



STC Group
building your future

LEARNER HANDBOOK 2023/2024



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Welcome

Welcome to The STC Group, we hope that you enjoy doing your training course with us. This information pack includes everything you need to know whilst you are with us. We want you to get as much as possible from your course so if you have any queries or concerns about anything to do with your course then please talk to us about them.

The STC Group has a wealth of experience in supporting individuals to develop the skills they need to achieve their career aspirations and organisations to meet their business needs.

We pride ourselves in our caring but focused approach and most certainly believe that staff are the biggest asset of any successful business, whether they are at the beginning of their career journey or already well established.

As a learner with STC you may be signposted to other companies within our group to take advantage of the benefits and services that we offer in order to meet your needs. For more information please visit www.thestcgroup.co.uk

Who is funding your qualification?

The Education & Skills Funding Agency (ESFA) has funded your training programme. They may contact you to ask you about how you are enjoying your course. This does also apply to self-funded learners through Student loans. STC works with different lead providers to attain funding from the Education & Skills Funding Agency, this means you may see different company logos on your paperwork and you will be told at induction which lead provider is being used.

The European Social Fund

The European Social Fund financially supports the Apprenticeship Programme through match funding and the learning you undertake may be used to match to European funds. It is important that you are aware of what the ESF is all about. The European Social Fund (ESF) is one of five Structural Funds designed to reduce differences in prosperity and to strengthen economic and social cohesion in the European Union.

The European Social Fund aims to:

- Promote sustainable and quality employment and support labour mobility
- Promote social inclusion, combat poverty and any discrimination
- Invest in education, training and vocational training for skills and lifelong learning

Thousands of ESF projects run each year, and many are probably carrying out similar activities as you. Without the support from the European Social Fund the programme that you are completing would probably not have been possible. Further information on ESF is available at <http://www.dwp.gov.uk/esf/>

Who is accrediting your qualification?

Awarding organisations are responsible for accrediting your qualification. All leading UK awarding organisations are committed to providing qualifications that engage learners, equip them with the knowledge and skills they need for their future and help them to achieve their full potential. The STC Group is approved and accredited by a variety of awarding organisations and at your induction you will be made aware of who your awarding organisation is and how they quality assure our programs.

Aims and Objectives

The aim of your training course is to give you:

Information, advice and guidance which will enable you to select the qualification most appropriate to your career needs

The skills you need to develop a lifelong career in your chosen industry Training, support and guidance to help you achieve your qualification

The confidence to achieve your personal goals and aspirations within your chosen career Confidence that you have the skills required to meet your employer needs

Understanding of British Values and Behaviours

In addition, you will be encouraged throughout the assessment process to engage in reflective learning and continuous professional and personal development.

Your training course is designed to meet your individual needs and is based on the assessments and interviews carried out with you before and during your Induction.

If you have any queries or concerns about your training then please ask your tutor.

Alternatively you can also speak to your Internal Quality Assurance (IQA) or centre manager.

Who's who?

We have many staff who will be involved in your training and assessments and who will support you whilst you are training with us. You will be supported by the following people during your training course:



Assessor/Tutor who is responsible for planning & conducting your training/ workplace assessments, providing feedback to you on your progress and signing off completed units which will eventually lead to the achievement of your course. He/she will also conduct your reviews.



IQA/Moderator who is responsible for ensuring the quality of the assessment process. He/she will be checking that your portfolio meets awarding organisation requirements and may call you to discuss how you are getting on with your training.



Functional Skills tutor who is responsible for up skilling your Mathematics and English skills by way of one to one tuition or small group work.



EPA Assessor who is responsible for conducting your end point assessment at the end of your apprenticeship program. This person is

an external person representing the awarding organisation

Contact Us:

We have centres across London, Essex & Buckinghamshire.

All centres can be reached on the same telephone number 0345 565 2656. When calling please listen carefully to the options so you can be transferred to the relevant department.

