

# YOUR LEARNER HANDBOOK



# Dear Learner,

Welcome to the handbook for your digital construction skills course.

Firstly, congratulations on getting back into learning and joining us on your course.

This handbook is designed to help you get the most out of your learning experience and for us to support you throughout. It provides key contacts and resources.

Please do give us feedback at any point to ensure we keep developing our services and training to meet your needs.

By the end of the course you will have new technical skills, improved confidence and better employability prospects.

Have fun learning!

## Joanna Mulgrew

Joanna Mulgrew  
Managing Director  
HBXL Skills Academy





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## OUR COMMITMENT TO YOU

As a learner with the HBXL Skills Academy you can expect to be;

- Given a very warm welcome and a safe place to learn
- Provided with a clear pathway through your training and our expectations of what you need to do and when
- Provided with a professionally managed course, delivered by suitably qualified tutors
- Supported all the way with 121's with your Tutors at any point on top of the course delivery
- Listened to with your comments, suggestions, compliments and concerns acted upon
- Looked after by a dedicated Learner Engagement Manager

We are inspected by Ofsted and audited by CITB. We are very interested in your views about us. Go to <https://www.surveymonkey.co.uk/r/PCVVMK5> or email us at [skillsacademy@hbxl.co.uk](mailto:skillsacademy@hbxl.co.uk)

## YOUR COMMITMENT TO THE SKILLS ACADEMY

As a learner we expect in return for you to;

- Arrive on time to all sessions and stay to the end
- Advise us in advance if you are unable to attend by contacting us on 0117 916 7870 via phone call or WhatsApp
- Ensure you catch up on any recordings and work you have missed before the next session
- Complete all homework you are set and submit it by the given deadline
- Treat all staff and other learners with respect and without prejudice
- Be responsible for your own learning and completion of work including homework, submitting portfolio coursework and updating Personal Development Plans (PDPs) and Action Plans as required
- Advise us if you need any extra help or support to take part in the course
- Comply with the Contract of Cooperation that you signed on enrolment
- Engage with staff to support the various Department for Education/CITB funding milestones/requirements
- Comply with our policies and procedures, including health and safety guidelines, as they are there to keep you safe whilst you learn with us
- Raise any concerns through the appropriate channels and allow staff to resolve issues.

## YOUR RESPONSIBILITIES TO OTHERS IN THE SKILLS ACADEMY

Your responsibilities are to:

- Respect other people's rights to safety
- Not hurt or abuse others
- Not threaten to hurt or abuse others
- Respect the rights and dignity of each other
- Use behaviour and language which is respectful and inclusive to all
- Not attend your course while under the influence of alcohol, illegal drugs or other banned substances



- Understand that there is a zero tolerance for behaviour such as aggression, bullying, cyberbullying, harassment or any types of abuse, damage to property and the use of indecent language
- Tell us about bullying or harassment if it happens to you or to other learners
- Talk to us if you are concerned about your own safety or the safety of other learners
- Take part in sharing feedback to your tutor and on surveys about your learning and progression.

If you think you have been hurt or abused by another learner, member of staff or visitor, you should report this as soon as possible. You can also contact free of charge:

Samaritans: 116 123

Victim Support: 0808 1689 111

## YOUR ATTENDANCE EXPECTATIONS

We do expect you to attend every session as far as possible via the GoToWebinar link provided. We do appreciate that there may be circumstances where you are unable to attend training – family commitments, work emergencies and illness, that's life.

If for some reason you are unable to attend, please advise your Tutor or Learner Engagement Manager IN ADVANCE (e.g. by phone call or WhatsApp on 0117 916 7870 or by email [Shannyn.sachse@hbxi.co.uk](mailto:Shannyn.sachse@hbxi.co.uk)).

However if your attendance falls below 90% we will be in touch and unfortunately if it falls below 80% you may be asked to leave the course if attendance does not improve.

Finally, please do be on time for your session kick off! You should endeavour to arrive on time and remain for the duration of the session. Late arrival at, and early departure from, sessions means learners might not complete the course or achieve their qualification.

