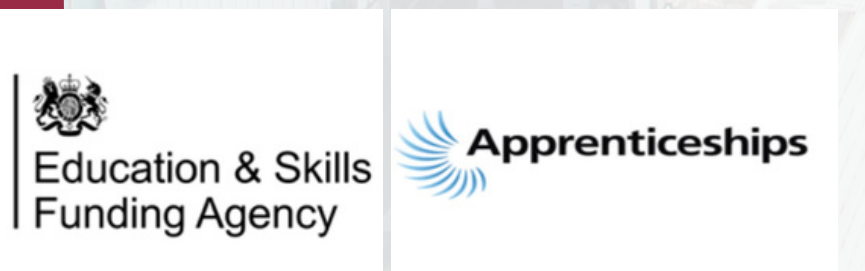




LEARNER'S HANDBOOK

presentation



Welcome

We are pleased that you have chosen Kingdom College as your training provider. We would like to take this opportunity to welcome you into our organisation and wish you success in your studies and in your future endeavors. We are here to make sure; you receive the best possible training and support while you study with us.

Kingdom College aims to deliver high-standard and productive training in many diverse fields. We pride ourselves on the diverse range of qualifications and courses we offer in the class and to employers.

Your learning needs and all the help needed to boost your future career prospects will be ensured by our highly qualified staff. A training and development coach will be assigned to you and it will be their duty to support your training and guide you during your qualification. Furthermore, I will make sure that all the support and training you receive in all the courses are of high quality.

The qualification and training you will receive is of the highest quality, if you have any questions or concerns related to the qualifications or training-please do not be hesitant to contact us at info@kingdomcollege.org.uk

You can keep yourself up to date with all our activities and qualification on our website or by subscribing to our newsletter.

Wish you the best of luck with your studies.

Regards,
Dr. Faiz Subhani
Faiz Subhani
Managing Director



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Our Mission

Kingdom College thrives to tackle the employability and skills gap for the wider workforce community. Our business idea supports this mission by using high-quality technology to deliver and promote distinguished learning for individuals and support businesses.

Our Values

- we promote **integrity, transparency trust, and quality.**
- We encourage **open communication** and **collaborative culture.**
- individuals have **autonomy** and take **ownership** of their decisions.
- **Sustainability** is central to our business ideas.
- We believe in **continuously investing** In **quality standards** and **people.**

Kingdom College

The Kingdom College aims to continuously benefit society by upskilling, and reskilling society members and working at the individual level. Kingdom College has managed to establish a strong connection with local employers, and learners and work closely with them.

We offer a wide range of training and courses in multiple fields of the workplace. We are happy to provide any guidance you need regarding the skills or knowledge you require, please do not hesitate to contact us at info@kingdomcollege.org.uk or you can call us at 0203 355 2329.

What type of qualification you will be completing?

Currently, Kingdom College offers the following apprenticeships which varies into different industries:

- Children and Young People Workforce Apprenticeships.
- Business Apprenticeships.
- Leadership & Management Apprenticeships.
- Accounting & Finance Apprenticeships.
- Health and Social Care Apprenticeships.





Apprenticeships

It is a work-based qualification which is designed in a way that it embeds learners with all the knowledge and work skills of their chosen field, including English and Math, and in some instances Information Communication Technology (ICT). This qualification is not only designed for new people to join the workplace but for people who are already working and wants to excel in their field.

An apprenticeship is usually taught at the workplace, where your coach and your employer support you throughout your qualification in gaining the skillset and knowledge you require for your chosen field in order to excel in the industry. Also, you will be supported to in developing your English and Math at the workplace and you will gain a certified recognition.

The duration of all apprenticeships is minimum of 12 months, but these can be longer depending on the level of apprenticeship you have chosen to study. The length of an apprenticeship also depends on the needs of the employer or the learner. The needs are discussed at the initial meeting with the learner and employer. The involvement of your employer in the apprenticeship will start at the beginning of your apprenticeship. Your qualification is embedded with all the roles you must perform at your workplace. In other words, your employer from the start will be with you to support and help you gaining all the rights skills. Your employer will:

- Work with you and your coach to plan the apprenticeship.
- Review your progress and help you get better.
- Support off the job training.
- Support you in developing skills required for the chosen field.