(Head Office)

Unit 32a Bates Industrial Estate
Church Road
Harold Wood
Essex
RM3 0HU

Unit 1 Queens
Head Chambers
16 St Johns Road
Gt Clacton
Essex
CO15 4BS

Acorn Place
Heckworth Close
Highwoods
Colchester
Essex
CO4 9TQ

69A South Street
Romford
Essex
RM1 1NL
(Next to Snappy Snaps)

Birmingham Manchester

Visit our website for regular updates. You can also find further contact details and meet our team.

Website: www.thestcgroup.co.uk

Email: info@thestcgroup.co.uk

Health and Safety

Your health and safety is very important to us. You are responsible for protecting yourself and others from harm or danger. Please read your copy of your H&S policy at work and also when in the training centres and ensure you are familiar with your responsibility for Health and Safety at your place of work and comply with all the health and safety requirements of your employer.

Equal Opportunities

Everybody on our training course will be treated fairly and will not be discriminated against for any reason whatsoever including race, colour, ethnic origin, religion, gender, sexual orientation, marital status, background, age, etc.

You are expected to treat everybody that you come into contact with whilst you are on your training course with respect. Any disruptive or abusive behaviour will be dealt with severely. You are expected to comply with STC equal opportunities policy, which is displayed in our training venues and can be requested if necessary from our Head Office.

Safeguarding

STC aims to maintain a safe and welcoming environment for all staff, learners and visitors. It is committed to meeting its duty to safeguard and promote the welfare of children and vulnerable adults, and recognises its role in identifying cases of suspected abuse and making referrals to the appropriate investigating agency.

Sickness & Absence

We understand that from time to time people are sick or are unable to attend pre booked appointments or training sessions. If this occurs you must let your assessor/ tutor know as soon as you are sick or are unable to attend. This must be no later than 9.00am on the day of your appointment, therefore please ensure that you have your assessor's/ tutors mobile number both at home and at work.

Poor attendance will stop you from completing your qualification or may mean you being removed from the course, so please make sure that you are at work and available for all your assessment visits.

You are also protected from any acts of bullying or harassment such as; being touched if you don't want to be, being threatened or being victimised. If you are unhappy with the way you have been treated or suffer from any acts of bullying or harassment then come and talk to any member of staff.

You are expected to comply with STC safeguarding policy, which is displayed in our training venues.

Prevent

STC have a duty to safeguard their learners and PREVENT is about safeguarding our learners to keep them both safe and within the law. The PREVENT duty is not about preventing learners from having political and religious views and concerns but about supporting them to use those concerns or act on them in non-extremist way.

Our policy is designed to provide a clear framework to structure and inform our response to safeguarding concerns for those learners and staff who may be vulnerable to the messages of extremism. In addition, it provides details of the local inter agency process and expectations in identifying appropriate interventions.

Radicalisation is defined as the process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist groups.

Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

You are expected to comply with STC prevent policy, which is displayed in our training venues



Sickness & Absence

We understand that from time to time people are sick or are unable to attend pre booked appointments or training sessions. If this occurs you must let your assessor/ tutor know as soon as you are sick or are unable to attend. This must be no later than 9.00am on the day of your appointment, therefore please ensure that you have your assessor's/ tutors mobile number both at home and at work.

Poor attendance will stop you from completing your qualification or may mean you being removed from the course, so please make sure that you are at work and available for all your assessment visits.