Furthermore it can be disruptive to the tutor and flow of the course module.

Our Attendance Policy is here <https://hbxi.co.uk/learner-attendance-policy/>

### Repeated non-attendance

We may contact you to seek an explanation for any unsatisfactory attendance. Learners may be invited to discuss how their attendance will be improved and any support that may be required. Learners may be given a formal written warning about their attendance. Learners may be withdrawn from the programme if they fail to respond to written warning. The Lead Tutor, when writing references, may refer to the learner's record of absence.



## USEFUL SKILLS ACADEMY CONTACTS

Email: [skillsacademy@hbxl.co.uk](mailto:skillsacademy@hbxl.co.uk)

Phone: 0117 916 7870

WhatsApp: 0117 916 7870

Skills Academy Lead: Joanna Mulgrew, Managing Director

[Joanna.mulgrew@hbxl.co.uk](mailto:Joanna.mulgrew@hbxl.co.uk)

Technical Skills Lead: Tom Brooks, Technical Skills Tutor

[Thomas.brooks@hbxl.co.uk](mailto:Thomas.brooks@hbxl.co.uk)

Learner Support: Shannyn Sachse-Lewis, Learner Engagement Manager

[Shannyn.sachse@hbxl.co.uk](mailto:Shannyn.sachse@hbxl.co.uk)

Job Skills Advice: Paul Burns, Jobs Skills Adviser

[Paul.burns@cpjeducation.com](mailto:Paul.burns@cpjeducation.com)

Quality Assurance: Olivia Woodhams, Skills & Quality Assurance Manager

[Olivia.woodhams@hbxl.co.uk](mailto:Olivia.woodhams@hbxl.co.uk)

If you require any support or advice, please contact our Learner Engagement Manager Shannyn in the first instance and she can sign-post you to the right person or resource.

## LEARNING SUPPORT

If you have any extra learning needs or require extra support, please let us know whether it is;

- Support in the virtual classroom
- Support in 121's outside of the core teaching time
- Support with English and Maths
- Specialist equipment
- Employability support

Please note: It is important to make us aware of any additional needs you may have as it will help your learning experience, and help us to help you! Contact us by emailing [Shannyn.sachse@hbxl.co.uk](mailto:Shannyn.sachse@hbxl.co.uk)

Need more support?

If you need something else not mentioned to support your learning, please do reach out to us so we can best support you. Thanks!



## FEELING BEHIND WITH YOUR COURSE?

Lots of learners at various points feel a bit anxious they are either not keeping up or are behind with their homework that needs submitting. Please don't panic, talk to us! The HBXL Skills Academy team are genuinely here to help.

Just let us know where you are at, and how you are feeling, and we'll put in place the right support to get you back on track. That might be arranging 121's with your tutors or providing you with extra time to get your work in or another other measure.

Contact us by calling or emailing your Learner Engagement Manager, Shannyn Sachse-Lewis on 0117 916 7870 or [Shannyn.sachse@hbxl.co.uk](mailto:Shannyn.sachse@hbxl.co.uk).

## FEELING NOT SO STRONG WITH MATHS AND ENGLISH?

For learners joining a DfE-funded Skills Bootcamp, we ask you to undertake a short maths and English initial assessment using an online app called 'bksb' which is an intelligent online assessment tool that accurately identifies your current working level for English and maths. These short assessments take about 20 mins each.

### Why do I need to do a Maths and English Initial Assessment?

The results of these initial assessments help us understand your entry level to the course in maths and English and alerts us to if we need to provide you with extra support or sign-post you to additional training to ensure you achieve your best on the course.

### How can I improve my maths and English?

We also use the same 'bksb' platform to provide you with extra learning resources absolutely free of charge to help improve your maths and English levels. You can use these tools at your own pace, in your own time, to improve the areas it highlights.

You can then print out your own progress to show potential employers of your advancement in these areas. There is a separate guide to the bksb platform.

