



*APPRENTICE
HANDBOOK*

2018 - 2019 Version 6 (09/18 update)

Our Vision

To champion change and to constantly look to the future. To transform the way people recruit, to change the way people learn and to positively shift the perception of apprenticeships.

Ultimately, we change lives.

Our Mission

By using technology to teach technology, we deliver flexible and dynamic learning where our audience lives most: online.

But as impressive as technology is, it needs a human touch. People are more than ones and zeros and we pride ourselves on our warm, attentive approach to apprentices and employers.

Changing lives is a big responsibility, we handle it with care.

Manaaina Director's Statement

I would like to wish you a very warm welcome to Baltic Training.

Your success is very important to us as a business. We will do everything possible to ensure your time with us is enjoyable and that your learning aims and needs are met. In return for that we hope that you will actively participate in your own learning and will let us know if there is anything you feel we could improve on in order for you to achieve your learning goals.

Baltic Training is a supportive training provider with you the learner at the centre of our work. We strive to deliver a quality provision and ensure all of our learners are fully supported to achieve recognised qualifications and valuable experience in their chosen business sector.

This learner handbook will tell you more about the services on offer and how to access them. Please read it carefully and make sure you fully understand what you can expect from us and what we expect from you. Speak with your assessor if you have any questions or concerns, they are here to assist you every step of the way.

Most importantly, enjoy your learning programme and make the most of the opportunity to develop greater confidence, learn new skills, meet new people and progress your abilities and talents whether this be for work, self-employment or further educational pursuits.

Best Wishes,
Tony Hobbs - Managing Director

Customer Service

Our goal is to be an organisation with a reputation for great customer service by offering:

1. First Class accessible training services that provide learners with choice as to where they access our provision from.
2. Great quality services which resolve to exceed learner's expectations and resolves enquiries, where possible.
3. Reliable and continuously improving training services which are cost effective, efficient and delivered through a highly trained workforce.

Learner Charter

As a learner here at Baltic Training you have the right to:

- Be treated as an individual and have your educational needs accounted for as far as possible
- A confidential initial assessment
- Ongoing advice and guidance
- Feel safe and fairly treated
- Support in your studies where necessary
- Receive an Individual Learning Plan
- Teaching and Training by qualified and professional staff
- Access to suitable and appropriate learning materials
- Receive relevant qualifications by appropriate awarding bodies (e.g. City and Guilds)
- Access to information about safeguarding, wellbeing and sustainability
- Use of a compliments and complaints function
- Use of grievance procedures should you feel you have been unfairly treated
- Not to be discriminated against by anyone employed by Baltic Training

Your Obligations to Baltic Training

As a learner here at Baltic Training we will do all we can to make sure your learning programme with us is as enjoyable and rewarding as possible.

To help us ensure that this happens there are a few things that you are required to do for us:

- Commit to a minimum 12-month apprenticeship programme
- Attend every session arranged and inform us if you can't attend
- Complete work on time
- Take part in review sessions
- Provide feedback via learner evaluations, reviews and on occasion, case studies
- Take care of any materials provided e.g. Headsets for use during training
- Follow health and safety regulations both of Baltic Training and those of your employer if applicable
- Observe any applicable policies and procedures
- Respect other's views and opinions
- Notify us of any changes in your circumstances

Rewards and Perks

- **Refer a Friend**

Do you know someone aged 16 to 18 looking for an IT or digital marketing job? **YES?** - Recommend them to us and you could find yourself £100 richer, with £100 worth of High Street Vouchers.

If your friend is accepted onto a Baltic apprenticeship you will be eligible for your reward after 6 weeks. There is no limit on the amount of friends you can recommend, so you can take advantage of this offer as many times as you like.

If you would like to recommend your friend please email referafriend@baltictraining.com to find out how.

- **Learner of the Week**

Each week, our training team will put forward the learners they feel made fantastic progress. If you are nominated for this reward, you will receive a special thank you, and feature on our website and social media!

- **Apprentice of the Month**

Apprentice of the Month is a great way to recognise the hard work and dedication that apprentices put in. If you win this fantastic award, you will receive a certificate and £50 worth of Love2Shop vouchers.