Plagiarism

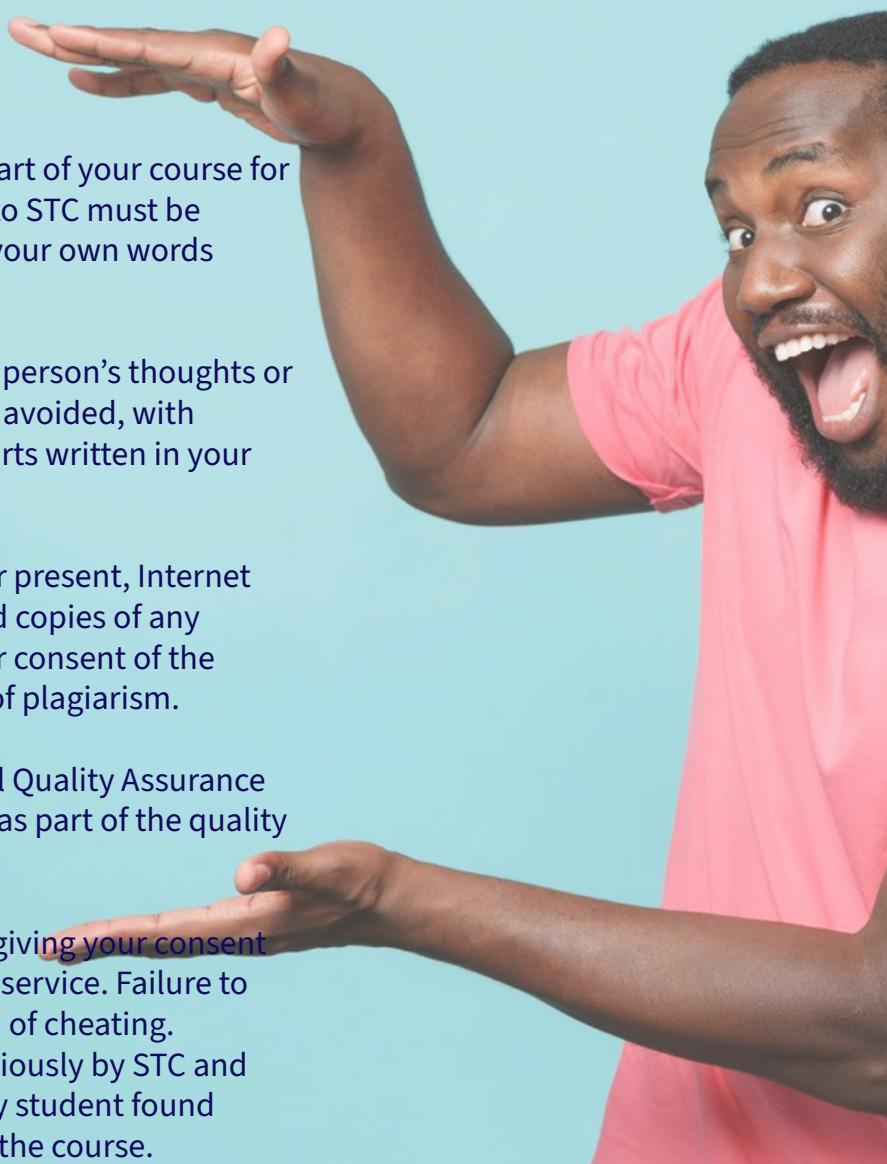
You are reminded that all work submitted as part of your course for Assessment (including coursework) or Exams to STC must be Authentic, this being your work, expressed in your own words incorporating your own ideas and judgments.

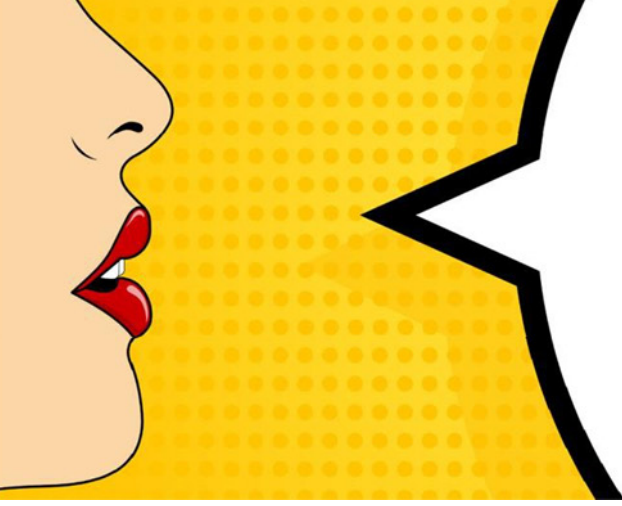
Plagiarism, that is the presentation of another person's thoughts or words as though they were your own, must be avoided, with particular care in coursework, essays and reports written in your own time.