## EQUIPMENT AND RESOURCES TO SUPPORT YOUR LEARNING

Should you require IT equipment or access to the internet to join our courses, we may in certain circumstances be able to source equipment and learning spaces for you from our industry contacts.

We also have a small amount of funding to assist deprived learners with some equipment.

This may include;

- Laptop computers
- Screens
- Other specialist equipment

Please let us know if you require assistance by contacting [Shannyn.sachse@hbxl.co.uk](mailto:Shannyn.sachse@hbxl.co.uk).



## SUBMITTING HOMEWORK

### Why do I have homework?

It is essential that you upload your work throughout the course so a complete record can be kept of projects you have worked on, such as drawings or estimates (depending on the course undertaken), and, for Skills Bootcamps, regular PDP (Personal Development Plan) updates. Without these items, the course cannot be completed and your progress evaluated.

You will of course develop throughout the course. No-one expects you to know everything at the start! The course is a journey, and you will get better and better throughout. Submitting your work on time enables your tutors to evaluate your work and give feedback on next steps. The course culminates with your tutors reviewing your final submissions and evaluating the body of work. You'll receive a tutor evaluation at the end, together with your Certificate of Attendance and record of modules completed.

### Concerned about your homework? Problems uploading?

If you are worried about homework that needs submitting, please don't panic, talk to us! The HBXL Skills Academy team are genuinely here to help.

Just let us know where you are at, and how you are feeling and we'll put in place the right support to get you back on track. That might be arranging 121's with your tutors or providing you with extra time to get your work in or another other measure.

If you need homework support, contact us by calling or emailing your Learner Engagement Manager, Shannyn Sachse-Lewis on 0117 916 7870 or [Shannyn.sachse@hbxl.co.uk](mailto:Shannyn.sachse@hbxl.co.uk)

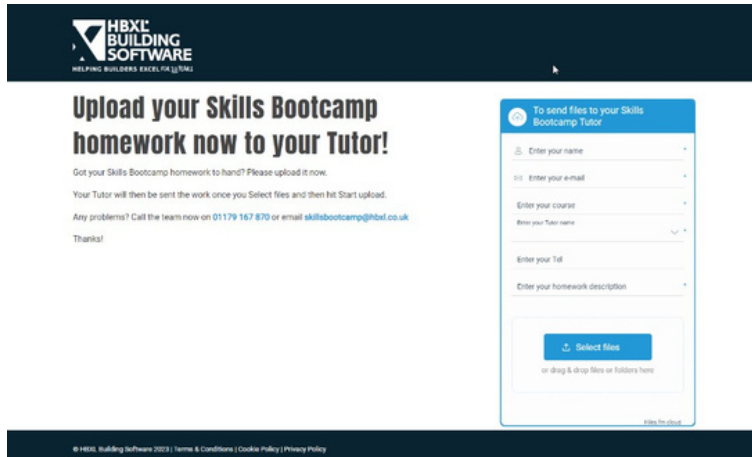
Alternatively, you can email in your homework to [skillsacademy@hbxl.co.uk](mailto:skillsacademy@hbxl.co.uk) if you are having problems with the Uploader but our preference is the Uploader as far as possible.



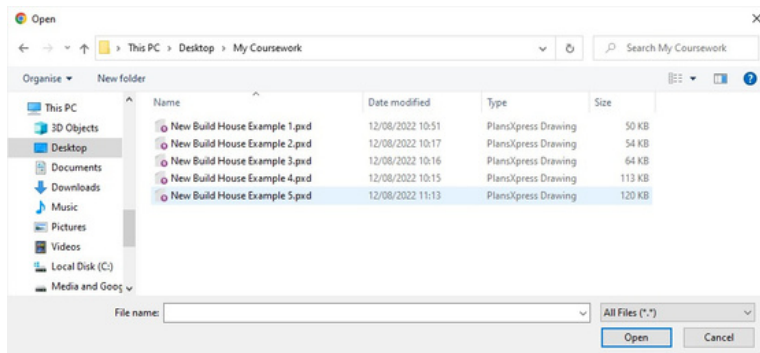
## How to submit your homework

The uploader is simple to use and allows easy submission of work without having to attach everything via email, which can sometimes be big files.

