

dip

Welcome pack

Hello

Well done on taking the first steps towards a new future. You'll be amazed at how improving your skills can really boost your career and confidence too! In this welcome pack, you'll find all the information you need to learn with us.

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Our learner promise

We created our learner promise so you know what to expect from us and what we'd like you to do too. This will keep your learning experience as simple and easy as possible.

Whichever way you choose to learn with us, we'll promise to:

- listen carefully to you and help you find the right learning, qualification or support to achieve your goals.
- ensure you know what to expect, who will support you and how they can help.
- be flexible in how we support you and make it easy for you to talk to us.
- understand your needs and circumstances to make sure you get the most out of your time with us.
- treat you fairly, politely and with respect.
- ensure our staff are professional and have the skills and knowledge to support you.
- provide help and support if you have a problem, question or complaint.
- help you work out what your next steps could be, whether supporting you into work or progressing in your career.

In return, you should do the following:

- attend our centre as agreed in order to complete your programme on time.
- complete the work that you agree with your tutor.
- participate fully and actively in your programme.
- treat **dip** staff, learners and customers fairly, politely and with respect.
- talk to our staff regularly about your progress.
- let us know if you are struggling and need any extra support to help you achieve your goals.





Beginning your journey

We've made it as easy as possible for you to start working towards gaining your qualification.

Before you start your learning it's a good idea to read:

- Our privacy statement, which explains how we collect, use and protect your personal data.

This will tell you which of your details we'll be storing and how we'll be using them.

Learner induction

When you start learning with us you'll receive a learner induction that will contain information and guidance on:

- What it's like to learn with us.
- The advice and support you can expect at dip.
- Keeping on track and staying in touch with your tutor.
- Your next steps once you've achieved your qualification.
- How to stay safe online.
- Our safeguarding policy.
- Our commitment to equality and diversity.
- Your rights and responsibilities as a learner.

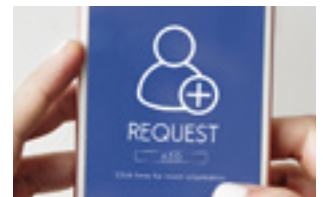
*TOP TIPS

Staying safe online

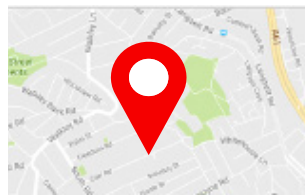
Going online and using social media are often part of everyday life. You may've heard stories about internet scams, identity theft and website which contain inappropriate, offensive or extremist material, and worry about how to keep yourself, your information and your friends and families safe online.



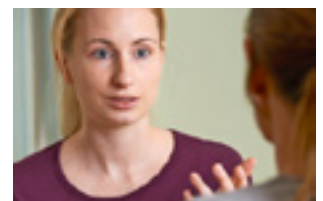
Do not send pictures of yourself to anyone, especially indecent pictures.



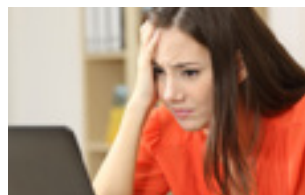
Think before becoming online 'friends' with someone you don't know or have only met a couple of times.



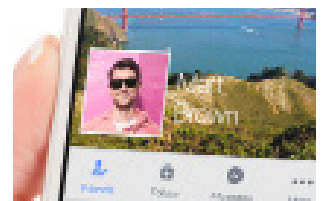
Do not share personal information such as your address or phone number.



If people share extreme beliefs online and attempt to radicalise you, you must immediately inform a member of staff.



If anything you see or read online worries you, tell someone about it.



Are you sure who someone is? Avoid arranging to meet someone in person who you have only met online.



Avoid opening emails or attachments from people you do not know.



Supporting you

Whatever you want to achieve with us, we want to make sure you enjoy it and receive the best possible service from us.

We are led by putting you first, delivering you high quality and supportive learning in a fair, open and respectful environment.

- You'll have your own tutor. They'll be able to help you if you're struggling with your courses and need someone to talk you through it.
- Whilst learning at dip, you'll always have face-to-face tutor support.
- If you're learning at home or work then your tutor will support you by phone or by email. You can still get face-to-face support by popping into your centre.
- If you're having any technical difficulties or questions about learning with us, you can talk to your tutor or call us free on 0800 279 7861.