The use of the work of another student, past or present, Internet articles or sources, books, reference books and copies of any companies policies or procedures without prior consent of the assessor/ tutor will constitute a major offence of plagiarism.

STC will submit your coursework to an Internal Quality Assurance (IQA) and an External Quality Assurance (EQA) as part of the quality assurance process.

By registering with STC you are automatically giving your consent for any of your work to be submitted to such a service. Failure to observe these rules may result in an allegation of cheating. Cases of suspected plagiarism will be dealt seriously by STC and may result in penalties being taken against any student found guilty of plagiarism, thus being removed from the course.





SPEAK UP

Grievance Procedure

We hope that you will enjoy your time with us, however, if at any time you have a grievance relating to your training or assessments then you must use the following procedure:

1. Discuss your grievance with your assessor/ tutor, who in most cases can best respond to your complaint.
2. If you are still not happy then you should put your grievance in writing within 30 days of the grievance occurring to the company Operations Director who will acknowledge receipt of your grievance within 5 working days, carry out a full investigation and respond to you with the results of the investigation in writing within ten working days.

NB. Should you require any assistance with writing a written complaint then you need to contact the company Operations Director who will arrange for you to receive appropriate assistance.

Should you be asked to attend a meeting with the company Operations Director to discuss your grievance then you will be entitled to bring a representative with you to the meeting

For all learners enrolled on an SQA regulated qualification

For assessment-related complaints, candidates of SQA qualifications may also have the right to complain to SQA awarding body. SQA will only consider your complaint if you have already exhausted all stages of The STC Group's complaints procedure and you remain dissatisfied with the outcome or the way in which we handled your complaint, or you believe that we have unreasonably failed to apply the procedure correctly. SQA may consider complaints about:

-
- assessment — in the broadest sense, including the conduct of, preparation for, and environment for, assessment
- dissatisfaction with the way in which the centre handled the complaint SQA will not consider complaints about:
 - academic judgement (use Appeals or Post-results Services)
 - the wider experience of being a candidate (eg support service, funding, facilities)

Disciplinary Procedure

Good discipline is very important and you are expected to act in a reasonable and disciplined manner at all times. Persistent or serious misconduct will lead to disciplinary action being taken. The standard procedures are as follows:

1. Counselling will be given to try to solve the problem
2. The next step, if necessary will be a recorded verbal warning of which your advisor/ employer will be informed.
3. Then up to 3 written warnings will be given and sent to your advisor/ employer if misconduct continues.
4. If misconduct still persists, then you will be terminated from the training programme.

Appeals Procedure

STC want to hear about any concern or complaints that learners may have about any aspect of their programme. Any learner has the right of appeal if they disagree with any aspects of centre practice or any assessment decision at any stage of the process.

The following procedure should be followed:

1. *Appeal against centre practice or the decision of an assessor within 1 month of the event.*
2. *Learner to request further clarification from Assessor in writing. The assessor will respond within 2 working weeks*
3. *If decision is still in dispute*
4. *Learner to inform IQA of intention to appeal in writing stating reasons within a further 2 weeks*
5. *IQA will re-assess your evidence and provide written feedback of decision*
6. *If Internal Verifier upholds original decision and decision is still in dispute, Learner can appeal in writing to the External IQA within 1 month.*
7. *External IQA will investigate appeal and inform candidate of decision in writing*
8. *This process can continue with an appeal to Regional Verifier and the final level of appeal is to the National Verifier. His / her decision is final.*



Appeals Procedure continued...

