

# Employer Apprenticeship Handbook



# Contents

Contents .....	1
Introduction .....	2
How the apprenticeship funding works .....	4
Basic rules of apprenticeships .....	5
Off the Job Training .....	6
End Point Assessment .....	7
Awarding Organisations .....	8
Surveys .....	9
Your Responsibilities .....	10
<b>Eligibility and onboarding</b> .....	13
<b>Trainers, Functional Skills Trainers, and Internal Quality Assurance</b> .....	13
Policies .....	14
<b>Plagiarism and Cheating</b> .....	14
<b>Health and Safety</b> .....	15
<b>Equality, Diversity and Inclusion</b> .....	16
<b>Prevent, Safeguarding and Wellbeing</b> .....	16
<b>PREVENT</b> .....	16
<b>Safeguarding</b> .....	17
<b>Wellbeing</b> .....	18
<b>Online Safety</b> .....	18
<b>Support and links to help keep safe online</b> .....	19
<b>British Values</b> .....	19
<b>Raising Concerns</b> .....	20
<b>Confidentiality</b> .....	20
<b>Appeals Procedure</b> .....	20
<b>Complaints Procedure</b> .....	22
<b>Complaints Appeals</b> .....	22

## Introduction

**Welcome to Dove Nest Group**, where we specialise in leadership and management programmes. We provide apprenticeship training for several large national companies. Currently we deliver the Team Leader/Supervisor Standard at level 3, Operations/Departmental Manager Standard at level 5 and the Senior Leader Standard at level 7. These can be delivered with or without ILM (Institute of Leadership and Management) level 3 and 5 or CMI (Chartered Management Institute) level 3, 5 or 7.

We offer training and development across a wide range of leadership and management from strategic view to assessment centres, graduate programmes, coaching, wellbeing programmes and psychology in leadership and management. This includes, but not limited to emotional intelligence training and our Aspects assessment.

Our mission and values are present in everything we do.

### Our Mission

To free the world from mediocre leadership, one manager, one team, one organisation at a time.

### Our Values

#### **Passionate about Developing People**

The development of our learners, delegates, colleagues, and clients is paramount. It unites us all. It's why we come to work.

#### **Give Twice to Receive Once**

Delivering to the brief...what was needed and asked for. Then going beyond, acting above the call of duty.

#### **Demonstrate Compassion and Courage**

Growth is not always easy or without difficulty. Our aim is to do the right thing, not the easy thing. To be kind and behave with best interests at heart.

Welcome to Dove Nest Group Apprenticeships! We are pleased you have chosen Dove Nest Group to support you with your organisational leadership and management development goals. Our programmes will meet your needs by being available online, face-to-face or blended (a mixture of both) where you will support your employees/apprentices to transfer new learning to long term memory through our unique experiential approach to education and training. Those undertaking an apprenticeship will have access to learning materials 24/7 through our online e-learning platform and their trainer is only an email or phone call away, we are sure that you and your employees/apprentices will enjoy this experience and gain the satisfaction of putting the knowledge, skills and behaviours learnt into practice, and your organisation seeing the benefits of a Dove Nest Group learning experience early on in the programme(s).

At Dove Nest Group we pride ourselves on our ability to meet client requests with enthusiasm, passion, and most of all with solutions that continue to provide outstanding results. We value our clients' and learners' opinions and for over 38 years, our reputation has gone from strength to strength in delivering what's "on the tin".

Our **key USP** is putting **science** into **leadership**. Many organisations either have great trainers and facilitators or have a strong psychology base; we combine the two, enabling us to create and **deliver unique solutions**.

We are committed to ensuring a safe environment in which individuals can learn, and this handbook sets out the expectations of you whilst you have employees/apprentices on programme, so you have full clarity throughout and have access to key and important information about the apprenticeship programme(s). Please take time to read through this handbook at the start and refer to it throughout.