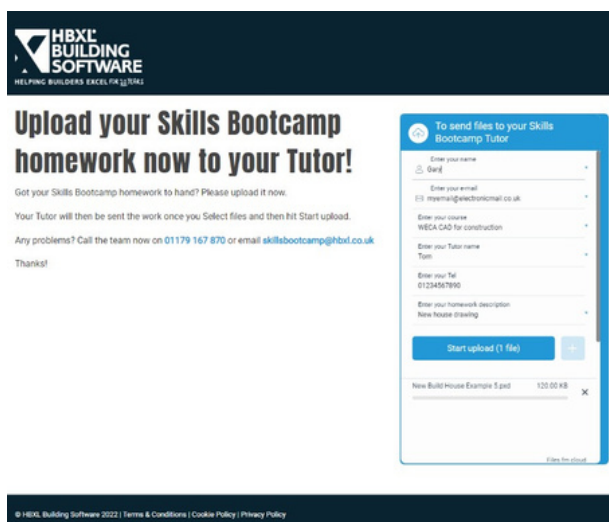
The uploader can be found here: <https://skillsbootcamp.hbxi.co.uk/>



1. Fill out the details on the right side of the page so we know who you are and what work you are submitting.
2. Click the Select Files to bring up a file explorer



3. Pick the file(s) you wish to send us and click Open
4. Once you have selected the file(s), click Start Upload to finish or the + icon to files



## MENTAL HEALTH AND WELL-BEING

At some time in your life you may experience some level of ill mental health. We can help sign post you to support services to help.

If you feel at any time you are struggling keeping up with the course, please do contact the team who are at your disposal.

If you require any support or advice, please contact our Learner Engagement Manager Shannyn in the first instance and she can sign-post you to the right person or resource.

### Sources of mental health advice and support

Shout Textline | Text SHOUT to 85258

Samaritans | Phone: 116 123

Sane | Phone: 0300 304 7000

Mind | Phone: 0300 123 3393

CALM | Phone: 0800 585858

Bipolar UK – E-community | <https://www.bipolaruk.org/ecomunity>

No Panic | Phone: 0300 772 9844

### 6 Mental Health and Therapy Apps that might help

Good for Better Sleep: Calm <https://www.calm.com/>

Good for Talk Therapy: Better Help <https://www.betterhelp.com/>

Good for Mindfulness: Headspace <https://www.headspace.com/>

Good for Anxiety: Calmer You <https://www.calmer-you.com/>

Good for Meditation: Headspace <https://www.headspace.com/>

Good for Positive Thinking: Happify <https://www.happify.com/>





## **Top tips for staying mentally healthy at work or in education**

It might feel hard to find the time to prioritise your mental health when you're at work or studying – especially if you have a busy or fast-paced job or have children. But even doing a couple of things a day to support your wellbeing can make a big impact. Some of tips below might help you get started. The following is copied with thanks from the charity Mind and Mentalhealth.org.uk

### **Reclaim your lunch break**

Many jobs will have an hour or half hour break for lunch written into the contract and HBXL's courses have important rest breaks too. Make sure you take it. Having a break can make you feel more productive when you come back, and it gives you the time to eat, make a drink, or do some of the other things you need to stay energised and well.

If you feel too busy and need to skip a break one day, that's okay – but try to make the time back, or make an effort to prioritise your break on another day.

### **Whistle while you work**

If you're feeling stressed, listening to a calming song can take your mind off work or your coursework for a few minutes and help you unwind and refocus. Research has found slow, quiet music can encourage relaxation and reduce anxiety.

When you're working hard to complete a task, music can also help to get rid of the distractions around you. By blocking out the noise of your fellow workers, machinery or bleeping phones, you might be able to focus easier on the task at hand.

Listen to your favourite song can also be a simple treat to yourself. Rewarding yourself can give you some added motivation to better tackle a big workload.

### **Start a To-Do list**

At the end of each day, go over your list and write up your list for the next day. When your thoughts are down on paper, you might find it easier to not think about work or your coursework!