For necessary correspondence to be sent to relevant awarding organisation, please do find appropriate mailing address below:

- Edexcel 190 High Holborn, London WC1V 7BH
- City & Guilds 1 Giltspur Street, London EC1A 9DD
- Cskills Award, CITB, Bircham Newton, King's Lynn, Norfolk, PE31 6RH
- Skills First Awards, Suite 215, Fort Dunlop, Fort Parkway, Birmingham, B24 9FD
- Highfield ABC, Highfield House, Heaven's Walk, Lakeside, Doncaster, DN4 5HZ VTCT, Aspire House, Annealing Close, Eastleigh, Hampshire, SO50 9PX
- NOCN, The Quadrant, Parkway Business Centre, 99 Parkway Avenue, Sheffield, S9 4WG,
- Pearson, 80 Strand, London WC2R 0RL
- SQA, The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ

Copies of all correspondence sent to any of the awarding bodies should also be sent to the company CEO, Specialist Trade Courses, Unit 32a Bates Industrial Estate, Church Road, Harold Wood RM3 0HU.

All documentation relating to any grievance will be retained by Specialist Trade Courses for a period of 3 years after which time it will be destroyed.

For all learners enrolled on an SQA regulated qualification

If you have gone through all the stages of Specialist Trade Courses internal assessment appeals procedure and remain dissatisfied with the outcome or the way in which we handled your appeal, you can:

- appeal to SQA (the awarding body)
- appeal to SQA Accreditation, Ofqual or Qualifications Wales (as appropriate) if you feel that the centre and/or SQA (the awarding body) has not dealt with your appeal appropriately

SQA Accreditation, Ofqual or Qualifications Wales (as appropriate) cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of our and/or SQA's appeals process and require corrective action



What is the Regulated Qualification Framework?

The Regulated & Qualification Framework (RQF) is a framework that has been designed to simplify the current qualifications system and make it easier to understand and more responsive to your needs and your employer's.

The RQF will provide a new way of recognising skills and qualification by awarding credits for qualifications and units enabling bite-sized steps to learning. The RQF systems works on credit values and a certain number of credits is required to achieve a full qualification.

If you require more information, you can contact your assessor or IQA. Or visit <https://www.gov.uk/government/organisations/standards-and-testing-agency>





What is an Apprenticeship?

An Apprenticeship is a work related qualification made up of components. As a candidate you will undertake a range of these components to achieve your qualification and complete your Apprenticeship. A full Apprenticeship is sometimes referred to as a framework or standard. Some Standards do not have any qualifications within it but has a requirement to develop knowledge, skills and behaviours

An example of components in an apprenticeship standard are as follows:

- A diploma/certificate/NVQ if applicable
- A technical qualification if applicable
- End point assessment
- Functional Skills in Maths and/or English
- Functional Skills in ICT if applicable
- Knowledge, Skills and Behaviour development
- On and Off the job training

There will be various different methods used to complete your qualification and this will be a mixture of tutoring session in the classroom, visits to your workplace by a qualified member of staff and formal assessments.

Your allocated tutor/ assessor will give you a formal induction to the course you have enrolled to complete and will explain in more detail each and every component and how this will be achieved.

If you require more information, you can contact your assessor or IQA. Or visit www.apprenticeships.org.uk

What is a Work Related/Employability Qualification?

A work related/Employability qualification is an industry specific qualification to help you return to work. As a candidate you will undertake a range of these components to achieve your qualification and complete your qualification. These are mainly centre based qualifications.

The components to your qualification are as follows:

Level 1 or above Diploma/Certificate/ Award (Competence based qualification)

Your allocated tutor and assessor will give you a formal induction to the course you have enrolled to do and will explain in more detail each and every component and how this will be achieved.

If you require more information, you can contact your assessor or IQA



What is a Student Loan?

A student loan qualification is also a work related qualification. However as a candidate you will have financed your qualification through the Student Loan Company. These qualifications start at level 3 and like other qualifications you will undertake a range of these components to achieve your qualification.

The components to your qualification are as follows:

Level 3+ Diploma/Certificate (Competence based qualification)

There will be various different methods used to complete your qualification and this will be a mixture of tutoring session in the classroom, visits to your workplace by a qualified member of staff and formal assessments.

Your allocated tutor and assessor will give you a formal induction to the course you have enrolled to do and will explain in more detail each and every component and how this will be achieved.

If you require more information, you can contact your assessor or IQA.

