



Alt Valley Community Trust  
(AVCT)

Student Handbook  
2023 – 2024

Name:.....

# Welcome



I would like to welcome you to Alt Valley Community Trust.

I believe that we have one of the best, learning environments in the North West of England. The design of our buildings and facilities we have are all geared up to ensure you have a place to study which is high on quality and aspiration.

I am fortunate enough to work with excellent teaching and support staff, all of whom are dedicated to your success. Our teaching staff are well qualified in terms of their vocational, academic and teaching qualifications; all possess a wealth of experience gained in practical work settings which adds value to their teaching and learning practice.

Finally, and most importantly, I am honoured to be the Education Manager of the Community Trust as I get to meet and work with some excellent students on a day-to-day basis.

We are proud of what we are able to offer at Alt Valley Community Trust and hope that you are aware that to us, every student matters. You can be guaranteed that all of our staff have high aspirations for you as well as high expectations in terms of the level of commitment and behaviour required.

I wish you well for 2023/2024 and I look forward to meeting you throughout the time you are with us on your journey.

**Lesley Baugh.**

Alt Valley Community Trust Education Manager.

## **Setting our Expectations;**

### **Manage your Learning**

As an Alt Valley Community Trust student and a valued member of our learning community this handbook will help you get the most out of your time with us. It contains key information and it will help allow you to understand and realise you're learning goals.

### **The Interview**

If you have been accepted into Alt Valley Community Trust you will, by now, have had an interview with our tutors.

The team will have checked your previous qualifications, looked at your reference and recommended the appropriate course. If you are unsure about the course or wish to discuss other options then you can do so at any time by arranging an appointment with your tutor.

### **What we expect from you**

To meet your learning targets, you have to be prepared for learning. To assist this process we require the following from all our students as a minimum expectation;

- To have a high standard of behaviour and safe conduct;
- To attend every session (unless there is a genuine reason for absence):
- If you do not attend please phone/email/text to let us and your placement know;
- To arrive on time;
- To participate and engage in all taught sessions;
- To bring stationery such as pen, pencil, paper to each session;
- To bring your course file to all sessions;
- To submit assessment work on time.

## **Attendance and Punctuality**

You should attend all your timetabled sessions. If you know you need to miss any aspects of your course you should let your tutor know as soon as possible. You are expected to arrange holidays and routine planned appointments i.e. dentist, GP, driving lessons outside of your timetabled sessions. Punctuality is essential to help you achieve the most benefits from your course and ultimately become employable.

Persistent lateness or absence will be monitored and acted upon.

## **Keeping You Safe**

When you join us, you may be surprised as to the extent of our specialised industry equipment and some of these learning environments present risks to your safety if appropriate procedures are not followed. To help mitigate these risks, we will carry out a learner risk assessment and a specific induction to work areas.

## **Keeping Yourself Safe**

We have a responsibility to make sure that you are safe and we will help you out if you are in a situation where you feel unsafe. This is called safeguarding and this includes emotional abuse, neglect, sexual abuse, violence, physical abuse and exploitation. Our safeguarding procedures are available on request.

If you are in a situation where you are at risk please tell us. We assure you that whatever you tell us will be taken seriously and in confidence. We will do our best to get you the advice, support and help you need.

## What is bullying?

“Any behaviour that is unwanted, unwelcome, inappropriate, and unacceptable to the person receiving it, causing them unease, stress, distress and a possible loss of self-esteem.”

We need to know if you are being bullied or are having to deal with unwelcome behaviour. This may take various forms; in person, by email, by text or online.

You must inform a member of staff so that we can take action to stop such behaviour. Alternatively telephone us on 0151 546 5514.

## Using the Internet Safely

We want you to enjoy using the internet safely. We advise you to follow government guidance to ‘Zip it, Block it, Flag It’ under the ‘click clever, Click safe code.