### **Create clear boundaries between work and home**

Try not to let work or education spill over into your personal life. If you need to work from home, or bring office work or coursework home, designate a separate area for work and stick to it. That can often make it easier to switch off from work.

### **Get the work/study-life balance right**

Are you often the last to leave work or finish up your course homework? There may be times when you need to work overtime to meet deadlines. But try to make this the exception, not the norm. Long hours means you may be working harder, but not better – and they can quickly take their toll on your concentration, productiveness and health.

### **Ask for help**

If you feel your workload is spiralling out of control, talk to your manager or supervisor or your course tutor. If you can't resolve the problem of unrealistic goals, organisation problems or deadlines in this way, talk to your Learner Engagement Manager at the Skills Academy, your work HR team, trade union representative, or another member of staff who might be able to help. Or talk to someone you trust for support.

### Hold a group activity

If there's a green space near your workplace or home why not organise a game of rounders or football, hold a guerrilla gardening session, or a group walk? Take time to enjoy the outdoors and get re-energised for an afternoon of productive work.

### Take up a challenge

Local sponsored walks or running events are a great way to keep active. You could sign up with your colleagues and train together during lunch breaks.

Being part of a team can give a communal sense of achievement when you complete the challenge.

### Get closer to nature

Everyone lives with fears, uncertainties, losses and worries and we can be sad and feel pressured. Nature can have a really calming effect on us. In Japan, some people use "forest bathing", which may improve their mental health. Going to a forest or wood and experiencing the different smells, sounds and textures can really help.

### Be aware of using drugs or alcohol to cope

No one wants to feel bad; for some people, drugs and/or alcohol offer temporary relief. Unfortunately, they don't stop the feelings from returning and may make things worse or create other problems, including damage to mental and physical health, relationships, work, or study. Talk to someone you trust or one of the charities that offer confidential, free info including how to reduce their use. Have a look at Talk To Frank, for example.

<https://www.talktofrank.com/>

Call 0300 123 6600

Call FRANK 24 hours a day, 7 days a week.

### Yoga anyone?

Why not consider yoga and meditation with free yoga and mindfulness meditation videos? Try 'Yoga With Adriene' <https://www.youtube.com/user/yogawithadriene>



## STAYING SAFE ONLINE

### 15 tips for staying safe online

Please note that by enrolling on your course, you have accepted that some elements of the course are delivered by HBXL construction software which you will need to install without charge on to your device and that you will need to agree to our computer software conditions of use in order to use them.

Whilst on your course we want you to stay safe online. You can do this by:

1. Updating the HBXL software provided to you to complete the course when prompted
2. Making sure your wireless network is secure at all times, using firewalls and antivirus software
3. Creating strong passwords and not telling anybody what your passwords and PINs are
4. Use a strong and separate password for your email
5. Making sure websites are secure - look for web addresses starting https or with the padlock icon at the start
6. Being cautious when opening emails from people that you don't know, and avoid clicking on links in emails unless you are sure what it is
7. Checking your privacy settings – for example your social media account settings to see who can see your information and your photos – keep your personal information private
8. Using a PIN or strong password so you can "lock" devices when you are not using them
9. Making sure you know how to report abuse on social media sites, websites and forums
10. Keeping evidence of cyber-bullying if you need to report it - don't respond to or forward cyber- bullying messages or comments
11. Not getting drawn into arguments on social media
12. Being aware of adverts and people trying to sell things online – some may be fraudulent
13. Using reputable search engines and websites and considering if information is likely to be true
14. Remembering that not everyone online is who they say they are: never agree to meet up with anyone you have met online
15. Avoiding extremist ideas or illegal behaviour – don't believe everything you read





## What's a strong password?

The following is copied with thanks from <https://www.ncsc.gov.uk/>

Weak passwords can be cracked in seconds. The longer and more unusual your password is, the harder it is for a cyber-criminal to crack.