SIGN UP

Induction

you will need to complete your sign up/enrolment with a member of staff before you can start your program. At this point we will check your eligibility for the course or apprenticeship you wish to do and you will also have an initial assessment in English and Mathematics.

You will need to attend an induction for your course, which will cover all relevant information about how you will achieve your qualification. This induction is usually carried out by your allocated tutor at your first session. You will be contacted by your assessor/tutor to attend this induction. You will not be able to progress with your course until you have attended this induction process.

Functional Skills.....

When you have your induction for the course you would have completed your diagnostic assessment in Mathematics and English. This helps to establish what your levels are and identify if additional support can be given to you to improve in these subjects. Mathematics and literacy support can be delivered either as a standalone qualification or as an additional qualification to your main course of study.



Individual Learning Plans (ILPs)

To make sure that your training course meets all your needs and expectations we ask you to complete some assessment questionnaires and/or exercises. Once you have finished them, we will discuss your results with you and agree what training you need. All of this information will be written on your ILP. Your ILP includes details about your career aspirations, the training you will be receiving, the qualification you will be working towards with target completion dates, details of any additional support you will receive and specific goals and targets for you to achieve.

Information, Advice and Guidance (IAG)

You will receive information, advice and guidance before you start your qualification to ensure that you are choosing the right qualification for your needs and to advise you as to short, medium and long term options and opportunities available to you.

Additional IAG will then be provided to you on an ongoing basis throughout your training as well as at the end of your training. Prior to leaving the programme you will be able to discuss progression to other qualifications and be signposted as to how you can access these.

Progress Reviews

Whilst you are on your training programme you will receive a progress review every 8-12 weeks. The aim of these reviews is to give us an opportunity to discuss your progress and to ensure that you are still on target to meet the objectives you agreed in your Individual Learning Plan (ILP).

Your reviews will take place at your place of work, will be carried out by your assessor and will involve your employer where possible.

Additional

We want you to be successful in your training course and will give you as much additional support as we can to help you succeed. Examples of the support we can give you include:

Information about and referral to a wide variety of counselling and support services such as the Citizens Advice Bureaux, Drug and Alcohol Advice, Pregnancy Advice

Help with Mathematics and English including language support if English is not your first language
Access to additional training courses and qualifications which will count towards your continual professional development (CPD).

In addition, if you have any personal problems we can arrange counselling and assistance in sorting out practical problems. If you would like to talk to somebody then speak to your assessor.

Your Opinion Counts

Your opinion is important to us and we will ask you what you think about your training at various times during your course. Please be honest as we cannot make things better if we do not know what is wrong. You will be able to give anonymous feedback if you would prefer. In addition to this we have suggestion boxes located in centre for any suggestions, comments or compliments. If you have a complaint, please follow the complaints procedure that that it can be dealt with in the correct manner.

Exit and Aftercare

Your completion date will be agreed with you during your induction. However should you decide that you wish to leave the course before this for any reason then please don't just disappear, let us know, so that we can make sure that you are given the correct information, advice and guidance as to what options are available to you.

Once you have finished your training, we will ask you to complete an exit interview. If you need any additional assistance either before leaving or after you have left then do not hesitate to ask. Anyone who has been on the course is entitled to a written reference.



What is a portfolio?

A portfolio is a folder which contains background information on you, records of assessment planning and feedback and all the evidence produced of which shows you are competent against the awarding organisation standards.

E-Portfolio

You also have the option to complete an E-Portfolio which is completely paperless and is an online version. If this is of interest to you then please speak to your Assessor so this can be demonstrated to you. Alternatively you can go to <https://www.onefile.co.uk/> for further information.

What should be in the portfolio?

Your portfolio contents will be given to you by your assessor/tutor at your first assessment visit. You will be provided with access to your electronic portfolio in which contents can be stored and your assessor/ tutor will support you to navigate the system and explain how to use it so your qualification can be presented in the correct format ready for the quality process.

Some assessments are carried out using digital Dictaphone and your assessor will record some evidence and place this into your portfolio.