Every apprenticeship journey has different stages, every stage making you competent and willing to excel at that field. Your Employer and your Training & Development Coach will be with you on every step of every stage.





HOW THE APPRENTICESHIP IS DESIGNED?

Firstly, in an apprenticeship, it is integral to design the qualification that is needed by the employer and learner. As mentioned earlier, the apprentice can be an existing member of the workforce going into a new field or gaining new skills to manage more areas of an organisation. The apprentice can be a new addition to the workforce for a new specific job or an old one, in both cases, the apprenticeship is designed in a way that fulfills the needs of a new role for the employer and also makes sure that the learner gains the skills as well.

In the beginning, your first day will start with an outline that will clarify what will you be doing as an apprentice in the organisation and how to successfully finish the apprenticeship.

APPRENTICESHIP STANDARDS JOURNEY



① DESIGNING AND CONTACTING WITH THE EMPLOYER.

② INITIAL ASSESSMENT (BETWEEN EMPLOYER AND LEARNER)

③ INFORMATION, ADVICE AND GUIDANCE (IAG)

④ ON-PROGRAMME TRAINING

⑤ GATEWAY

⑥ END POINT ASSESSMENT (EPA)

⑦ COMPLETION AND CERTIFICATION

EACH STAGE OF THE APPRENTICESHIP IS EXPLAINED TO THE LEARNER AT THE TIME OF INDUCTION. YOU CAN SEE THE SHORT SUMMARY OF THE STAGES ON THE NEXT PAGE.

QUALIFICATIONS ARE NOT MANDATORY BUT SOME OF THE APPRENTICESHIPS DO INCLUDE THEM

INDIVIDUALS ARE CHECKED AND IT IS PLANNED WHEN ARE THEY READY FOR GATEWAY AND END POINT ASSESSMENT.

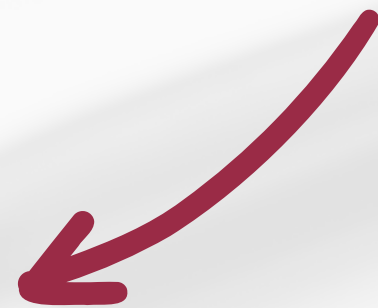
FUNCTIONAL SKILLS ARE INCLUDED (MATHS, ENGLISH AND SOMETIMES ICT).



Initial Assessment:

At the start of your apprenticeship, an initial assessment will take place which will build up a clear picture of the new learner's abilities and past accomplishments. This is an important step, as it helps create an understanding between an employer and an apprentice; the apprentice's learning and supportive needs are clearly understood by the employer. Also, how to deliver the training to an apprentice is discussed which is used during the apprenticeship to teach knowledge, skills, and behaviours.

- Documentation
- Personal learning record
- Self-assessment
- Interviews and discussions
- Direct observation
- Dyslexia Assessment



Information, Advice and Guidance (IAG):

There are many reasons for opting for an apprenticeship, such as:

- Finishing school or college, and you are sure about your choices; you can learn, earn, and know the field you intend to go in.
- You have not worked in a long time and would like to come back.
- You want to change your field or upskill your job by adding more skills to your arsenal.

Whatever the conditions you have, we will provide you with IAG which will help you in making a sound decision.

On-Programme Training:

On programme training is a part of your apprenticeship where you learn and gain all the knowledge, skills and behaviours set out in your apprenticeship standard, every different apprenticeship standard has multiple methods which helps the apprentice in absorbing all the information. All the apprentices have to spend and complete at least 20% off-the-job training which is a part of their on-programme training.

The main focus of your apprenticeship is to prepare you for your gateway; gateway is a stage where you are almost ready to give you End Point Assessment (EPA). Your training and Development Coach will be responsible for your training and the evidence you collect.

