, Race, Ethnic Origin, Nationality, Sexual Orientation, Marital/Civil Status, Financial Background or Family situation.
- ◆ If you have any concerns or issues arising, please contact the Equality, Diversity & Inclusion Designated Person



# SAFEGUARDING

- ◆ Under the Children's Act 2004, and Safeguarding Vulnerable Groups Act 2006, we have a duty of care to learners who fall into this category.
- ◆ A Child is defined as anyone under the age of 18.
- ◆ A Vulnerable Adult 'is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'
- ◆ However we will take seriously any issue around bullying, harassment and abuse for any learner irrespective of age whilst they are on a training programme with us.
- ◆ If you have any concerns or issues arising, please contact your centres Designated Person in the first instance or alternatively contact Christine Ball the companies Designated Person.

# COMPLAINTS

If you feel that the service we provide does not meet your expectations, speak to the assessor/tutor or another member of staff at the centre. If you cannot resolve an issue through discussions with staff then it would be appropriate to complete a complaints form.

The completed form will go to the Quality Director, Your complaint will be acknowledged within a week and a full response will be provided to you within ten working days.

## APPEALS POLICY

If you disagree with a grade, mark, or any Assessment decision that you receive, then you have a right to make an appeal.

The Appeals Policy follows a specific procedure, and this is available on request from your assessor / tutor.

# ATTENDANCE AND ABSENCE

If you cannot attend on any day because of illness of yourself or a dependant, you must telephone us by 8.30am and let your tutor/assessor know about your absence. The telephone number is 020 3659 5052. Please advise us if you expect to be off sick for more than one day.

## AUTHORISED ABSENCE

If you are ill and inform us or you have an appointment that is out of your control, your absence will be authorised. For any such appointments you should inform your tutor in advance and show an appointment card or letter where possible.

Appointments outside of your control may be: solicitors, job interviews, court appearances, immigration interviews, hospital appointments, external exams etc.

## UNAUTHORISED ABSENCE

Other appointments should be arranged outside training hours e.g. doctor, dentist, etc. You should arrange signing on times to be outside of training hours.

If you are absent without having told us we will telephone you. If you continue to be absent without telling us for a week we will write to you. After two weeks of absence without telling us you will be withdrawn from the course. Please see the Disciplinary Procedure.

# LEARNING AGREEMENT AND CHARTER

## WHAT A LEARNER CAN EXPECT SPEIUSS COLLEGE OF SKILLS AND INNOVATION TO PROVIDE:

- ◆ An environment which is secure, safe and where healthy lifestyles are promoted.
- ◆ Where everyone is treated equally and fairly and where Equality, Diversity & Inclusion is promoted and discrimination is challenged and acted upon.
- ◆ An environment where safeguarding of all learners is priority and acted upon sensitively.
- ◆ All individuals are given support to enable them to succeed and advice on future careers and courses.
- ◆ An appropriate induction to the course which confirms your learning programme and any additional needs.
- ◆ Prompt notification if there are circumstances leading to a cancellation or change to your scheduled assessment.
- ◆ Regular review of your progress on the learning programme along with the involvement of your employer
- ◆ Teaching/Training that is of a high standard delivered by suitably qualified and experienced staff.
- ◆ Assessments that are marked fairly and within an agreed timescale with mechanisms to provide you with constructive feedback and help you set your own targets and improve performance on the course.
- ◆ High quality facilities and equipment specific to your course.
- ◆ Any complaints you have are dealt with promptly and are fully investigated.

## IN RETURN, SPEIUSS COLLEGE OF SKILLS INNOVATION EXPECTS LEARNERS TO:

- ◆ Attend all timetabled sessions/appointments and to be punctual.
- ◆ Inform your Assessor/Tutor of any absence, as explained in the Learner handbook, and to make appointments for doctors/dentist, etc., that don't conflict with appointments with your Assessor/Tutor or your training.
- ◆ Arrive at training sessions prepared and organised to fully participate in activities including review of your progress.
- ◆ Take responsibility for your own learning and complete course work to your highest standard by the deadlines set.
- ◆ Inform your Assessor/tutor of any problems that affect your performance and additional support you may require.
- ◆ Inform your Assessor/tutor of any changes to the programme you feel is appropriate.
- ◆ Conduct yourself in a manner where behaviour is of a high standard and to be respectful to all members of Speiuss and all learners at all times.
- ◆ Actively participate in promoting health and safety, equality and diversity and equal opportunities by your behaviour and actions.
- ◆ Understand and comply with the Speiuss rules and regulations, especially those relating to Health and Safety, Safeguarding and Equality, Diversity & Inclusion, Speiuss does not tolerate unacceptable behaviour or harassment or bullying of any members of Speiuss or other learners. Any breach of these rules will result in Speiuss applying disciplinary procedures and/or the possible removal of offending learners from the course.

# MEET THE TEAM

Speiuss College of Skills Innovation was started in 2015 by Bhoopalan Pakkirisamy, who is currently the company managing director. The Speiuss College of Skills Innovation has been successfully functioning for 8 months now with a great vision for the future.

We offer learners the opportunity to gain an understanding of the range of opportunities when working in the HSC, we want our learners to see the sector is as a job of choice that impacts on and makes a difference to the lives of the people they work with. We offer training that leads to employment and work experience via our sister company. Our agency staff work to a high standard and we are recognised in the industry for the quality of care we deliver we want to build on this reputation and offer our training to more learners with the aim of them achieving sustainable employment.

Our programmes are accredited by:



**BHOOPALAN PAKKIRISAMY**

Managing Director



**CHRISTINE BALL**

CEO



**SHEELA SAMY**

Finance & Contracts Director

## **CONTACT US**

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**t** 020 8215 1997