- **NUS Apprentice Extra Card**

The Apprentice Extra card gives apprentices the same discounts as students, including discounts for high street shops, McDonalds, Amazon and much more.

If you are an apprentice and want to apply for an Apprentice Extra card, all you need is a passport style photograph, your email address and your credit or debit card. The discount card costs £11.00 and the average student saves over £500 a year by using their Extra card.

Buy one at: <http://www.apprenticeextra.co.uk/buy-now.aspx>

Complaints, Compliments and Suggestions

As much as we'd love to be we're not always perfect. And while we try our best, things can go wrong from time to time, and when that happens, our aim is to resolve your complaint as quickly as possible.

We're just as keen as you are to get to the bottom of whatever the complaint might be, so please talk to us as soon as possible and we'll do the best we can to help find a solution. You might even be helping others in future by bringing it to our attention.

Raising your concerns with us

The first step is for us to understand your complaint. Details of your complaint must be recorded on our Complaint Investigation Form. This will allow us to investigate your complaint accurately by responding to the information provided by you in writing.

The Complaint Investigation Form can be downloaded from our website www.baltictraining.com

You can submit your complaint by

Email: complaints@baltictraining.com

In Writing:

The Customer Relations Team

Baltic House

Hilton Road

Aycliffe Business Park

Newton Aycliffe

Co Durham

DL5 6EN

Any complaints will be acknowledged within 48 hours and you will receive a response within 7 working days.

You can escalate your complaint to the Education and Skills Funding Agency, if you are not happy with the response you have received from us. Contact details are:

Apprenticeship helpline 0800 150400 nationalhelpline@apprenticeships.gov.uk

Compliments and Suggestions

We appreciate your compliments and suggestions. If you have any compliments or suggestions you would like to pass on please direct these to our Quality Manager quality.feedback@baltictraining.com

You can also leave feedback on the Ofsted Learner View site at the following link:

<http://learnview.ofsted.gov.uk>

If there's a particular member of staff at Baltic that you would like to thank, please go to <http://baltictraining.com/say-thank-you/>

Advice and Guidance

The Information, Advice and Guidance we provide is impartial, informal and free to our learners and will help you realise your full potential by removing barriers and helping develop skills for life and employability.

What we offer:

- Impartial advice on courses available with Baltic Training
- Initial assessment of your current skill and ability to help identify the best level of course for you
- Support with your learning needs
- Ongoing personal support for the duration of your learning programme
- Information and advice on what your next steps could be, helping you to reach your desired destination

Functional Skills

If you are undertaking an apprenticeship and do not have Certificate Evidence showing either GCSE grades A-C or 9-4 or functional skills at Level 2, you will be required to undertake functional skills in English and Maths. ICT may also be required dependent on your Apprenticeship framework.

You have recently completed an Initial Assessment on Literacy and Numeracy - this is used to provide an indication of your current skills level. Your allocated assessor/trainer will discuss your current level and the opportunities we can offer you to help you improve your current skills level for Literacy and Numeracy. A plan for functional skills will be generated from your diagnostic assessment which will identify the areas you need to improve on in order to gain your functional skills qualifications. You will be fully supported by your assessor/trainer and a qualified functional skills support tutor.

You will be required to attend a support webinar (remote online classroom) for maths, English and ICT, depending on your requirements. You will then be required to complete a mock paper and achieve the desired pass mark. Upon achieving the pass mark you will be invited to a test which will be face to face and held in a location agreed at induction.

Training

You will take part in a range of training and development activities. These will include Online Live classroom-based learning, with teaching supported by group and individual exercises.

Your Online Live Classroom Technical Training dates - Our Co-ordinators will provide you with a full calendar of training dates within 2 weeks of your start date.

Progress Reviews and Micro-Teach: Safeguarding, E-Safety, Prevent & Radicalisation, Equality & Diversity and Health & Wellbeing.

During your apprenticeship with Baltic, you will receive frequent contact from your assigned Assessor. Your progress will be formally reviewed every 6 weeks.

During your reviews your Assessor will introduce and check your understanding of: Safeguarding, Equality and Diversity, Prevent and Radicalisation, Health and Wellbeing and E-Safety. They will introduce each topic and provide you with an overview to enhance current knowledge.