In order to step up and get to gateway, you need to learn and work through knowledge and behaviours section of your apprenticeship, there could be more requirements of your specific apprenticeship. Your training coach will be there to provide you guidance and the support you need in order to finish. Here are some examples of the training you might receive:



There are many ways to learn and gain new skills, but it depends on your employer's needs and your needs as an apprentice. You will be supported and guided in every task you must complete.

Throughout your apprenticeship, you will need to gather the evidence of you working via various means. These evidences will prepare you for your gateway and End Point Assessment (EPA). Here are some examples of what type of evidence you will need to collect:



OFF-THE-JOB training

Another important part of your apprenticeship is “off-the-job” training. It is arranged by your employer and your coach; you will spend time away from working role and receive training. You have to spend at least 20% of your apprenticeship time and it can have multiple forms. Furthermore, it should on your working hour time, it cannot be on your off days. This will be planned either on the start of apprenticeship or during your apprenticeship when your coach believes you are ready. You will be given a timetable to follow. Have a look on the next page about the forms of off-the-job training.

A part of your apprenticeship can be learned off-the-job training, but it is limited to only 20% of the whole experience. It is only allowed if it is directly related to your apprenticeship and it takes place during the normal working hours of your apprenticeship.



THE GATEWAY:

The Gateway is a point where you, your Coach and your employer agreed that you are prepared for your End Point Assessment (EPA). It is the time you spend on the workplace with Trainer and employer going over everything you have learnt and achieved including all the knowledges and skills in order to prepare for the assessments which you will need to complete to complete you End Point Assessment (EPA). You must complete your Functional Skills in Maths, English and in some cases Information Communication Technology for you to get at the stage of Gateway. Some apprenticeships require the completion of a Diploma or a Certificate before you reach the Gateway, and this will be informed to you by your Training & Development Coach at the beginning of your Apprenticeship.

END POINT ASSESSMENT (EPA):

The EPA is the final test of an apprentice to test the learner's ability during the apprenticeship. At the beginning of the apprenticeship, the employer will choose an EPAO (End Point Assessment Organisation). This third party EPAO; separate from the employer and the trainer, finally assesses the apprentice's abilities set out in the apprenticeship. The employer has the final say in who will be the EPAO of the apprentice but usually the trainer's guidance is taken under consideration by the employer.

EPA can be in many ways, following are the few examples of the types of assessments you might have to complete to finish your EPA:

Multiple choice Questions.

Interview with the external Assessor.

Observation.

A project chosen at the beginning of your apprenticeship; your trainer will discuss about this with you.

Portfolio of multiple evidence through your on-programme training.

Some of these assessments will be the part of your EPA to finish your assessment, it depends on the apprenticeship. Your Coach will discuss with you regarding your assessment to make you aware on what tasks you need accomplish to finish your EPA. These assessments will be your goals that you will be working for throughout your apprenticeship.



Occupational Competence

Once you have achieved your apprenticeship by getting yourself assessed by an external EPA assessor. This reflects that you have received on-programme training to gain the skills in the field you completed your apprenticeship in.



 Congratulations!


You have achieved the following:



Completion and Certification:

If the assessor passes you in EPA then you have completed your apprenticeship, later you will be given the grade of pass, merit, or distinction. Now, you will be given a certificate which would mention that Functional skills you achieved, main subject of your apprenticeship and the completion of your apprenticeship.

Now you will be able to show that certificate to show that you are competent in those skills and progress in that chosen field.



At Kingdom College, we keep the Destinations data of the learners to monitor. We monitor the learner's path after they have completed the apprenticeship. This could include the learner's future studies or employment.





WHO IS INVOLVED IN THE APPRENTICESHIP?

A LOT OF PEOPLE ARE INVOLVED IN HELPING YOU THROUGHOUT YOUR APPRENTICESHIP, NOT ONLY YOUR COACH AND YOUR EMPLOYER. FOLLOWING IS THE LIST OF PEOPLE WHO ARE INVOLVED:

Employer / Line Manager

Someone who will mentor, motivate and give you tasks to complete on and off-the-job training.

Training & Development Coach

an appointed person who delivers one on one visits your workplace to support and provide you quality teaching to complete your Apprenticeship.