<http://direct.gov.uk/en/youngpeople/healthandrelationships/bullying?DG184893>

The code has three simple actions;

**Zip it** - keep your personal information private and think about what you say and do online, be careful with your personal and private images, don't circulate personal images of other's without their consent;

**Block it** - block people who send you unwelcome messages and don't open unknown links and attachments;

**Flag it** - flag up with someone you trust if anything upsets you, or if someone asks to meet you offline.

# Student Code of Behaviour

Alt Valley Community Trust expects everyone to behave appropriately whilst at college, both in and out of lessons on our sites. This also applies to trips or educational visits, whilst on AVCT transport and anywhere you are representing Alt Valley Community Trust as a student.

All staff will let you know when your behaviour is unacceptable. This will be carried out in a considerate way which gives you the opportunity to adapt your behaviour.

If your behaviour doesn't change then disciplinary procedures will be applied.

## Behaviour Standards

Around all sites you need to:

- Act with respect, showing politeness and consideration for others;
- Recognise that your behaviour affects others;
- Use polite language, avoiding discriminatory and offensive terms;
- Keep corridors and entrances clear i.e. do not sit down in corridors;
- Do not attend whilst under the influence of alcohol or drugs;
- Do not spit or drop chewing gum;
- Smoke only in designated areas; (This includes electronic cigarettes)
- Do not litter – use the bins provided;
- Follow all health and safety requirements;
- Attend all timetabled sessions, arriving on time and staying until the end;
- Focus and engage in learning;
- Mobile phones are to be kept on silent and not to use in class;
- Use music playing devices with headphones to minimize disturbing/offending others;
- Eating and consuming hot drinks is not allowed in training rooms however only bottled water is permitted.

# The Staff

The staff at Alt Valley Community Trust also operate to the highest standards and we expect certain things from them. They Must;

- Arrive promptly for lessons;
- Be professional and respectful at all times;
- Plan and deliver challenging and engaging lessons;
- Design, distribute and grade assessments that meet national standards;
- Provide useful feedback, including ways to improve your literacy and numeracy;
- Set clear goals and targets that will help you achieve.

Should you feel any of the staff fail to deliver these standards you should first contact myself (Lesley Baugh) 0151 546 5514 and I will respond to your concerns.

The most important person you will meet this year is your Course Tutor.

Your Tutor is responsible for managing /assessing your learning programme and for maintaining detailed records of your progress as well as liaising with your parent's, carers or employers (if applicable).

**My Tutor is**

**Telephone:**

**Email:**

## **Monitoring**

We will collate your targets, key actions, support requirements, attendance and punctuality as your progress through your course.

Your Course Tutor will update information about how you're doing. Most importantly it will also provide you and other key people with summary information – this may include parents if you are aged 16- 18, your employer if you are apprentice or employee and other agencies where they have valid, specific and a legal reason to know about your progress.

## **My Targets**

Understanding your targets is important – this is to ensure you achieve your learning goals and eventually attain your personal ambitions. The targets are set early in the year, based on your prior attainment and are reviewed every 8 weeks.



# Alt Valley Community Trust Complaints Procedures

## Principles of Approach

Alt Valley Community Trust is committed to providing a high quality experience for all its users through its training delivery. It encourages a positive environment in which informal contact and feedback from staff, learners/apprentice and associates is welcomed and where complaints can be dealt with effectively and efficiently. The complaints procedures outlines the processes to be used when a learner/ apprentice, parent or guardian, or employer has cause for concern.

## This Policy covers

Complaints about the process, service or staff of Alt Valley Community Trust.

All stakeholders have the right to complain and appeal against any aspect of delivery. AVCT support our students when they feel that our service has fallen below their expectations. Each complaint or appeal will be dealt in a professional and courteous manner by a relevant member of staff. The nature of the complaint or appeal will determine which member of staff will investigate and take action.

All complaints and appeals will be handled with an appropriate level of confidentiality and information released only to those who need it for the purposes of investigating or responding to the complaint or appeal.

## Responsibility

The Education Manager and Quality Manager have full responsibility for developing and encouraging excellent customer care and high standards of operational practice.

AVCT complaints and appeals policies and procedures will be readily available to all learners/apprentices and stakeholders. A copy can be requested from our Education Manager; Lesley Baugh at [lesleybaugh@altvalley.co.uk](mailto:lesleybaugh@altvalley.co.uk).