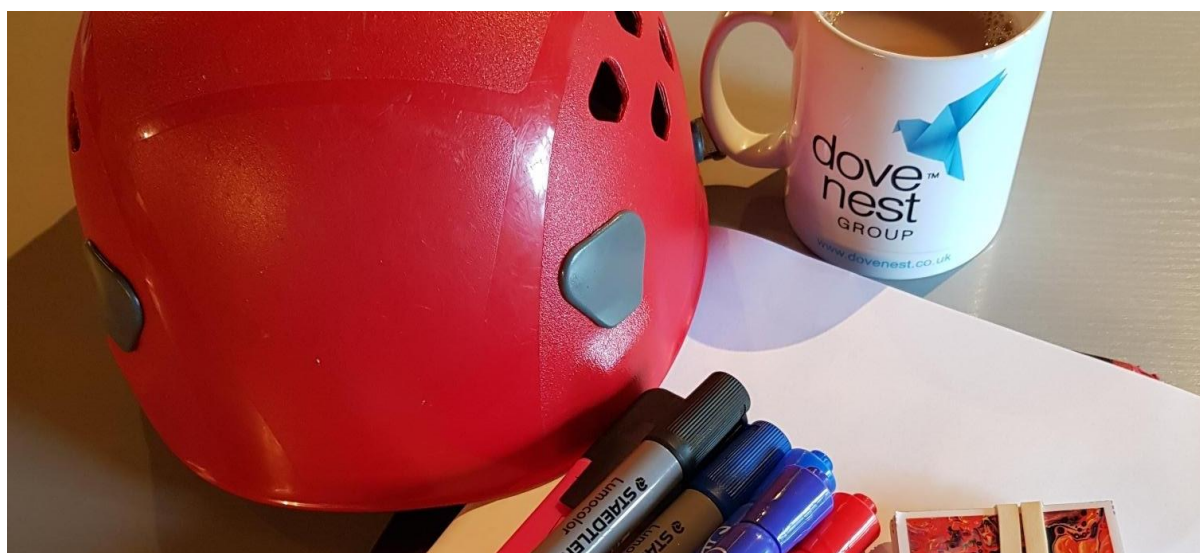
The apprenticeship programme(s) will be funded using one of the following means: -

- Privately (you, the employer is paying directly for the programme(s), therefore not an apprenticeship)
- Co-invested (paid partially by levy funding and partially by the Education Skills Funding Agency (ESFA))
- Fully funded by the Apprenticeship Levy (0.5% of your organisations payee bill)

As such, we need to make sure we keep in touch with those enrolled on an apprenticeship throughout to satisfy the funding rules which govern us during the programme, as we are fully auditable by the ESFA and subject to Awarding Organisation and Ofsted inspections.

You will be given a key Dove Nest Group Contact who will liaise with you throughout your journey. They will arrange regular meetings with you to review the progress of your apprentices, resolve any issues or concerns, celebrate successes and achievements, and support your plans for future learning and development.

We welcome you and hope you enjoy your experience with Dove Nest Group.



## How the apprenticeship funding works

The Apprenticeship Levy is a government incentive Training Tax and is a source of funding introduced in April 2017 to ensure all organisations have access to training and development through apprenticeships in England.

All organisations with more than a £3 million annual payee bill (tax bill) pay an additional 0.5% through HMRC. This is then retained for them in a Digital Account Service (known as DAS) which they then access to pay for the cost of apprenticeship training provided by approved apprenticeship training providers.

The government replaced old apprenticeship frameworks (known as NVQ's) with Apprenticeship Standards which were designed in partnership with employers to ensure that the programmes were fit for purpose and gave learners (apprentices) the skills, knowledge and behaviours employers required for the specific job role or industry, making the education, training and development of new or current employees more relevant and applicable to the workplace.

Non-Levy paying organisations are smaller and would pay less HMRC therefore they are limited to the number of apprentices they can have at any one time and instead of paying 0.5% of the payee bill they make a 5% employer contribution to the cost of the apprenticeship which is paid directly to the Apprenticeship Training Provider in a lump sum or installments.

If a levy paying employer does not use all of their levy funds within a 2-year period, then up to 25% of those funds can be transferred to other organisation to be used for apprenticeship training. Smaller organisations can benefit from these funds as they can then increase their limited number of apprentices and do not have to pay the 5% employer contribution for those.

The apprenticeship levy payments are automatically paid to the apprenticeship training provider whilst the apprentice is still actively in learning. However, the employer has the right and power to stop the payments at any point, this will result in training ending for that apprentice until the payments are restarted.



## Basic rules of apprenticeships

- The minimum duration for any apprenticeship is 12 months i.e., you cannot complete an apprenticeship and earlier than 366 days or 372 inclusive of End Point Assessment (EPA)
- An Apprenticeship is not complete until the End Point Assessment (EPA) is completed. This is not performed by your apprenticeship training provider but by an approved independent organisation known as an End Point Assessment Organisation (EPAO)
- Anyone over the age of 16 who is working is eligible for an apprenticeship, if their contract is for longer than the duration of the apprenticeship
- Apprentices are required to either have, or achieve, Level 2 in English and Maths (called Functional Skills) during the apprenticeship. This will be delivered by your apprenticeship training provider and is funded differently from the Apprenticeship Levy directly by the ESFA. The Functional Skills must be completed before the End Point Assessment, you cannot complete until these are passed or evidenced as previously obtained (i.e., O-Levels, GCSE certificates)
- Each Apprentice is required to spend 20% of their working time on training; this is called Off-The-Job training and these hours must be logged with details of the training undertaking during working time.
- All learning must take place during the Apprentices paid working hours.
- Apprenticeships can be delivered on-site, online, at the Apprenticeship Training Providers location(s) or a mixture of both.
- All apprentices must produce evidence of learning every 6 weeks, as a minimum, to remain eligible for the funding of their apprenticeship.