Internal Quality Assurer (IQA)

internally appointed who assures the quality of the apprenticeship to make sure the level of teaching and training.

End-Point Assessor (EPA)

an assessor who tests your competence of the skills you learned during your apprenticeship.

External Quality Assurer (EQA)

externally appointed by the awarding body who assures the quality of the apprenticeship to make sure the level of teaching and training. Also, checks up on IQA and your training & development coach.

POLICIES AND PROCEDURES:

It is important to know all the policies and procedures of any company you are working with and these must be easily accessible by you. If you want a paper-based copy of the policies and procedures of Kingdom College, these can be requested to your Training & Development Coach and they will be provided to you. Alternatively, for an online copy you can visit our website at www.kingdomcollege.org under Policies located in the menus. The soft copy will also be provided in your bud and the access of the online portfolio will be guided by your coach at the beginning of your course.



OUR MAIN POLICIES:

- Continuous Professional Development Policy.
- Quality Policy
- Employer Engagement Policy
- Equality and Diversity Policy
- Safeguard and Prevent Policy
- Health and Safety Policy
- Initial Assessment Policy
- Complaints policy
- Recognition of prior learning

Safeguarding:

At KC, we take safety of our learners and our employees very seriously. Keeping them safe and protected from any type of harm is our priority, this is safeguarding. The rules and regulations for the providers is given by government. We follow all the rules given by the government and we pride ourselves to make KC safe, happy and a good environment. All learners and employees are treated with respect and dignity, and we make sure they feel safe and heard



Prevent:

Prevent a government initiative which is aimed at stopping people who are involved with or support violence or extremism, it is called 'Prevent Duty'. It is integrated in our safeguard policy which protects vulnerable people from extremism.

As per government, any vocal or active opposition against British values which includes rule of law, mutual respect, different faiths and beliefs and individual freedom. All these values are not only shared but are promoted at KC.



Apprentices With Learning Difficulties

At KC we believe in treating others with respect. In case you have any difficulties in learning Kingdom College will support you. There are many steps that can be taken to support learners with any learning disability.

- Flexibilities in relation to the maths and English requirements of an apprenticeship
- Part-time apprenticeships
- Access to work

Care leavers

In Case of Care leavers Apprentices there is an additional support; The apprenticeships care leavers' bursary is a payment for an eligible apprentice who is a care leaver, to help remove barriers to accessing the apprenticeship. In case of any queries contact kingdom college at info@kingdomcollege.org.uk



Initial Assessment Policy:

It is KC Policy to carry out an Initial Assessment on All Learners. KC is committed to maintaining an initial assessment system that is rigorous and consistent to ensure fair assessment and identify support needs for effective learner progression. We feel the initial assessment is an important part of the learner joining the course and use a variety of methods to ensure that a full picture of the learner needs can be built up.

Complaints Policy:

A complaint can be made in a variety of ways although in all cases a complaint form should be completed (which can be downloaded from the website). This can be completed by the complainant or on their behalf by a member of staff or the complainant's representative. This form ensures that we collect relevant information in a standard format and enables the person to tell us what they would like us to do.



Code of Conduct

It is really important we take a few moments to consider how we can ensure proper communications and make sure you are supported in the best possible way.

A bit about us and the way we will support you

Your assessor or tutor is an experienced expert in the sector you are training in. Kingdom College is very careful to select only the best people to come and support you and guide you through your qualifications. All our staff are continually working to improve our service to you and are also studying to increase their knowledge. Everyone involved in supporting you has necessary clearances and checks made and you can be assured every effort is made to ensure you receive the proper support from the right person. It is important that we all know what the expectations are of each person involved in your qualification and that everyone respects their colleagues.



Code of Conduct continued

What you can expect from us

- Respect you & your colleagues
- Talk to your employer about your progress
- Appropriate information, Advice and Guidance
- Provide and protect you with a healthy, safe environment to study including your online security.
- Provision of high quality teaching & training that suits learners needs, ability and experience.
- Clear and accurate information on course content and method of delivery.
- Appropriate resources including E-learning resources.
- Regular review of progress and fair or constructive feedback.
- Access to additional support for those with an additional learning support need.
- Regular opportunities for you to comment on your course & Kingdom-College in general.
- Assurance that complaints or appeals will be dealt within a timely and fair manner.