When you complete each piece of evidence, upload this so you can see what you have completed and what still needs to be done. This will help you to see how you are gradually achieving your award and which units are nearing completion. If in doubt, please ask your assessor.



TOP TIPS

for producing a quality portfolio

Your portfolio is a very important part of your qualification as it will contain all the evidence that you have collected with your assessor/ tutor to show that you are competent in your job and meet the awarding organisation standards. Without your completed portfolio, we cannot apply for your certificate. It is valuable, don't lose it or damage it. NB.



Your assessor will guide you; but remember the following rules:

- Familiarise yourself with the standards. If you know what the assessor/ tutor is expecting to see and what you should be doing when working then evidence collection will be much easier.
- Make your work relevant. Look at the guidance on the bottom of the question sheets and make sure you answer the questions accordingly. Answer the question asked not what you think should be answered.
- Make sure you are working to the standards. The assessor can only assess you against the awarding organisation standards, so make sure you are working to these standards even if it is over and above what your employer requires.
- Make sure your work is presentable. If it is too difficult to read then what does this say about you and your commitment to the award?
- No handouts, photocopies etc. If you have worksheets that you have completed then they can be included. Ask yourself what it is evidence of? How does it show your competence? A photocopy only shows you can photocopy nothing else.
- Keep on top of your work. If you let things slide you will find it really difficult to complete units which can be very demoralising. You need to set aside time each week to complete the actions set by your assessor so that you can complete your qualification at a steady pace. You will need to spend about three to four hours on each unit.
- Sign and date your work. If you type your work, sign each sheet and add your enrolment number. This way if it is mislaid it can find its way back to you. Too many people may have the same name but they will not have the same enrolment number. It is also validation that it is your work. If there is a specific place for your signature then please sign your name in that place. This is to say you agree with the information on that piece of paper.

Types of Evidence

Record of Observation of the workplace/ Centre

This is a series of observations that your assessor will carry out over a period of time. Your assessor will observe you doing your job or specific tasks required for your course and write a report explaining exactly what he/she saw you do

Product Evidence

TIPS

This is copies of real work evidence that you collect as part of your job such as letters, faxes, documents, forms etc. Your assessor will guide you as to what product evidence you should collect, but remember it must be something that you have produced and must be signed and dated by both yourself and your assessor.

Professional Discussion

This is a formal discussion you have with your assessor about how you carry out your job. If you use this type of evidence then your assessor will explain to you exactly what you will be discussing and how this relates to the standards. You will then have a chance to prepare what you want to say along with some examples of when you have done the things you are discussing.

Work-based Projects

This is evidence from any specific project that you are asked to carry out as part of your job such as arranging events, researching a subject etc.

Witness Testimony

Witness Testimonies are an excellent way of validating that you meet awarding organisation standards. You can ask your manager or colleagues to write a statement either to confirm that you took part in various work activities or to describe how you meet the standards required within your chosen qualification. These statements must be on company headed paper and be signed and dated by the witness.



Personal Statement/Case Studies

Often you need to write detailed statements and/or case studies giving actual examples to show how you have met the course standards. Within these statements/case studies it is useful to also explain why you took the actions you did. If you are writing about something you have done, remember to write it in the first person i.e. 'I did this'.

Reflective Diary

You are likely to be asked to keep a diary of your day to day activities, highlighting the activities and actions you undertook, why you did them, the outcomes of your actions and if applicable what you could have done differently to get a more successful outcome.

Accreditation for Prior Learning / Achievements (APL/A)

If you have already completed a course e.g. QCF, NVQ, Technical Certificate, Numeracy or Literacy Key Skills, Functional Skill, GCSE or recently attended a short course, you can often use some of the evidence against your new qualification or even be exempt from completing some of the units. Ask your assessor if you think you may have something that you can use for this.

Special projects, assignments or simulations

These are special tasks that are set by your assessor to obtain specific evidence for your qualification that does not naturally occur as part of your job. An example of this might be how you would deal with an accident or fire within the health and safety units.