## **A complaint may relate to:**

- The quality and standard of services
- The quality of facilities for delivery and assessment
- Treatment by attitude or behaviour of an AVCT employee
- The failure of AVCT staff to follow an appropriate administrative process

## **Application of the policy**

### **AVCT aims to resolve complaints quickly, fairly and effectively and will:**

- Aim to put things right quickly for our stakeholders should they go wrong.
- Keep our apprentices, staff and other stakeholders informed of the progress of their complaint and result of any investigation.
- Seek to learn from each complaint to improve future performance.
- Set performance targets for responding to complaints and monitor our performance against these targets.
- Advise our stakeholders of the right to complain to the Education and Skills Funding Agency or department for Education, our End-point Assessment Organisation and Awarding bodies if they remain dissatisfied after their complaint has been through all stages of the internal process.

### **AVCT is committed to continuous improvement within our service delivery.**

- We will make it easy and straightforward for you to make your complaint.
- We will endeavour to respond to your complaint within the timescale and keep you informed.
- We will ensure that you have full explanation to your complaint in your preferred format.
- We will inform you if changes have been made to services following your complaint.
- We will ensure all complaints are handled sensitively and treated in the strictest confidence.
- We will review our policies and practices at regular intervals.

## Procedure

### Stage 1 -

The complaint is verbally identified to either a staff member, Education Manager or Quality Manager, if successfully resolved under verbal agreement by all parties.

### Stage 2 –

If stage 1 does not resolve the complaint or the complaint is written, and then written complaint is passed to a manager, who must agree a date to meet/phone the complainant to discuss and if possible resolve the complaint. The manager will investigate the complaint and their decision must be sent to all parties within 10 working days of the complaint meeting.

### Stage 3 –

If the complaint is not resolved at stage 2 either route A or B is followed as appropriate.

<b>Route A</b> If the complaints takes the form of an appeal on an assessment issue e.g. against an assessment decision, then the assessment decision appeals procedure is to be follow.	<b>Route B</b> If the complaint does not take the form of an assessment decision appeal the Education Manager will review the complaint within 10 working days of the stage 2 meeting.
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# **Alt Valley Community Trust (AVCT)**

## **Appeals Procedures**

### **Principles of Approach**

This procedure relates to all learners. It relates to all appeals concerning your training, including assessment decisions. The purpose of this procedure is to provide a prompt, fair and consistent method for the hearing and resolution of appeals as resources allow.

### **Procedures – informal stage**

If you wish to appeal, the appeal should be lodged with the Assistant Chief Executive (Danielle Forman) within twenty days of you being notified of your assessment decision. The Assistant Chief Executive will attempt to find a solution with you, the assessor/tutor and IQA.