Code of Conduct continued

What we expect from you

- Engage and fully committed to the learning opportunities you undertake with Kingdom college.
- Attend regularly and punctually.
- Take responsibility for your work, complete it on time and to the best of your ability.
- Inform your assessor for any circumstances which may affect your attendance.
- Behave responsibly and respect others.
- Follow our policies and practice during your time with Kingdom college.
- Help us to improve our service by providing regular feedback
- Reporting anything that made you feel unsafe or any health and safety incidents to your assessor.

What we expect from your employer

- Giving you a contract of employment or agreed commercial terms if you are self employed.
- Providing you with a safe place to work.
- Meeting statutory guidelines for your employment.
- Complying with wage regulations.
- Making sure you understand your responsibilities & completing an induction with you.
- Giving you time to study towards your qualification with “Off-the-job” training.
- Getting involved in the planning & reviewing of your course.

Recognition of Prior Learning

Recognition of Prior Learning is a process of assessment leading to the award of credit that considers whether a learner can demonstrate that they meet the assessment requirements for a unit/qualification through knowledge, understanding or skills they can evidence that they already possess.

1 Awareness, Information and Guidance

Ahead of enrolling a potential learner, the possibility that they may be able to claim credit for some of their previous learning should be raised with them by the assessor and raised with the Lead IQA.

2 Pre –assessment, gathering evidence and giving information

Assessment as part of RPL is a structured process for gathering and reviewing evidence and making judgments about a learner’s prior learning and experience in relation to unit standards.

3 Assessment/documentation of evidence

Come up with an educated guess based on your research.

4 Claiming Certification

Read resources to
Once the internal and external quality assurance procedures have been successfully completed, certification claims can be made

5 Appeal

As with any assessment decision on procedural grounds, if a learner wishes to appeal against a decision made about their assessment, they need to follow the College’s policy and procedures and then the awarding organisation’s Enquiries and Appeals procedures.



FREQUENTLY ASKED QUESTIONS

1. What is an apprenticeship?

It is a job with a training program where the apprentice/ employee gains the knowledge, skills, and behaviour on and off a job and get paid. All apprenticeship training programmes end in achieving the formal qualification.

2. Who can apply for an apprenticeship?

Anyone with the age of 16 and over not in full-time education can apply for an apprenticeship. No prior qualification is needed for apprenticeships either some of the employers might require GCSEs (A-C) in English, Math, and Science.

3. How much do apprentices get paid?

Apprentices are entitled at least to the apprentice wage rate (£5.28) if they are either

- aged under 19
- aged 19 or over and in the first year of their apprenticeship.

Example: Emma at age 23 in the first year of her apprenticeship is entitled to a minimum hourly rate of £5.28, but from the second year she will be entitled to the National minimum wage rate; which is £10.42 per hour.

Apprentices are entitled to the minimum wage for their age if they both:

- are aged 19 or over
- have completed the first year of their apprenticeship

There is no upper limit for employers to pay to apprentices, employers can pay above to apprentice wage rate and National minimum wage rate.

4. Who pays for the apprenticeship training?

The government and your employer pay for the apprenticeship training.

5. How long does an apprenticeship last?

Apprenticeships must be at least twelve months long but could last as long as four years depending on the level of qualification you're going to get.

Example 1: Angelina is undertaking a Level 2 Adult Care worker Apprenticeship, she reached gateway in the first 12 months of her apprenticeship after successfully completing the Level 2 Diploma in Adult Care and Level 1 Function Skills in English and Maths. In the next 3 months, she appeared in the EPA and she passed it with distinction.

Example 2: Kate is undertaking a Level 5 Departmental Manager Apprenticeship, she reached gateway in the first 24 months of her apprenticeship after successfully completing the Level 5 Diploma in Operations and Departmental Manager and Level 2 Function Skills in English and Maths. In the next 6 months, she appeared in the EPA and she passed it with merit.