Written and Oral Questioning

You will need to show you understand why you carry out your work tasks in a certain way and the implications of not meeting your employers work standards. You will need to demonstrate that you have an understanding of the rules, regulations and legislation that relates to your job. Each unit has a list of knowledge and understanding questions for which you will need to provide a written or verbal response. Your assessor will agree with you the best way to tackle these questions.

Taped/Video Evidence

You might agree with your assessor that some of your evidence will be recorded either on a tape or a video. This type of evidence is best used when you are answering questions, undertaking a professional discussion or carrying out a task in the workplace.

Electronic Recording

You might agree with your assessor that you can record evidence using a Dictaphone. Your assessor may record his/her judgements during observation using a Dictaphone and you can provide non-written evidence by recording instead. Your assessor will explore this option further with you at the planning stage.

Quality Assurance of Evidence

When collecting evidence and assembling your portfolio it is important to observe the following:

Relevancy
Sufficiency
Authenticity
Confidentiality
Currency

Relevancy

Apart from the evidence that you are asked to produce to give details of the company that you work for and the people you work with, each piece of evidence must be relevant to specific elements and performance criteria.

If you are unable to explain why a piece of evidence is relevant to the element then that piece should not be included.

Sufficiency

Candidates often overwhelm their assessor with large amounts of evidence. This only serves to confuse the assessor who prefers clear, concise examples, which specifically demonstrates the candidate's competence. It is important to avoid duplicating evidence, which meet the same performance criteria or range unless directed to do so by the assessment guide. When a piece of written evidence is long and bulky, a summary of it should be included or the key points identified with a highlighter pen.

Authenticity

Your assessor will need to be satisfied that the evidence you present is actually your work. Wherever possible, you should submit evidence that can be readily attributed to you e.g. a certificate with your name on, minutes of meetings where your competence is mentioned, letters you have signed, official records bearing your name etc. Please see policy on Plagiarism.

Witness testimony can also be used to authenticate specific pieces of evidence and can also be used to authenticate personal reports.

Confidentiality

You should always check your evidence to ensure that it is not confidential information. Some documents may be submitted with confidential information blanked out provided that the documents are still relevant. Where evidence cannot be included because it is of a confidential nature, a witness testimony can be used to testify that the evidence was produced and demonstrated competence.

Currency

Whilst you can use evidence which is up to two years old it is advisable to submit recent evidence wherever possible. The date of each piece of evidence should be included on the bottom of every piece of evidence.

Some Useful Websites

www.thestcgroup.co.uk

www.stcstudenthub.co.uk

Funding bodies and programmes

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

<https://www.gov.uk/topic/further-education-skills/apprenticeships>

<https://www.gov.uk/government/organisations/student-loans-company>

E- Portfolio

www.onefile.co.uk

Functional Skills/Skills for Life

<https://www.skillsforward.co.uk/>

<https://www.bbc.co.uk/teach/skillswise>

The image shows a computer monitor displaying the STC Group website. The website has a blue header with the STC Group logo and navigation links: HOME, COURSES, APPRENTICESHIPS, LEARNERS, EMPLOYERS, FINANCE & FEES, and CONTACT. The main content area features a large group photo of diverse people and the text: "Award Winning Training with The STC Group". Below this, it says "Based in Essex and London we offer commercial and government funded vocational training." There are two buttons: "ENROL NOW" and "TEL: 0345 565 2656".

To the right of the monitor is a QR code. Below the QR code is a text box that says: "Scan the QR code to access the student hub for Safeguarding".

Handbook Acceptance Form

This Learner Handbook has been prepared for your information and understanding of the policies and procedure of The STC Group and to provide you with information relevant to your course. Please read it carefully. Upon completion of your review of this Handbook, sign the statement below, and return it to your Tutor/Assessor.

I, _____, have received and read a copy of The STC Group Learner Handbook which outlines the Company's policies and procedures, including the appeals and complaints procedure, as well as my responsibilities as a learner.

I have fully familiarised myself with its contents. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Learner Handbook provided to me by The STC Group.

Candidate Signature

Date.....

STC Signature

Date