Fair Assessment

Baltic Training will ensure that every learner will have access to a fair assessment and we will adhere to the below points at all times:

- Assessors/Internal Quality Assurers are competent
- Assessors/Internal Quality Assurers are regularly monitored
- Awarding body procedures are followed relating to assessments
- All learners are registered against the appropriate qualification
- Assessors clearly understand the assessment process
- All learners/assessors complete assessment plans which are reviewed against their progress
- All learners, assessors and verifiers understand the appeals procedure
- Regular communications are maintained between the assessment team
- Learners have access to their assessor/internal verifier
- Special assessment needs are identified and assessment procedures are adjusted as far as is reasonably possible to suit the identified needs

Assessment Appeals Procedure

- As a learner undertaking a qualification you have the right to challenge the assessment decision of a unit of competence, made by your assessor, if you consider that the assessment has not been carried out properly, or if you disagree with the decision taken.
- You have the opportunity to be accompanied and assisted at all stages by someone of your choice and with his/her agreement.

How to Appeal against an Assessment Decision

If you are not happy with an assessment decision from your Assessor you should first try to resolve this with your Assessor.

You can appeal against their decision by contacting the Internal Quality Assurer (IQA), within 5 days.

If you are unhappy with the decision from your Internal Quality Assurer (IQA), you then have the right to contact the Awarding Organisation or Qualification Regulators. Please note that some Awarding Organisations may require you to complete additional documentation.

Academic Misconduct and Plagiarism

Plagiarism is a specific form of cheating which applies to all assessment. There are many definitions but they all have in common the idea of taking someone else's intellectual effort and presenting it as one's own.

The Joint Council for Qualifications (JCQ) defines plagiarism as:

"The failure to acknowledge sources properly and/or the submission of another person's work as if it were the candidate's own."

Examples of 'sources' include:

- Published work - books, articles and material found on the internet.
- Unpublished work - could be course notes or a piece of work previously submitted by another learner or copied from someone else.

Examples of plagiarism include:

Extracts from another person's work - published or unpublished, without using quotation marks and/or an acknowledgement of the source.

Summarising the work of another or using their idea without an acknowledgement of the source.

Copying or using the work of another learner (past or present) without that person's knowledge or agreement.

Purchasing essays or downloading them from the internet to submit them as your own work.

Our Policies and Procedures

Baltic Training is committed to continuous improvement and has a number of policies and procedures in place to ensure that our standards remain as high as possible.

They are available to all learners in full if required. View them at

<http://baltictraining.com/about-us/policies/>

British Values

The DfE have recently reinforced the need to create and enforce a clear and rigorous expectation on all Schools and FE providers to promote the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of

those with different faiths and beliefs. The Government set out its definition of British values in the 2015 Prevent Strategy

Baltic Training are dedicated to promoting values which ensure that our learners develop a strong sense of social and moral responsibility. We promote these values through our own mission, vision and values statement, curriculum delivery, learner stakeholder feedback, and our Equality and Diversity Policies and Procedures.

Monitoring

The Senior Management Team will monitor our provision in this important area through reports provided by the Quality Manager.

Democracy

Democracy is a core value within our organisation. Learners within our provision have the opportunity to have their voices heard through our learner review process, our range of learner feedback questionnaires at various stages of their learning journey, our compliments and complaints procedure and our appeals procedure. The feedback gained from all of the above mentioned avenues, inform our annual Self-Assessment Report and associated Quality Improvement Plan.

The Rule of Law

The importance of rules and laws, whether they be those that govern the learning environment, the employment placement, or the country, are consistently reinforced during induction on to the learning programme and throughout periodic learning progress reviews. We check and re-inforce learner knowledge on areas such as Health and Safety, Equality and Diversity, Safeguarding, PREVENT duty, wellbeing and employment rights and responsibilities.

Individual Liberty

In their learning environment our learners are actively encouraged to make choices knowing that they are in a safe and supportive environment. Within our learning programmes we educate and provide boundaries for our learners to make safe choices.

Learners are encouraged to know, understand and exercise their rights and accompanying responsibilities and are advised how to exercise these safely, for example through information and advice provided to all of our learners on Equality and Diversity, Safeguarding, E-Safety, PREVENT duty, health and wellbeing and health and safety.