## Off the Job Training

All apprentices are required to spend 20% of their working time on training; this is called Off-The-Job training and these hours must be logged with details of the training undertaking during working time, excluding overtime hours.

Examples of off the job training include classroom or workshop training, role play, coaching and mentoring, simulation exercises, online learning, work shadowing, industry visits, self-study and workbooks or assignments completed in your normal working hours that contribute to the completion of your apprenticeship. As an employer organisation you will have signed and agreed to your employees/apprentices off the job hours within the apprenticeship agreement, contract of services and commitment statements required for their enrolment onto programme. You must support these activities and provide the apprentice the time to receive their allocation off the job hours.

These vary depending on hours worked and the apprenticeship programme undertaken. Please speak with your Dove Nest Group contact to find out the hours each apprentice is entitled to.



## End Point Assessment

An End Point Assessment is the final test(s) for apprentices during their apprenticeship. It is designed to be an objective and impartial assessment of an apprentice's knowledge, skills, and behaviours. Activities are different for every apprenticeship, but they all follow the same overall structure. The trainer will explain to you in detail what each End Point Assessment will comprise of and support you and your apprentice(s) throughout the apprenticeship to prepare for final assessments.

An Apprenticeship is not complete until the End Point Assessment (EPA) is completed. This is not performed by your apprenticeship training provider (Dove Nest Group) but by an approved independent organisation known as an End Point Assessment Organisation (EPAO).



## Awarding Organisations

All our apprenticeship programmes are certified by an Awarding Organisation (Awarding Body/AO). We use NOCN, City and Guilds, ILM and CMI as our Awarding Organisations and they are well established and accredited within their field, regulated by Ofqual (Office of Qualifications and Examinations Regulation) to ensure we deliver an excellent qualification to meet your needs.

We are regulated by these organisations and subject to regular inspection and at times OFSTED and/or an Awarding Organisation may wish to speak to you and/or your apprentice(s) to find out how the learning experience has been. If you are selected for an interview, a senior member of the team will call you to schedule an appointment with you and set a time and date and explain the process. This is of course optional.



## Surveys

We value your feedback and that of your apprentice(s) to help us improve our services to you. You may be asked to complete surveys at different points in the programme to provide us valuable insight into your overall experience with Dove Nest Group. Please complete these surveys when you receive them, via email which will connect you to our SurveyMonkey tool.



## Your Responsibilities

To secure an efficient working relationship with the training provider and to protect the interests of the apprentice.

Comply with the funding rules as per the government website as well as the information in this guidance <https://www.gov.uk/guidance/apprenticeship-funding-rules>

Provide information which the training provider requires in order for the training provider to comply with the funding rules, including:

- Each Apprentice's eligibility for apprenticeship funding.
- Eligibility for 16-18-year-old incentive payments (if applicable) the average number of employees employed by the employer.
- The address or addresses where the Apprentice shall be carrying out their working hours.
- The name of a mentor in the workplace who will support the apprentice through their programme.

### Contract of Employment

Provide a contract of employment which is long enough for the apprentice to complete the apprenticeship successfully. Register as an employer and operate PAYE on the income of directors even if there are no other employees. The Apprentice must be employed for a minimum of 30 hours per week and training both on and off the job is included in those hours of employment. For guidance about contracts and written statement look at the following website: [www.gov.uk/employment-contracts-and-conditions/written-statement-of-employment-particulars](http://www.gov.uk/employment-contracts-and-conditions/written-statement-of-employment-particulars)

### Apprenticeship Agreement

The employer must provide evidence that the apprentice has an apprenticeship agreement with them at the start of, and throughout, their apprenticeship. The assessor will help you to complete this process alongside the commitment statement.

This agreement must be signed by the apprentice and the employer at the start of the apprenticeship. See web link to apprenticeship agreement:

[www.gov.uk/government/publications/apprenticeship-agreement-template](http://www.gov.uk/government/publications/apprenticeship-agreement-template)

### Minimum Wage

The employer is committed to pay the apprentice's wage at the minimum consistent with the law for the time they are in work and in off-the-job training. The cost of the apprentice's wages must be met by the employer. Guidance can be found on the national minimum wage website

[www.gov.uk](http://www.gov.uk)

## Workplace Induction

The employer should carry out an induction to the workplace at the earliest opportunity so that the apprentice has a clear understanding of the workplace and what is expected of them. As a guide, after a workplace induction everyone involved should know and understand the following:

- Nature of the business – what products or services are involved and who the customers are.
- How to get around the workplace – where important places are located, including toilets and canteen facilities, the First Aid box, etc.
- Who the workplace supervisor and other important staff are.
- Contract details, rights and responsibilities, hours of work – including breaks etc.
- What to do in the event of absence for illness or other reasons (at work and College).
- Health and safety requirements – including highlighting safety hazards, protective clothing requirements, accident reporting procedures and First Aid procedures.
- Employer's and Employee's responsibilities for safety.
- What to do if there is a problem at work, and which member of staff to contact.
- Notify Dove Nest Group of any accidents involving the apprentice. For further information and advice regarding health and safety contact the [support@dovenest.co.uk](mailto:support@dovenest.co.uk)

## On-going Review Process

As part of their commitment to support the apprentice, the employer should participate in the review process, as well as the apprentice and allow the training provider and its staff to carry out regular progress reviews and assessments in the workplace (where required), to support guide and encourage all parties through the programme. In addition, allow internal or external auditors or inspectors access to the apprentice, the employer's premises and any relevant records or documents, including health and safety records and the company's liability insurance, to allow the training provider to comply with their obligations under this agreement. Such access shall be as reasonably agreed between the parties with reasonable notice from the training provider.

## Absence from Training

Ensure the apprentice or employer inform Dove Nest Group of any absences as they occur, should they affect learning. This is recorded and monitored by Dove Nest Group and may impact the individual's ability to continue with the programme for learning. Extensive absence will be discussed at each review meeting so confirmation of attendance can be agreed, and all parties are aware of any absence concerns. These will also be discussed at your regular meetings with your Dove Nest Group Contact.

## Support in the Workplace

The apprentice must have appropriate support from within the organisation to carry out their job role and develop their knowledge, skills and behaviours to the satisfaction of the apprenticeship programmes requirements.

Dove Nest Group recommends that new employees are appointed an employer's representative acting as a mentor to support them in the workplace and throughout their programme.

Apprentices often make much better progress if a member of staff in the workplace is identified as a mentor for them. This can be someone they are working closely with and who is familiar with the role they are carrying out.

Most people will learn better if they have the guidance and help of a mentor throughout the learning process. Essentially the mentor serves as a role model, someone who can provide support to an individual and with whom they can discuss their career plans.

## Functional Skills

Functional Skills (maths and English) are part of an Apprentice programme and as such, by recruiting an apprentice/upskilling current employee(s), the employer is agreeing to release the individual from work to complete their Functional Skills. Failure to complete required Functional Skills will prevent the individual from completing or achieving their apprenticeship.

As part of an apprenticeship program there may be a requirement to continue studying English and maths at an appropriate level. This level is determined by the apprenticeship. The decision is based on the learners GCSE result that can be evidenced from a certificate or the Government Learning Record Service. Any grade from A\* to C would exempt a learner or a grade from 9 through to 4 under the new examination grades (From 2017).

Any apprentices who do not have these grades will be required to pass a Functional Skills exam in the relevant subject. For example, an apprentice with a C grade in English but a D grade in maths would be required to study Functional Skills maths. There would be no requirement for further English study. Similarly, an apprentice with a Grade 2 in English and a grade 3 in maths would need to continue studying both subjects as Functional Skills.

All subjects involve a summative exam which is marked externally. This can be sat at various times throughout the year. English also has a Speaking & Listening requirement which is assessed by Dove Nest Group trainers and internally verified by the Quality Team. The exams are simply pass or fail, there is no further grading. There is opportunity to re-sit these exams if any are failed.

Functional Skills courses are in addition to the apprentice's main program and will be agreed at the start of the apprenticeship program. Apprentices will be required to attend sessions each month in addition to the standard for the apprenticeship for each Functional Skill.

The delivery will be monitored to check learning and give all apprentices valuable feedback as to where they need to focus. All resources used and additional practice assessment material will be available online through our e-learning portal(s). Any apprentices requiring a re-sit will be given the opportunity to do so at an agreed time following on from further skill development in the areas requiring improvement or further study.

## End Point Assessment for Apprenticeship Standards

Cooperate in good faith with Dove Nest Group to arrange for any necessary end-point assessment and allow the apprentice to attend and enable the successful delivery and completion of each apprenticeship. Provide payment for end-point assessment resits required by the approved apprenticeship standard.

## Eligibility and onboarding

Your apprentice should have completed the following when onboarding (this is how we enrolled your apprentices).

- An initial assessment for maths and English to establish eligibility for the programme
- A diagnostic assessment for maths and English to establish what level of support towards maths and English is needed
- Aspects assessment to help develop and understand current psychological approach to work and the workplace
- Cognassist assessment to establish what additional cognitive development is needed, if any
- Provided evidence of identification and right to live and work in the UK (residency in England – for apprenticeship funding)
- A Pre-Enrolment Form (inclusive of rational)
- All activities set out in the welcome email and on their e-learning platform

## Trainers, Functional Skills Trainers, and Internal Quality Assurance

Apprentices will be allocated a trainer who will support them throughout the apprenticeship programme and is available to contact through the e-learning platform, via email, telephone, online through Teams or the agreed alternative platform.