Longstanding advice around making your passwords very complex (which suggests we should create passwords full of random characters, symbols and numbers) is not helpful. This is because most of us have lots of passwords, and memorising lots of complex passwords is almost impossible.

Passwords generated from three random words is a good way to create unique passwords that are 'long enough' and 'strong enough' for most purposes, but which can also be remembered much more easily. If you want to write your password down, that's also OK, provided you keep it somewhere safe.

If you can, combine three random words to create a password that's 'long enough and strong enough'.

It's extra important to take special care of your email password. We're often told that the passwords to access our online accounts should be really strong, and not to use them anywhere else. This is especially true for the password for your email account. If you've used the same password across different accounts, cyber criminals only need one password to access all your accounts.

If a criminal can access your email account, they could:

- access private information about you (including your banking details)
- post emails and messages pretending to be from you (and use this to trick other people)
- reset all your other account passwords (and get access to all your other online accounts)

Having a strong and separate password for your email means that if cyber criminals steal the password for one of your less-important accounts, they can't use it to access your email account. The NCSC encourages people to use password managers, which can create strong passwords for you (and remember them).

## Extra advice on staying safe online

Check out more top tips for staying secure online

<https://www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online>



## PREVENT AND BRITISH VALUES

The Counter-Terrorism and Security Act 2015 places a duty on education providers to help prevent people from being drawn into terrorism. Prevent is one part of the government's overall counter-terrorism strategy.

HBXL, as a learning provider, must help learners to be active citizens in modern Britain, to understand British values, to appreciate diversity and the rule of law.

Here at HBXL we promote integration and British values within our courses and take our responsibilities seriously to prevent radicalisation and extremism.

### What is Prevent?

Prevent is a government-led, national, multi-agency programme which aims to stop individuals becoming terrorists or supporting terrorism, in all its forms.

Prevent sits alongside long-established safeguarding duties on professionals such as education providers to protect people from a range of other harms such as substance abuse, involvement in gangs and physical and sexual exploitation.

Our duty as a learning provider is to comply with the Prevent duty and discuss British Values in context with learners during their Skills Bootcamp.

### What are British Values?

'BV' is not about being British, it is about core values that contribute to life in Britain and all learning providers have a duty to help learners be prepared for life in modern Britain.

1. Democracy - Your opinion counts
2. The Rule of Law - No one is above the law. Laws protect everyone. Innocent until proved guilty.
3. Respect and Tolerance - All backgrounds, cultures, ages, genders, sexualities, religions and beliefs
4. Individual Liberty - Freedom of Speech

### What is extremism?

The UK government defines extremism in the Prevent strategy as: "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." This also includes calls for the death of members of the British armed forces.

### Key facts about Prevent

- Prevent is about intervening early and safe guarding people – if intervention can be made early to provide support to people at risk of radicalisation it can prevent crimes before they are committed
- Prevent deals with all forms of radicalisation – radicalisation is developing extreme views or beliefs in support of terrorist activities and groups
- Prevent isn't a punishment – getting support via Prevent doesn't go on anyone's criminal record it's about helping them get back on track
- Prevent is delivered in communities by local experts – prevent works in partnership with services in the community to help protect individuals in their care

## Prevent contact details

If you have a concern about an individual that you would like to share, please contact your local council or call the national police Prevent advice line on 0800 011 3764. If you're deaf, hard of hearing or have a speech impairment, a police non-emergency number is available as a text phone service on 18001 101.

## British Values in more detail

### Democracy - Your opinion counts

Democracy means 'rule by the people'. In a democracy, like the UK, the people elect the government and have a say in how it is run. They do this by voting in elections.

Democracies are different from dictatorships. A dictatorship is a form of government where absolute power is held by a single person or small group of people. In a dictatorship, the person or people in power are not held to account by any form of constitution or other constraints on what they can and can't do.

We encourage democracy at the HBXL Skills Academy through;

- Consultancy with our learners, encouraging feedback and listening to your views and recommendations
- Consultancy with our employers and listening to their views and recommendations
- Consultancy with our tutors and staff as to how our courses are run and how your teaching is delivered
- Providing content on democracy in the curriculum

### The Rule of Law - No one is above the law. Laws protect everyone.

The rule of law is a fundamental principle underpinning the UK constitution. Its core principles include limits on state power, protection for fundamental rights and judicial independence.