Mutual Respect

We are committed to ensuring that 100% of learners will report being treated fairly and with respect by both staff and their peers whilst on programme. We actively encourage mutual respect through our Equality and Diversity policies and procedures and our learner charter. Mutual respect is also promoted within our classroom environments and in one to one activities with our assessment team.

Tolerance of those of Different faiths and beliefs

This is achieved through enhancing learner understanding of their place in a culturally diverse society. Our induction programme includes focus on the importance of Equality and Diversity and learner knowledge and understanding is checked and reinforced at various points during their learning programme, including ERR activities and learner progress reviews. All employees of Baltic Training are responsible for trying to prevent discrimination which is within their control to prevent or challenge.

Safeguarding

We have a responsibility to ensure that learners are kept safe from potential harm - this is commonly known as Safeguarding, which is essential to assure the development and well-being of young people and adults alike.

Safeguarding is at the heart of how Baltic Training operates—this ranges from the appointment of staff, selecting the employers we work with, the delivery of qualifications, checking working environments are safe and ensuring we give learners information and advice on how they can keep themselves safe. All of our delivery staff are DBS cleared and are trained on safeguarding related practices and policies.

Keeping Safe Online

Social Networking

Anything you put online stays on the internet for a long time and can't be easily controlled or deleted.

Top tips when using Social Media and forums:

- Set your privacy settings to 'private' so only people you accept as friends can view your profile. Only accept friend requests from people you know in real life.
- Upload photos that you'd be happy to show a stranger, your family and a future employer - you never know where they may end up and who will see them.

- Don't give out personal details - such as your phone number or details of where you work or where you are going at weekends.
- Be careful who you trust online, remember that people you have met online are still strangers, no matter how long you have been talking to them or how friendly they are.
- Treat people with the same respect online, as you would in real life.
- Only meet someone you met online under the supervision of a parent or legal guardian.

Mobile Phones

- Be careful who you give your phone number to.
- Be cautious of where you write your number down i.e. on forms etc.
- Have a private passcode to access your phone.
- Do not respond to abusive text messages or phone calls - block these numbers and report it.

Emails

- If something is too good to be true, it usually is and is best ignored. Don't respond to spam/junk mail, they usually contain tricks and lies.
- Don't open email attachments from people you don't know. They could contain viruses that could destroy your hard drive or unknowingly install software that watches everything you do.

E-Safety

- The internet opens up new opportunities for everyone. These technologies can put people at risk too. It is important to be aware of some of the risks which include:
 - Having access to illegal or harmful content.
 - Being subject to grooming by people on the internet.
 - Having your images shared or distributed without your permission.
 - Being subject to cyber-bullying.
 - Having access to illegal downloading of music or videos.
- The risk of excessive use, an 'addiction' which can impact your social and emotional development.

PREVENT and Radicalisation

PREVENT is part of the government's counter-terrorism strategy. PREVENT means safeguarding people and communities from the threat of terrorism. It aims to stop people becoming extremists or supporting terrorism.

How Does the PREVENT Strategy Apply to Baltic?

We have a duty to safeguard our learners from radicalisation and extremism. This means we have a responsibility to protect learners from extremist and violent views the same way we protect them from drugs or gang violence. Importantly, we can provide a safe place for learners to discuss these issues so they better understand how to protect themselves.

What We Do To Help

Many of the things we already do in our learning programmes help learners become positive, happy members of society also contribute to the PREVENT strategy.

These include...

- Exploring other cultures and religions and promoting diversity
- Challenging prejudices and racist comments
- Developing critical thinking skills and a strong, positive self-identity
- Promoting the spiritual, moral, social and cultural development of learners, as well as British Values such as democracy

Internet Access

We will also protect learners from viewing content relating to extremism, for example we use web filters on the internet to make sure extremist and terrorist material can't be accessed.

FAQ on PREVENT and Radicalisation

1. How does PREVENT relate to British Values?

We are required to promote British Values and this will continue to be part of our response to the PREVENT strategy.

2. British values include:

- Democracy
- The rule of law
- Individual liberty and mutual respect
- Tolerance of different faiths and beliefs

3. Why do I need to know about extremism?

The PREVENT strategy is not just about discussing extremism itself. It is also about teaching values such as tolerance and mutual respect.