If they are completing maths, English or both they will also be allocated a Functional Skills Trainer and will have been provided a week commencing date for exams. The Functional Skills Trainer will support them throughout the apprenticeship to achieve their maths and/or English. They will use BKSB and other resources to support apprentices to complete Functional Skills.

To ensure the integrity of the apprenticeship work will be quality assured by our Internal Quality Assurers (IQA'S) who will check the work that trainer(s) have marked to ensure it meets the Awarding Organisation standards and ensure the best possible outcome. However, sometimes this work may not meet standards and if not, the IQA will refer this back to the trainer providing them feedback for development which may require apprentices to revisit some submissions.



## Policies

This section provides you details of our policies and commitments to you and your apprentice(s) whilst on one of our programmes. These are extracts or overview of/from our policies. However, you can request a full copy of any of our policies from your Dove Nest Group Contact.

### Plagiarism and Cheating

Plagiarism is deemed to be an act of presenting another's work as your own. The following are examples of Plagiarism. The list is not exhaustive and other instances of Plagiarism may be considered and acted upon:

- Using excerpts from published work such as from books or articles without the knowledge and permission of the author and then presenting it as having been created by self.
- Using unpublished work such as that prepared by a fellow student, colleague, family member or friend, without the knowledge and permission of the author and then presenting it as having been created by self.

Dove Nest Group recognise and use of the following Plagiarism Checkers

Duplichecker: <https://www.duplichecker.com/>

Writix: <https://writix.co.uk/plagiarism-checker>

Cheating is deemed as a deliberate act to deceive. The following are examples of Cheating. The list is not exhaustive and other instances of Cheating may be considered and acted upon:

- Obtaining access to test papers prior to examination
- An individual impersonating another to achieve a desired result
- Using materials that are restricted during examinations
- Using work that is not your own to achieve a desired result
- Making adjustments to examination papers after submission

Plagiarism and Cheating jeopardises the integrity of the qualification, the Dove Nest Group reputation and that of the Awarding Organisation and any detected or alleged instances will be fully investigated and actioned accordingly.

All workbook submissions are to have signed declaration of authenticity and as an apprentice with Dove Nest Group you must take a professional approach to learning therefore you must clearly identify and acknowledge the use of all secondary sources, for example quotations, models, theories etc from books, websites or any other source including work-based products in accordance with all Awarding Organisations and Dove Nest Group's Plagiarism and Cheating Policy, of which this is an extract from.

The use of Harvard referencing is not prescribed but you should use an appropriate referencing system that ensures the original source(s) can be tracked. Referencing must be made directly under, or next to, the source within the body of the work. A bibliography cannot be relied on as showing you have adequately referenced a source. A bibliography is not a requirement but a reference list at the end is required to show a collated list. You should italicise the text when

using direct quotes where possible to highlight it is not your own work and should provide your own interpretation of the information.

**Source and acceptable referencing are as follows:**

Internet – website name, date accessed and copy of link.

Book – name of book, author, publication date and page number. (Publication date might be too much though).

Article – name of article, author, publication date and source i.e., internet link. (Publication date might be too much though).

These can be entered as footers or be in a bibliography or referencing list section.

**In text referencing should include:**

Internet – website name, date accessed

Book – Author name and year of publication (Gibbs, N. 1986)

Article – Article name and year of publication (Gibbs, N. 1986)

To ensure all levels of ability can comply with this, the above referencing is guidance and does not necessarily have to be in a specific order if the detail of where to find the original source is there and clearly identifies and acknowledges the use of all secondary sources.

## Health and Safety

The Dove Nest Group recognises and accepts its health and safety duties for providing a safe and healthy learning and working environment (as far as is reasonably practicable) for all its employees (paid or volunteer) and other visitors to its premises under the Health and Safety at Work Act 1974, the Fire Precautions (Workplace) Regulations 1997, the Management of Health and Safety at Work Regulations 1999, other relevant legislation, and common law duties of care.

It is the policy of Dove Nest Group to promote the health and safety of employees, clients, learners, associates and of all visitors to our venues ("the venues") and to that, intent to:

- Take all reasonably practicable steps to safeguard the health, safety and welfare of all personnel on the premises.
- Provide adequate working conditions with proper facilities to safeguard the health and safety of personnel and to ensure that any work which is undertaken produces no unnecessary risk to health or safety.
- Encourage persons on the premises to co-operate with the Company in all safety matters, in the identification of hazards which may exist and in the reporting of any condition which may appear dangerous or unsatisfactory.
- Ensure the provision and maintenance of plant, equipment and systems of work that are safe.
- Maintain safe arrangements for the use, handling, storage and transport of articles and substances.
- Provide sufficient information, instruction, training and supervision to enable everyone to avoid hazards and contribute to their own safety and health.
- Provide specific information, instruction, training and supervision to personnel who have particular health and safety responsibilities (e.g. a person appointed as a Health and Safety Officer or Representative).