### **First Formal Stage**

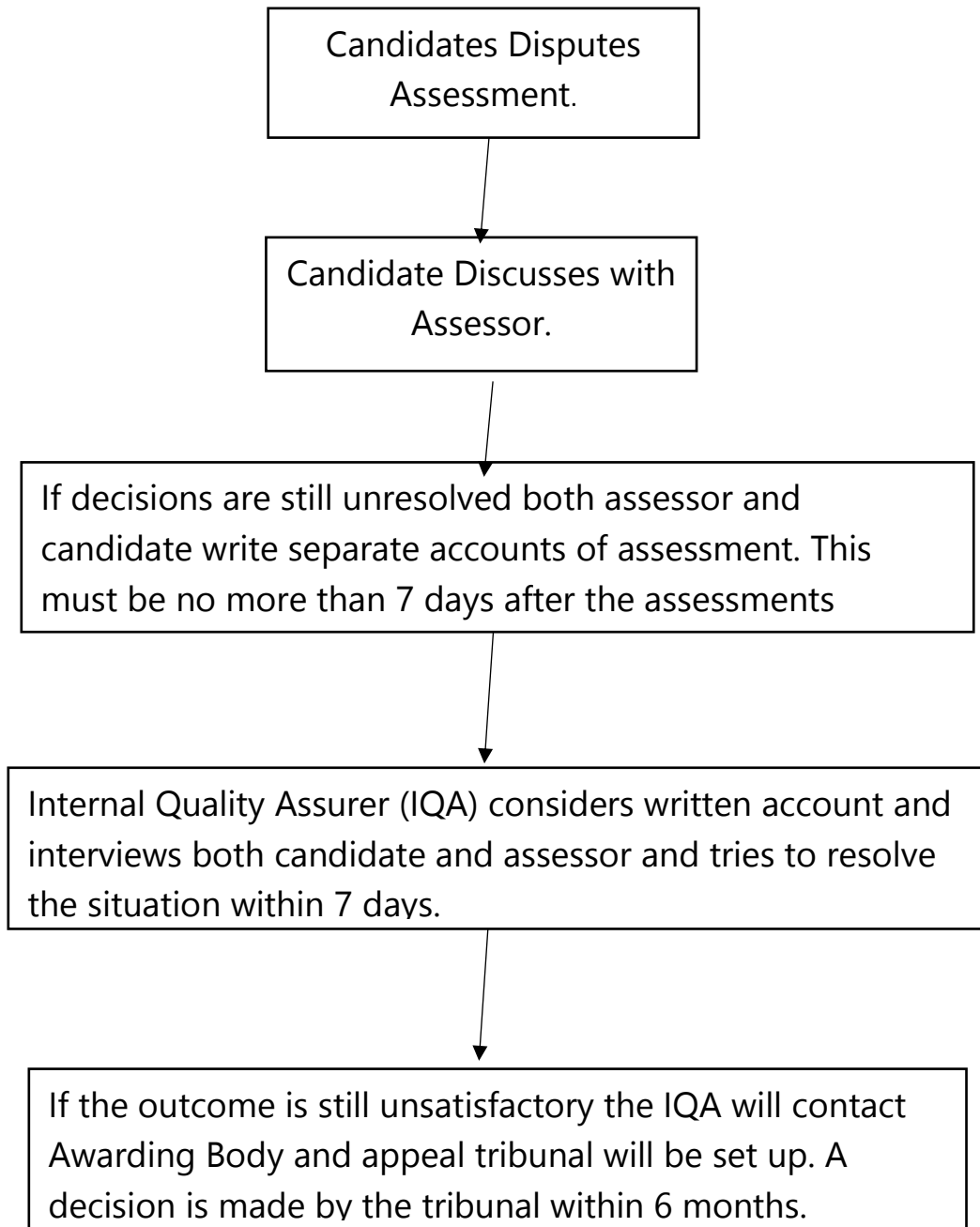
The Assistant Chief Executive will set a date for the appeal to be considered by an appeals panel within twenty working days of the Education Manager receiving the appeal that has been lodged. You will receive a written reply of the decision of the appeals panel within ten days of the panel sitting.

### **Second Formal Stage**

If you are not satisfied with the outcome then you inform the Assistant Chief Executive in writing within ten days of receiving the decision of the appeals panel.

Your appeal will then be considered by a member of the Alt Valley Community Trust Board of Directors.

## Appeal Procedures for Students.



Candidate Signature /Date \_\_\_\_\_

Tutor Signature/Date \_\_\_\_\_

# How to complain to the Department of Education and Education Skills Funding Agency.

## Before you start

If you have a problem with a school, college, training provider, or employer that we fund, you'll need to follow these three steps, before you get in touch with us:

1. Start by trying to resolve the issue, informally, direct with the school or organisation involved.
2. If you're not happy with their response, make a formal complaint (through to appeal), direct to them. All state schools and colleges should have a complaints procedure. Ask them for a copy, or check their website. Keep copies of everything you send and receive.
3. If you're still not happy after that, check that we can handle your complaint.

## Making a complaint

Go onto the gov.uk website

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#checkcomplaint>

If you've completed the complaints process with your school, college or provider involved and checked that we can genuinely help you, contact us with your complaint. Please attach:

- details of the complaint, including key dates
- a copy of the original complaint you sent, to the school or organisation involved
- a copy of the final, response to your appeal, that you received from them
- permission to disclose details of your complaint, to the organisation concerned

Please do not send us your original copies as we cannot return them.