We're here to help you understand how dip operates, and we have a responsibility to tell you certain things. We ask that you contribute and do your bit for:

- Safeguarding.
- health and safety.
- equality and diversity.
- keeping safe online.

“ The tutor support in the centre was fantastic. My tutor would sit and go through things with me if I needed her to and she really brought the best out of me. ”



Safeguarding

You have the right to be and feel safe

We strive to provide a safe and welcoming learning environment for all our learners. We have a policy of zero tolerance to bullying, abuse, grooming and harassment, and aim to protect you from the risks associated with radicalisation and extremism. We'll support you in understanding how to keep yourself safe in society, and will tell you what steps we'll take on your behalf should we ever have any concerns for your welfare.

What do we mean by safeguarding?

Physical abuse

No one should touch you in a way that physically hurts. This may include hitting, slapping, pushing, kicking or holding you back.

Sexual abuse

No one should touch you in a manner that makes you feel uncomfortable or upset. No one should make suggestive, sexual remarks to you.

Emotional abuse

No one should upset your feelings by bullying you by taunting, teasing or making belittling remarks.

Discrimination/hate crime

No one should hurt you or discriminate against you because of your age, gender, disability, sexual orientation, race, cultural background or religion.

Neglect

If you are looked after by a carer, he/she should not neglect or ignore you. You should know you are cared for.

Stealing

No one should force you to hand over money or possessions. Stealing is a criminal offence.

Extremism/radicalisation

No one should attempt to influence you to hold extreme views including those justifying political, religious, sexist or racist violence.

Online

You should feel safe online - e.g. email, websites or social media. No one should bully or harass you, share information or images which make you feel uncomfortable, or get you involved in activity which may be inappropriate or illegal.

Our responsibilities

- We'll make sure you understand what safeguarding is
- we have safeguarding reps who you, or your tutor, can talk to about any concerns
- our staff are trained to respond to any concerns you may raise
- our staff will ensure you feel safe in centres and in the workplace
- our staff have contacts with organisations and agencies which can help you with specialist advice should you need it

Your responsibilities

- you'll look after yourself and look out for your friends, peers and others you interact with
- you'll make sure you know who you can go to for help and advice
- tell us if you're in danger or have any concerns, and staff will refer you for specialist help

Health and Safety

We are committed to maintaining the highest possible standards of health and safety practice to ensure the well-being of all those who may be involved in or may be affected by our activities.

Your health, safety and welfare is important to us. You are entitled to learning which takes place in a safe, healthy and supportive environment. We are committed to giving health and safety the highest priority on all our learning programmes. Application of good practice in health and safety is recognised as being a key component in achieving high quality learning.



Our responsibilities

- we believe in the importance of the 'safe learner': you should be able to learn in a safe, healthy and supportive environment
- we'll ensure that you receive a health and safety induction including emergency procedures and first aid arrangements
- we'll ensure you're aware of the hazards and risks around you and help you to develop skills you can use throughout your working life
- we'll give you information on how to report accidents and who to speak to if you're worried about safety

Your responsibilities

- follow all safety rules and report any accidents
- work safely and take care of the safety of others around you
- use any protective equipment or clothing if required and behave in a safe way and not interfere with any safety equipment provided
- you'll only use machinery or equipment you're allowed to operate and will only enter areas you're allowed to access
- you'll abide by any codes of conduct



Rights & Responsibilities

We'll help you understand your rights and responsibilities as a learner, as an employee, and as a citizen or consumer. In doing so, we'll support you to build productive working relationships with your fellow learners, peers, colleagues and others.

British Values:

Rights as a citizen and consumer

A British citizen and consumer who lives in UK has many legal rights to ensure they are able to live safely, comfortably and are protected by law within their own and the wider community. These rights are known as Civil Rights, Human Rights, Employment Rights and Consumer Rights. A good source of further information about these rights is Citizens Advice. www.citizensadvice.org.uk/law-and-rights

Values for Life - living a successful life in modern Britain

Democracy, rules of law, individual liberty and mutual respect are the key values that we live our lives by in modern Britain.

Democracy - Britain is a democracy; this means that the people in Britain vote for the people who make the laws and decide how the country is run.

The rule of law - this includes employment laws which make sure we are treated fairly at work. All people and institutions are subject to and accountable to law.

Individual liberty - in Britain, as long as we do not break the law, we can live as we choose to and have our own opinions about things.