- Make, as reasonably practicable, safe arrangements for protection against any risk to health and safety of clients, visitors, learners, associates and the general public or other persons that may arise for the company's activities.
- Make suitable and sufficient assessment of the risks to the health and safety of employees and of persons not in the employment of the Company arising out of or in connection with the Company's activities.
- Make specific assessment of risks in respect of new or expectant mothers and young people under the age of eighteen.
- Provide information to other employers of any risks to which those employer's workers on the Company's premises may be exposed.

You can request a copy of our full Health and Safety Policy (including Covid-19 alterations) from your Dove Nest Group Contact.

## Equality, Diversity and Inclusion

Dove Nest Group are committed to Equality, Diversity and Inclusion and will not tolerate discrimination whether by reason of age, disability, gender reassignment, marriage and civil partnership, pregnancy / maternity, race, religion or belief, sex, and sexual orientation or ability. We will promote, set by example and encourage equal opportunities for all by making your learning and our work environment a safe and welcoming place and intend to treat everyone equally and with same attention, courtesy and respect.

As an organisation we will, where practicable, seek to provide services which meet the specific needs and requests arising from learners/clients ethnic or cultural background; gender; age; responsibilities as carers; disability; religion or belief; sexual orientation or other relevant factors. Complaints of Discrimination will be treated seriously, and action taken where appropriate, concerning all complaints of discrimination or harassment on any of the protected characteristics made by employees, associates, learners, clients, or other third parties. All complaints will be investigated in accordance with the Dove Nest Groups grievance and/or complaints procedure and the complainant will be informed of the outcome.

## Prevent, Safeguarding and Wellbeing

**PREVENT** is part of the governments counter terrorism strategy and it aims to address terrorism by identifying and addressing the root causes of terrorism and PREVENT individual or groups from supporting or being involved or aid acts of terrorism.

The three specific strategic objectives under PREVENT 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 they are given appropriate advice and support.
- Work with sectors and institutions where there are risks of radicalisation that we need to address.

Extremism and radicalisation are managed under the PREVENT Duty to safeguard individuals from these political, social altering actions. Extremism is the holding of strong / extreme political views or religious views, and radicalisation is the action or process of causing someone to adopt a totally different political or social change, representing or supporting an extreme or progressive section of a political party.

The Government's Prevent Duty defines radicalisation as *"the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups"*.

Extremism as is defined in law as: *'Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.'*

Should you become concerned about the change in someone's political or religious views as they have become very extreme or widely differ from their fundamental views, or if their behaviour has changed and become very out of character, please raise this with your trainer immediately who will report any concerns to Dove Nest Group's Designated Safeguarding Officer. You should also follow your own organisations policy in relation to Safeguarding and Prevent.

An awareness of PREVENT and the dangers faced, can help you to keep yourself and others safe.

## Safeguarding

Safeguarding means protecting individuals; enabling them to live free from harm, abuse, and neglect. Safeguarding children, young people and adults is a collective responsibility of all of us.

Those most in need of protection include:

- Children and young people (those under 18 years of age)
- Adults at risk, such as a person (over the age of 18) who is unable to take care of themselves. It can also refer to one who is unable to protect themselves against significant harm or exploitation. It is important to note that this does not necessarily mean that the adult lacks competency. The adult's circumstances must be unable to be altered or improved without direct assistance to be classed as vulnerable.

All Dove Nest Group employees, all apprentices on programme, clients, and visitors have a responsibility to safeguard children and adults at risk of abuse or neglect and must report any safeguarding concerns to Dove Nest Group's Designated Safeguarding Officer by contacting [support@dovenest.co.uk](mailto:support@dovenest.co.uk) or your designated contact. You should also follow your own organisations policy in relation to Safeguarding.

## Wellbeing

Promotion of wellbeing is a central part of safeguarding. Simple methods such as talking and providing support can make an incredible difference to someone's mental wellbeing.

At Dove Nest Group we understand the positive impact that healthy and engaged individuals make to the success of their apprenticeship and that mental health will play a significant role in a person's state of mind.

We appreciate that individuals can experience periods - sometimes prolonged periods - of poor mental health in the same way as with physical health. We commit to providing support for learners through mental health problems because we recognise this and want to safeguard those around us. We will work with you, your trainer, and your employer to ensure we provide you as much support, as practicable, to help you succeed and excel on your apprenticeship.