4. Is extremism really a risk in our area?

Extremism can take many forms, including political, religious and misogynistic extremism. Some of these may be a bigger threat in our area than others. We will give you the skills to protect yourself from extremist views you may encounter, now or later in your life.

5. What to do

We have two PREVENT Leads to discuss any concerns you may have regarding PREVENT and radicalisation while on our training programmes.

Designated PREVENT Leads:

Debbie Park

Debbie.Park@baltictraining.com

07714 765475

Andrew Kidger

Andrew.Kidger@baltictraining.com

07598 227528

Glossary

Extremism - vocal or active opposition to fundamental British values such as democracy, the rule of law and tolerance of different faiths and beliefs

Ideology - a set of beliefs

Terrorism - a violent action against people or property, designed to create fear and advance a political, religious or ideological cause

Radicalisation - the process by which a person comes to support extremism and terrorism

Democracy - A system of government in which power is vested in the people, who rule either directly or through freely elected representatives.

Equality and Diversity

What do we mean by Equality?

Equality means protecting the rights of every employee to be treated fairly. We value our employees and recognise the contribution they make to our business and we are committed to providing equality for all irrespective of:

- Age
- Disability
- Ethnicity
- Gender
- Religion or belief
- Sexual orientation
- Gender Reassignment
- Civil partnership or marital status
- Pregnancy and maternity

These are known as the 9 protected characteristics which are detailed in the Equality Act of 2010.

Equality and Diversity Statement

Baltic Training is committed to being an equal opportunities employer and training provider, promoting and developing equality and diversity in all its functions across the business. We have been awarded or accredited the following...

North East Equality Standard Gold Award

Baltic Training has successfully met the criteria and is operating as an "Equality Champion" promoting and developing equality and diversity in all its functions across the business.

Mindful Employer Charter

Baltic Training has signed the charter for Employers who are Positive about Mental Health.

Disability Confident Employer

Baltic Training has been awarded "Disability Confident Employer" status. We are an employer that actively seeks out and hires those skilled people with disabilities, we will be helping to positively change attitudes, behaviours and cultures.

We seek to being an equal opportunities employer and training provider by:

- Communicating our commitment to equality and diversity to all members of staff, learners and others

- Creating an environment where there is mutual respect and equality of opportunity
- Provide relevant training for all staff
- Developing mechanisms for implementation, monitoring, evaluation and review
- Treating acts of discrimination as a disciplinary offence
- Dealing with harassment and bullying
- Engaging staff in the development, implementation and execution of our policies
- Actively promoting equality and diversity with our customers, learners and others

Benefits of Equality

Equality...

Helps create an attitude of respect and dignity for all

Ensures fair treatment enabling employees to reach their full potential

Reduces workplace stress, emotional and physical pain is also reduced

Glossary

Diversity: Diversity means recognising the individual and professional differences that are a natural part of society. Diversity occurs naturally. We differ as individuals on the basis of the social, professional and organisational groups we belong to:

Individuals: We are all individuals. There are no two humans the same. We, therefore, have unique requirements, abilities and motivations.

Social Groups: We have different identities within the social groups in which we are classified, e.g. Male, female (gender), black, white (race), English, Scottish (nationality) etc.

Profession: Career activities are also sources of differing cultures.

Workplace: A diverse workforce helps a company to bring a wider range of skills and experiences to the workplace and attract capable employees

Ensuring Equality & Diversity in the Workplace

- Treat colleagues the way you want to be treated
- Remember that working as a team depends on trust. Build it through open, honest communication
- Speak up! People may be unaware of their offensive behavior

All employees and learners of Baltic Training are responsible for trying to prevent discrimination which is within their control to prevent or challenge.

Discrimination

Discrimination is treating people less favourably due to their race, sex, age, marital status (marriage/civil partnership), disability, religion, pregnancy/maternity, gender reassignment or sexual orientation. (The 9 protected characteristics)

Types of Discrimination

1. Direct Discrimination

Direct discrimination occurs when a person or group is treated less favourably than others. Segregating a person or group on the basis of one of the 9 protected characteristics is unlawful. It also is unlawful for an employer to discriminate against a job applicant whose conviction is spent.