Mutual respect and tolerance - in Britain we accept that other people might have different beliefs than ours and they may believe in different religions.



Health & Well-being

Your health and well-being is important to us.

Should you need any advice or guidance in relation to health or well-being you can discuss this with us. We can sign-post you to specialist organisations which can provide professional guidance.

If you're learning in a centre please take some time to look at our health and well-being displays and materials.

If you require **immediate support** regarding your **mental health** please contact the **Kirklees 24 hour Single Point of Access Team** on:

01924 316830

Further information on mental health support for adults in Kirklees is available at:

<https://www.kirklees.gov.uk/mentalhealth>

Your journey

With our help, you'll be taking control of your journey to achieve your goals. Remember, a journey of a thousand miles starts with a few small steps – you can do it!

1. Introduction

We'll meet you to get to know you and understand where you want to go - whether to gain a qualification or find a route back into work. We'll work out what your needs are, explore if and how we can help you, and identify who else can help you.

2. Your first steps

Together we'll get you set up, make sure your learning/training or pathway to work is right for you and that you know what to expect. We'll run through your learning/training or pathway to work, agree clear goals, and set your path to achieve them.

3. Training and support

During your learning/training or pathway to work, you'll get regular support and progress reviews to make sure you're on track, and happy with where you're going. We'll make sure you always know who and where to go for help, if you need it.

If you're unemployed and you've been referred to us by JCP, we'll support you with regular job-searching activities and offer courses to develop the everyday skills employers expect, like time-keeping and team-working.

5. Your destination

You've reached your goal - hooray!
Whatever path you took, we're glad we did it together.
Now you've completed this journey, we're on hand to help you decide what the next challenge will be. Don't leave it too long though...

**Ambition is the first step to success,
but action is the second step!**

4. Next steps

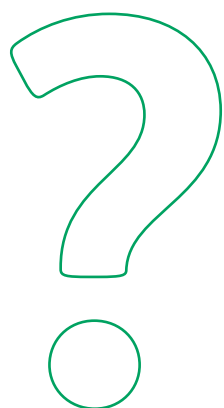
Once you've finished your learning/training or pathway to work, we'll celebrate your achievement! Together we'll review your experience and progress and explore what could be next on your journey – whether that's into work, climbing the career ladder, or onto further learning and qualifications.

If you're unemployed and you've been referred to us by JCP, we'll support you with any interviews attached to your learning/training or pathway to work and make our 'Into Work' service available to you. We'll also track your progress, ensuring your smooth progression into work and maintaining our support in work.

Our maths, English and IT learners will find out how to identify ways of using and applying new skills. We'll also make support sessions available to you where you can access our facilities and receive support with job-seeking.

We'll talk about progressing on to other programmes, into work or further learning. We'll also maintain ongoing contact with you by phone to keep you informed of opportunities.

Frequently asked questions



How long will it take me to gain a qualification?

The length of time it takes to complete your learning will vary. On average one level of learning takes around 30 hours to complete, however some people may complete quicker or need slightly longer.

What if I need help while I'm learning?

Your tutor will be on hand to provide you with support with your learning throughout your programme. You'll also be given the names of other staff who you can go for help.

What do I do if I can't attend my learning session?

You will need to let your tutor know if you can't attend. If you're on a mandated programme, e.g. via the Job Centre, then you also need to let them know.

I've forgotten my password, what do I do?

From the login page, click 'I've forgotten my password' and then follow the on screen instructions to reset your password.

What should I do if my course crashes?

You can talk to the staff at your centre for help or call us on 0800 279 7861 whenever you need any technical help. Our advisers will be able to help you get everything running properly again.



What happens if I close my course down without pressing the 'course exit' button?

If you exit your learning without pressing the 'course exit' button then you'll lose all the progress you made with your learning in that session. This means you may have to do some parts of your course again.

What if I want to make a complaint about my centre, tutor or course?

You can talk to any member of staff at your centre who will do everything they can to help you. If you do wish to talk to someone else you can call our helpline on 0800 279 7861 for further help. They will work together with you to help resolve any problems you are experiencing.

Talk to us

We want everyone to have a great experience with us. We want to continually improve how we do things and would appreciate you sharing your experience with us. You can help by telling us what you think, how we did and what you thought of your experience with us.

Whether you want to tell us what you like, make a suggestion, ask a question, or make a complaint, there are lots of different ways you can get in touch with us. We aim to respond to all feedback within five working days.