If you are experiencing or have concerns about a colleague or another learner, please contact your trainer for further information and guidance, you should also follow your own organisations policy in relation to wellbeing and safeguarding.

## Online Safety

Being aware of and practicing online safety is the only way to mitigate risks. They will always be present but understanding how to manage harmful situations and content will ensure you are best placed to benefit from your time online, free from harm.

Creating an online space that is led by the principles of online safety requires all of us to step up – to both practice online safety and to challenge bad and harmful behaviours online.

Forms of online risk to be aware of:

- **Grooming** – Online grooming is when someone builds a relationship with an individual online because they want to trick or pressure them into doing something that may hurt or harm them, quite often this being sexual abuse. Anyone can be a victim, and no one is immune, although some individuals are more susceptible than others. This process starts by the groomer targeting a vulnerable person, developing a 'friendship' which leads to them building trust.
- **Online radicalisation** – *"the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups"*. The internet provides entertainment, connectivity, and interaction for people across the world. However, terrorist groups have also recognised the power of this and are increasingly reaching out to individuals using the internet as a tool for recruitment and radicalisation
- **Trolling and cyberbullying** – Trolls are people who leave intentionally provocative or offensive messages on the internet to get attention, cause trouble or upset someone. Cyber-bullying is the bullying of another person using the internet, mobile phones, and other digital devices. Cyber-bullying can take the form of posts on forums or social media, text messages or emails, all with the aim of hurting the victim. Trolling is often seen as a form of cyber-bullying and is generally about provoking a reaction.

## Support and links to help keep safe online

**Get Safe Online** - UK's leading source of unbiased, factual and easy-to-understand information on online safety.

- Website - <https://www.getsafeonline.org/protecting-yourself/>

**Information Commissioners Office** - upholds information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

- Website - <https://ico.org.uk/>

**Child Exploitation and Online Protection** - reports can be made to CEOP if you are concerned about the way that someone has been communicating online and you can find useful information to help you know what action to take in various situations.

- Website - <https://www.ceop.police.uk/safety-centre/>

**True Vision** - focuses on stopping online hate crime in any form.

- Website - <https://www.report-it.org.uk/>

## British Values

We recognise the multi-cultural, multi faith and ever-changing nature of the UK and understand the vital role we have in ensuring that groups or individuals are not subjected to intimidation or radicalisation by those wishing to unduly, or illegally, influence them. Therefore, we are dedicated to ensuring we promote and reinforce British values to all our learners.

The five fundamental British Values are:

**Democracy** – an understanding of how citizens can influence making through the democratic process.

**The rule of law** – an appreciation that living under the rule of law protects individual citizens and is essential for wellbeing and safety.

**Individual liberty** – an understanding that the freedom to choose and hold other faiths and beliefs is protected in law.

**Mutual respect** – an acceptance that other people having different faiths or beliefs (or having none) should be accepted and tolerated and should not be the cause of prejudicial or discriminatory behaviour.

**Tolerance of those with different faiths and beliefs** – an understanding of the importance of identifying and combatting discrimination.

Actively promoting these values means challenging opinions or behaviours that are contrary to fundamental British values. Employees should not promote, or tolerate to be promoted, views or theories as fact which are contrary to established scientific or historical evidence and explanation. The aim is to improve safeguarding and standards of spiritual, moral, social, and cultural development, and to strengthen barriers to extremism.



The British Values and Prevent duty to relate to the Equality Act 2010 as we seek to:

- Eliminate unlawful discrimination, harassment, or victimisation.
- Advance equality of opportunity between people who share a protected characteristic, and those who do not.
- Foster good relations between people who share a protected characteristic, and those who do not.

### Raising Concerns

If you are experiencing or have concerns about a colleague or another learner, please contact your trainer for further information and guidance, you should also follow your own organisations policy in relation to wellbeing and safeguarding.

[andrew.lomax@dovenest.co.uk](mailto:andrew.lomax@dovenest.co.uk)

[helen.wilman-scales@dovenest.co.uk](mailto:helen.wilman-scales@dovenest.co.uk)

**Please note these are only to be used to raise safeguarding and wellbeing concerns.**

### Confidentiality

If you share information with a member of staff, they will treat what you say with confidence. However, if you or someone else is at risk of any form of abuse, they will follow the company safeguarding procedures, which may include sharing what they have been told with appropriate bodies. This is a legal duty to ensure that learners, employees and members of Dove Nest Group are protected.

### Appeals Procedure

As an approved centre Dove Nest Group operates an appeals procedure for learners to use if they wish to challenge an assessment/grading decision made by a trainer. It is our responsibility to make learners aware that they have the right to challenge an assessment decision and make them aware of the appeals process.

If a learner disagrees with an assessment outcome or proposed assessment plan, the learner will be expected to explain the basis of the disagreement to the trainer at the time of the feedback session. The trainer must be able to highlight clearly to the learner why the outcome has not been met, or the reasons for the proposed assessment plan. This type of 'negotiation' does not constitute a formal appeal.