6. Do I get the same rights as other employees - like maternity leave and sick leave?

Apprentices get the same working rights and conditions as everyone else.

7. Does an apprenticeship guarantee me a job?

A percentage of apprentices are taken on by their employers and many more go on to find work elsewhere. But doing an apprenticeship does not oblige the company to take you on.

8. What makes a good apprenticeship?

A good apprenticeship should offer you the following:

- Good support and a manager you can talk to about any issues you're having
- A clear framework – what are you going to learn? What's expected of you?
- Time to study, ensuring you're able to manage your daily workload and study commitments
- Clear communication about how long the apprenticeship will last.

9. What kind of apprenticeships are on offer and how do I find one?

There are a lot of different types of apprenticeships in everything from restaurants to web design. Large companies tend to offer big apprenticeship schemes – for example, British Gas – but smaller organisations are also beginning to take on apprentices. To apply for the apprenticeship please visit the government website: <https://www.gov.uk/apply-apprenticeship>

10. What kind of qualifications will I get?

All apprenticeships lead to a qualification. There are three different levels – intermediate, advanced, and higher (the equivalent of a degree). Find out more about the different qualifications available on the institute for apprenticeship: <https://www.instituteforapprenticeships.org>

11. Do I need to do functional Skills?

Functional skills form part of all new apprenticeship standards – although learners who already have obtained the level required by the apprenticeship will be exempt from undertaking them. Functional skills qualifications are available in English, ICT, and mathematics.

13. How will the training of the apprenticeship be delivered?

An apprenticeship is a work-based assessment so all of the qualifications, assessment, and training will be completed on and off-site. Your training coach will be meeting you regularly and giving you training throughout the apprenticeship journey.

14. What will happen after I complete my apprenticeship?

It is totally up to you what you do after you complete the apprenticeship. However, you can apply for a job at the same or a new company. you can also look for a higher-level apprenticeship or further studies at a university.

14. Why chose an apprenticeship?

There are multiple reasons to choose an apprenticeship:

You learn while you earn:

As an apprentice you would have opportunity to learn skills of a specific job role from an experienced staff all while earning your wage.

You received Relevant and practical work experience:

Every apprenticeship is designed in a way that teaches you a specific set of skills for the job role in your chosen industry. These crucial skills would be learned on the job or off the job; by obtaining the knowledge off the job and gaining skills on the job.

You boost your career prospects:

Every apprenticeship is tailored in a way to gain your invaluable experience and make you an integral part of a company and teach the industry's needs. These skills and experience attract the prospects from other companies within the same industry or others; in other words, it boosts your prospects in the market.

You avoid student loan:

Most students coming out of the university have thousands of pounds in loan to pay back, it is repayable as they reach reasonable salary. But in apprenticeships, the government covers the costs, and all the benefits are yours to keep.

15. Will I be getting any holiday allowance?

As an apprentice at any company, you are entitled to at least 1 and half-day of paid holiday every month, you would also be entitled to bank holidays. It is always a good thing to read the contract to know your benefits better.

16. Do I need to work full-time?

All apprentices must be offered 30-40 hours per week which makes the apprenticeship full-time. However, apprentices with caring responsibilities can be offered part-time if agreed with the employer and can work for a minimum of 16 hours per week.

17. What is off-the-job learning?

By law, an apprentice must spend 80% of the total working hours on a job and spend at least 20% of their time on off-the-job training. To attract government funding a 20% minimum threshold has been set. This is the minimum amount of time that should be spent on occupational off-the-job training during an apprenticeship. However, they may need more than this if, for example, they need training in English and maths. It is up to the employer and training provider to decide how the off-the-job training is delivered. It may include regular day release, block release, and special training days or workshops. It must be directly relevant to the apprenticeship standard.

Example 1: Jennifer is undertaking an apprenticeship in digital marketing and has a contract of employment of working 30 hours a week. To meet statutory requirements her Employer gives her 6 (20/30 X100) hours a week (20%) off to receive training relevant to digital marketer apprenticeship standards.

CONTACT US



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