For complaints about FE colleges, training providers and other organisations that deliver post-16 learning, write to us using the **Enquiry form**.

You can also write to us by post to:  
Complaints Team  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

# Literacy & Numeracy

Improving your literacy and numeracy will underpin most of your work and assessments whilst at Alt Valley Community Trust.

We use a quick shorthand version when marking your work for literacy – this is shown below and will appear on your marked assignments, project work and examinations;

## Literacy Marking Index.

^	Word Missing
SP	Spelling
P	Punctuation
GR	Grammar
EX	Poor Expression
T	Wrong tense
?	Meaning Unclear
Cp	Capital Letter
//	New Paragraph
!	Not sure what this is
-	Incoherent



# Respect

We will respect and value each other's opinions, beliefs and differences.

We will ensure that neither our language nor our actions cause offence to other people.

We will aim to achieve our maximum potential.

We all agree that we are equal partners within our college.

We will respect all college property and those using it.

We will attend regularly, arrive prepared and be on time for classes.

We understand that we are responsible for our own actions and learning.

We will ensure that everyone can enjoy a Safe, secure and healthy environment here.

We will always try to celebrate the achievements of ourselves and others.

**Respect yourself**

**Respect others**

**Respect the environment**

## Useful Contacts

Contact	Telephone	Email/Website
Alt Valley Community Trust	0151 546 5514	<a href="mailto:www.enquiries@altvalley.co.uk">www.enquiries@altvalley.co.uk</a>
Career Connect	0151 600 7700	<a href="https://careerconnect.org.uk/">https://careerconnect.org.uk/</a>
Arriva	0344 800 4411	<a href="http://www.arrivabus.co.uk">www.arrivabus.co.uk</a>
Stagecoach	0151 330 6200	<a href="http://www.stagecoachbus.com">www.stagecoachbus.com</a>
Merseytravel	0151 330 1000	<a href="https://www.merseytravel.gov.uk/">https://www.merseytravel.gov.uk/</a>
Action for Young Carers	0151 228 4455	<a href="https://www.barnardos.org.uk/get-support/services/action-young-carers-liverpool">https://www.barnardos.org.uk/get-support/services/action-young-carers-liverpool</a>
Brook Advisory Centre	0151 207 4000	<a href="https://www.brook.org.uk/">https://www.brook.org.uk/</a>
CALM	0800 58 58 58	<a href="http://www.thecalmzone.net">www.thecalmzone.net</a>
Gingerbread	0808 802 0925	<a href="https://www.gingerbread.org.uk/">https://www.gingerbread.org.uk/</a>
Centrepoint	0808 800 0661	<a href="http://www.centrepoint.org.uk">www.centrepoint.org.uk</a>
ChildLine	0800 1111	<a href="http://www.childline.org.uk">www.childline.org.uk</a>
Careline Child Services	0151 233 3700	<a href="https://liverpool.gov.uk/children-and-families/childrens-social-care/careline-child-services/">https://liverpool.gov.uk/children-and-families/childrens-social-care/careline-child-services/</a>
Samaritans	116 123	<a href="https://www.samaritans.org/">https://www.samaritans.org/</a>
NSPCC	0808 800 5000	<a href="https://www.nspcc.org.uk/">https://www.nspcc.org.uk/</a>
Liverpool Safeguarding Children's Partnership	0151 233 0493	<a href="https://liverpoolscp.org.uk/scp">https://liverpoolscp.org.uk/scp</a>

Frank – advice on drugs	0300 123 6600	<a href="http://www.talktofrank.com">www.talktofrank.com</a>
City & Guilds	0192 493 0801	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
VTCT	0238 068 4500	<a href="http://www.vtct.org.uk">www.vtct.org.uk</a>
I PET	0800 433 4700	<a href="http://www.ipetnetwork.co.uk">www.ipetnetwork.co.uk</a>
NCFE	0191 239 8000	<a href="https://www.ncfe.org.uk/">https://www.ncfe.org.uk/</a> <a href="https://www.ncfe.org.uk/customer-and-learner-support/learner-support/">https://www.ncfe.org.uk/customer-and-learner-support/learner-support/</a>