If the disagreement has not been resolved after a feedback session, both the trainer and learner should request advice promptly from their allocated Internal Quality Assurer (IQA) who will try to resolve the issue. If this is not possible, the appeals procedure shown below should be invoked.

If, after an informal discussion with the IQA, a learner wishes to make a formal appeal, the learner must complete the appeals form (available from the IQA) and send it to the nominated IQA. This must be done within 10 working days of receiving the original assessment feedback. The nominated IQA will record this in Dove Nest Group's IQA file and investigate.

Learners can appeal against the following:

- The assessment plan – the learner can appeal if they do not agree with the suggested methods, location, time or timescale.
- The assessment – the learner has the right to appeal if they feel that the assessment differed from what was agreed on the assessment plan, or they feel that they did not receive a fair assessment.
- The assessment decision – the learner can appeal if they feel the trainer's judgment was unfair.

On receipt of the formal appeal from the learner the nominated IQA will:

- Record all information and decisions at every stage for audit purposes and keep all documents in the IQA file so they are available to representatives of regulatory bodies or awarding organisations.
- Seek a solution negotiated between the relevant trainer and learner.
- If an agreement cannot be reached, a date will be set for an appeals panel to meet.
- The appeals panel will consist of a minimum of two qualified trainers/IQAs not involved in the original decision. It will meet within 15 working days of the receipt of the appeal by the nominated IQA.
- The appeals panel will ensure that full original details are obtained in writing from both the trainer originally involved and the learner.

The outcome of the appeal may be as follows:

- Confirmation of the original decision.
- A re-assessment by an independent trainer.
- A judgment that adequate evidence meeting the assessment criteria has been shown.
- An opportunity to re-submit for assessment within a revised agreed timescale.
- The written decision of the appeals panel will be issued to the learner within 5 working days of meeting.

Dove Nest Group will make every effort to adhere to the time limits stated but reserve the right to extend these should the appropriate people be unavailable. If the learner is not satisfied with the decision at this stage and this procedure has been exhausted, then the learner can contact the awarding organisation. The awarding organisation should only be contacted when Dove Nest Group's internal appeals procedure has been fully completed. If the learner is still not satisfied after the awarding organisation has been consulted, then the learner can contact the relevant regulatory body

## Complaints Procedure

The procedure is to be followed in the event of a comment or complaint about a member of staff or anyone representing Dove Nest Group, including freelance service providers.

### First Stage: Informal complaint or comment

Where it is appropriate, the complainant should raise their concern directly with the person responsible for the matter, or his or her supervisor. It is our experience that most issues can be quickly and amicably resolved by engaging in dialogue at the earliest opportunity. If this fails to resolve the issue, the complainant should invoke the second stage of this procedure and raise a formal complaint.

### Second Stage: Formal complaint or comment

Where the client wishes to make a formal complaint, the following procedure must be followed:

1. The complainant must complete a Client Complaint Form available by email from [enquiries@dovenest.co.uk](mailto:enquiries@dovenest.co.uk) or post from any member of Dove Nest Group staff, and returned to the Managing Director, either by email or post.
2. The form should be requested, completed, and returned as soon as the matter arises to avoid any undue delay which may adversely affect an investigation and subsequent outcome. The complainant will receive an acknowledgement of receipt of the form by Dove Nest Group within two working days
3. The Managing Director will nominate a member of the Senior Management Team (SMT) to investigate the complaint, or for more serious matters, and those made against a member of the SMT, investigate it him/herself. The investigation will normally be completed within five working days of receipt.
4. The responsible manager will conduct a diligent and thorough investigation and keep all parties appropriately informed throughout the process.
5. The outcome of the investigation will be communicated to the complainant within ten working days of the complaint being received by Dove Nest Group.

## Complaints Appeals

If the complainant wishes to appeal against the outcome of the investigation, he or she must submit the grounds for their appeal in writing to the MD within five working days of receiving the letter confirming the outcome.

Following a review by the MD of the grounds of the appeal (or by a member of the SMT if it was the MD who conducted the earlier investigation), the outcome will be communicated to the complainant within ten working days of receiving the appeal letter.

For complaints made against a member of staff not regulated or registered by a professional organisation the appeal decision will be final.

If the complainant wishes to appeal against a final decision about a member of staff regulated by, or registered with, a professional organisation they may raise the matter later through the appropriate professional or registration bodies' Code of Conduct and/or Complaints Procedure.

If the complaint is against an assessment decision made by Dove Nest Group or any of its agents, the complainant will have right of appeal directly to the awarding body.

Dove Nest group will be able to provide the escalation details should they be required, and the Appeals Policy will be followed.



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