2. Indirect Discrimination

Indirect discrimination occurs when a condition or requirement is imposed which, although applied equally to all individuals or groups, is such that:

- The proportion of persons of a group who can comply with it is significantly smaller than the proportion of persons not of that group who can comply with it.
- the Employer cannot show it as being justifiable based upon the needs of the job; it is to the detriment of the individuals concerned because they cannot reasonably comply with it.

Examples

- A dress policy which prevents women wearing trousers discriminates against women
- A company demanding a higher language standard than is actually needed to do the job discriminates on the grounds of nationality/race

Harassment

Harassment is an unwelcome or offensive remark, request or other act that discriminates against a person.

Racial Harassment

Racial harassment is behaviour, which discriminates on grounds of colour, race, nationality, ethnic or national origins or religion.

Examples of racial harassment include:

- Name calling, racist abuse and jokes
- Patronising remarks
- Display of racially offensive written materials, images and graffiti
- Non-selection for promotion/post because of colour, creed, religion or ethnic background
- Threatened assault or physical attack

Sexual Harassment

There is no hard and fast definition of sexual harassment, but it is essentially unacceptable behaviour which is based on your sex, and which is unreasonable, unwelcome and offensive.

In the European Commission' code of practice sexual harassment is:

"Unwanted conduct of a sexual nature, or other conduct based on sex affecting the dignity of women and men at work. This can include unwelcome physical, verbal or non-verbal contact."

Examples of sexual harassment includes:

- Unwelcome sexual attention
- Suggestions that sexual favours may further your career (or their refusal may hinder it)

- Comments, teasing or jokes of a sexual nature
- Inappropriate physical contact

Unwanted sexual attention is harassment if it continues after you make it clear that you find it unacceptable. However, one incident can often be enough to constitute sexual harassment, if it is sufficiently serious. Most people who are sexually harassed are women. But men too can be sexually harassed.

Sexual Harassment Myth Busting

'It's Just Harmless Fun'

WRONG Sexual harassment is the imposition of unwelcome sexual attention or action and creates a stressful and hostile environment for the victim - affecting mental and physical health. It is often accompanied by overt or implied threats to the victim's job or career - or alternative problems.

'It Only Happens to Women'

WRONG Although women are the usual victims, harassment does happen to men and has exactly the same distressing effects. Remember it is the perception of the person receiving the harassment that counts, not what you might think. Think before you act.

Bullying

Workplace bullying is a separate issue from sexual or racial harassment. Bullying can be regarded as a person or persons who use their position to coerce others by fear, persecution or by force or threat.

Bullying is a gradual wearing down process that makes individuals feel degraded and inadequate, that they can never get anything right and that they are hopeless not only within their work environment, but also in their domestic life. In many instances bullying can be very difficult to detect, it often takes place where there are no witnesses. It can be subtle, devious and difficult for those on the receiving end to confront the perpetrator.

Cyber-Bullying

Some people use technology to abuse and bully other people. This could be via email, social media, texts or phone calls. The most important thing is to not reply to

abusive messages and block the user/s. If you are still being bullied, save all messages by print screening them and contact one of our safeguarding officers.

What Constitutes Bullying within the Workplace?

- Offensive treatment through vindictive, cruel, malicious or humiliating attempts to undermine an individual or groups
- Persistently negative attacks on personal and professional performance which are typically unpredictable, irrational and often unseen

This abuse of power or position can cause chronic stress and anxiety to the extent that an individual gradually loses belief in themselves, suffering physical ill health and mental distress.

Forms of Bullying

- Persistent criticism
- Setting objectives with impossible deadlines or unachievable tasks in the given time
- Ignoring or excluding an individual by talking only to a third party to isolate another. Freezing people out
- Withholding information
- Removing areas of responsibility and giving people menial or trivial tasks to do instead
- Constantly undervaluing effort
- Spreading malicious rumours
- Blocking leave or training applications for no reason
- Taking credit for other people's ideas

Identifying a Bully

A bully within the work environment is a person who:

- Is likely to have Jekyll and Hyde characteristics
- Insists their method of working is always right
- Tells people what is required to be done, then keeps changing the instructions, perhaps in the hope people will make mistakes
- Shouts at people in order to get things done

- Persistently picks on, criticises and humiliates people in front of others
- Gives people tasks that he/she knows they are incapable of achieving
- Blames everyone but themselves when things go wrong

What to do

If you are subject to any form of harassment, you should in the first instance raise it with the HR Department of your organisation or suitable management in the absence of a HR Department. If you feel unable to speak to your manager or HR Department then please raise the issue with your assessor/trainer who will record this and address it in line with our Safeguarding procedures.