Talk

Just pop into your centre and you can talk to our friendly staff.

Call

You can call one of our friendly advisers free on **0800 279 7861**; we'll be happy to try to answer any questions or concerns you may have.



Survey

Please take part in our online survey to let us know what you think about us.

Write

Why not send us a good old-fashioned letter? Just post your mail to:
dip, Bankfoot Square, Bankfoot Street, Batley WF17 5LH

“ My advice to everyone is to grasp the chance to learn and boost your skills and confidence. You've just got to go for it. Not only will you boost your skills but you'll also have fun. The team is there to help everyone. ”



Recommend a friend

Do you know someone who'd like to learn new skills? Maybe they want to get a qualification to help them get a job, boost their CV or improve their confidence? If so, why not invite them into the centre so they can have a chat to a member of staff?

You might find it really useful to be able to learn together and support each other while you learn!

Share your story

We love to hear about your stories and have the chance to include them in our support and marketing materials. If you are happy to share your experience of learning with us then please get in touch by calling us free on 0800 279 7861 so that we can get more information about your story.

We'll always let you know when we're planning to use your details and will only do so with your approval.

Useful contacts

Your **dip** contact will talk to you about the range of resources available to you. You may find some of these contacts and websites useful.

ACAS: 0300 123 1100

[acas.org.uk](https://www.acas.org.uk)

Information, advice and assistance on the law and rights for both employees and employers to help prevent or resolve workplace problems.

Alcohol Concern: 0300 123 1110

[alcoholconcern.org.uk](https://www.alcoholconcern.org.uk)

Leading national charity working on alcohol issues.

Beat, Eating Disorders Association:

0845 634 1414

[b-eat.co.uk](https://www.b-eat.co.uk)

Helplines, online support and a network of UK-wide self-help groups to help adults and young people in the UK beat their eating disorders

Change4Life

<https://smarttools.change4life.co.uk/>

Help and guidance on a number of different ways in which you can get healthier

ChildLine: 0800 1111

[childline.org.uk](https://www.childline.org.uk)

Free, private and confidential service anyone up to the age of 19. You can contact a ChildLine counsellor about anything - no problem is too big or too small.

Citizens Advice

[citizensadvice.org.uk](https://www.citizensadvice.org.uk)

Citizens Advice can provide support and advice on a wide range of topics, including many common workplace issues

Connexions: 0800 0126 606

[Connexionslive.com](https://www.connexionslive.com)

Information and advice for young people.

Equality and Human Rights Commission:

0808 800 0082

[equalityhumanrights.com](https://www.equalityhumanrights.com)

Working to eliminate discrimination, reduce inequality, and protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society.

FRANK: 0300 123 6600

[talktofrank.com](https://www.talktofrank.com)

Friendly, confidential drugs advice.

Health and Safety Executive:

0845 345 0055

[hse.gov.uk/youngpeople](https://www.hse.gov.uk/youngpeople)

Advice, guidance, news, templates, tools, legislation and publications from the independent regulator for work-related health and safety.

NHS Live Well [nhs.uk/livewell/pages/](https://www.nhs.uk/livewell/pages/topics.aspx)

topics.aspx Information and tips on a range of topics linked to your physical and emotional well-being

NSPCC: 0808 800 5000

[nspcc.org.uk](https://www.nspcc.org.uk)

Free, confidential advice open 24 hours a day; 7 days a week.

Release: 0207 324 2989

[release.org.uk](https://www.release.org.uk)

Confidential helpline offering information and advice on drug use, the law, human rights and legal issues.

Stonewall: 0800 050 2020

[stonewall.org.uk](https://www.stonewall.org.uk)

Working to achieve equality and justice for lesbians, gay, bisexual and transsexual people

NHS Stop Smoking

[nhs.uk/Livewell/smoking/Pages/](https://www.nhs.uk/Livewell/smoking/Pages/stopsmokingnewhome.aspx)

[stopsmokingnewhome.aspx](https://www.nhs.uk/Livewell/smoking/Pages/stopsmokingnewhome.aspx)

Information about the resources available to you on the NHS about quitting for good

United Nations High Commissioner for Refugees:

020 7759 8090

[unhcr.org.uk](https://www.unhcr.org.uk)

Facts, statistics and answers to commonly asked questions about refugees (England).