We have two safeguarding officers to discuss any concerns you may have regarding safeguarding, Discrimination, harassment or bullying while on our training programmes.

Designated Safeguarding Officers:

Debbie Park

Debbie.Park@baltictraining.com

07714 765475

Andrew Kidger

Andrew.kidger@baltictraining.com

07598 227528

IT Acceptable Use Policy

Internet, email and Online Live Classrooms - Conditions of Use

Use of Baltic's internet, email and online live classrooms is intended for Baltic business, study and research only. All individuals are accountable for their actions on the internet, email systems and online live classrooms.

Users of the internet, email and online live classrooms must not use it:

- For the purposes of harassment or abuse.
- To access or share any material that may be considered to relate to terrorism or extremism nor should such material be downloaded or stored on systems owned or controlled by Baltic Training.

- To engage in or support the radicalisation or potential radicalisation of any individual, whether that person(s) known or unknown are within Baltic or not.
- To use profanity, obscenities, or derogatory remarks in communications.
- To access, download, send or receive any data (including images), which Baltic Training considers offensive in any way, including sexually explicit, discriminatory, defamatory or libelous material.
- To download copyrighted material such as music media (MP3) files, film and video files (not an exhaustive list) without appropriate approval.

Social and Environmental Impact

At Baltic Training we recognise the importance of delivering an affordable and sustainable service which will contribute to an increase in productivity and improvements in the quality of life and of the environment.

We aim to be good neighbours who engage with, work with, and support our local communities. We will create an excellent workplace where our people are respected, motivated and competent. We aim to do this in the following ways:

Social Impact

Health and Safety - Through the way we work and behave all our employees and stakeholders will be protected from the risks of occupational injury or ill-health.

Employee Strength - We will attract, develop and retain the very best people and promote diversity in a way that underpins our values. We will ensure equal opportunities, eradicate discrimination and create a happy and motivated work force.

Community Spirit - By engaging, respecting and understanding our community stakeholders we will make a positive contribution to their environment and quality of life.

Environmental Impact

Pollution - we will not pollute or contaminate land or water and will manage our waste responsibly.

Resources - we will do 'more with less' by maximising resource efficiency in waste minimisation and recycling.

Atmospheric - we will actively reduce our use of energy and emissions of greenhouse gases in transport, maintenance and in the operation of our facilities.

Suppliers - We will work with our suppliers to deliver mutually sustainable solutions that deliver value for money

How we use your personal information

Baltic Training are compliant with the General Data Protection Regulations (2018). Full details of how we use your personal data and who we share it with are contained within the Privacy Notice issued to you at Induction. Our full privacy policy is available on our website.

Call Monitoring

As part of our quality monitoring procedures, Baltic Training will be monitoring and recording telephone calls for training purposes only. We will use the data to train our employees, improve customer service and drive up standards to our customers both internal and external. The data will not be shared with any external agencies. Recordings will be kept for 6 months and then deleted from our system.

Health and Safety

This Health and Safety Policy Document is designed to outline our commitment and the approach taken by Baltic Training in regard to Health and Safety matters.

We aim to...

- Consult with our employees and learners on matters affecting their health and safety
- Provide an adequate level of control of the health and safety risks arising from our work activities
- Provide effective health and safety information, instruction and supervision to employees and learners
- Ensure that all employees are competent to do their jobs, giving them adequate training
- Prevent accidents and cases of work related ill health
- Provide safe and healthy working and learning conditions
- Report any incidences of injuries, diseases or dangerous occurrences

AND FINALLY ...

Your Apprenticeship Programme

Your Commitment Statement provides the full details of your training programme and includes:

- Qualifications and key milestone
- Technical Training
- Workplace Competence
- Functional Skills
- Progress Review arrangements
- Assessment
- Off the Job Training
- Apprenticeship Agreement