The rule of law prevents the abuse of state power, requires the law to be followed by all, and ensures that legal rights are fulfilled in practice. It also provides the means for various other core aspects of democracy to be safeguarded – for example, making certain that the laws made by parliament are enforced, and that fair conduct of elections can be guaranteed.

More broadly, it underpins social functioning by providing fair and legitimate routes for disputes to be settled.

We encourage the rule of law at the HBXL Skills Academy through;

- Ensuring all learners know what is expected of them during the Skills Bootcamp including, arriving on time, attendance live to course modules and completion of homework on time
- Ensuring all learners and staff mutually respect each other in the virtual classroom
- Ensuring all learners feel safe in the virtual classroom
- Providing feedback in a constructive, timely manner to all learners
- Providing content on the rule of law in the curriculum





## Respect & Tolerance - All backgrounds, cultures, ages, genders, sexualities, religions & beliefs



The following are the legal protected characteristics, under The Equality Act 2010:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Discrimination on the grounds of any of these characteristics is illegal. Discrimination can take many forms including direct discrimination, indirect discrimination, bullying, harassment and victimisation.

At its core, equality means fairness: we must ensure that individuals, or groups of individuals, are not treated less favourably because of their protected characteristics. Equality also means equality of opportunity: we must also ensure that those who may be disadvantaged can get the tools they need to access the same, fair opportunities as their peers.

Diversity is recognising, respecting and celebrating each other's differences. A diverse environment is one with a wide range of backgrounds and mindsets, which allows for an empowered culture of creativity and innovation.

Inclusion means creating an environment where everyone feels welcome and valued. An inclusive environment can only be created once we are more aware of our unconscious biases, and have learned how to manage them.

We encourage respect and tolerance at the HBXL Skills Academy through;

- Having in place robust policies and procedures which tackle prejudice, harassment and bullying
- Enrolling learners of all faiths, genders, sexualities, religions, cultures and backgrounds
- Promoting respect for individual differences
- Helping learners acquire and understanding of and respect for their own and other cultures ways of life
- Discussions around the differences between ethnicity, background and individual, sometimes different approaches to problems which require solutions
- A diverse and varied curriculum including equality, diversity, and inclusion modules.

If you believe you have experienced discrimination as a learner or member of staff, please contact Skills Academy lead Joanna Mulgrew by emailing [Joanna.mulgrew@hbxl.co.uk](mailto:Joanna.mulgrew@hbxl.co.uk)

## Individual Liberty - Freedom of Speech



Individual Liberty is the right to believe, act and express oneself freely. Individual liberty suggests the free exercise of rights generally seen as outside Government control. It is the protection of your rights and the rights of others.

UK citizens are allowed to express themselves freely. The term “freedom of speech” is key to this meaning that people are able to cite their opinions by written or spoken word whilst being contained within the rules of law. People are allowed to make their own choices about how they behave whilst sitting within the other three British Values.

Freedom of speech does not however allow you to commit offences against other persons or the state.

We encourage individual liberty at the HBXL Skills Academy through;

- Supporting learners to develop their knowledge, self-esteem and confidence Encouraging learners to take responsibility for their behaviour and knowing their rights
- Encouraging discussion in the virtual classroom and for learners to think for themselves and express themselves
- Encouraging learners and staff to act independently and freely whilst respecting others
- Encouraging learners to ask for help and knowing who to ask for help from
- Ensuring learners and tutors are valued and actively listened to
- Implementing a strong anti-bullying culture
- Challenging stereotypes



## SAFEGUARDING OUR LEARNERS

HBXL take our learners safety very seriously. Although we are an online provider, we strive to ensure our learners in their own homes and workplaces are safe from all sorts of harm whether it be;

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

Safe-guarding is important through-out our lives and is not restricted to children. As an Adult Education provider, we have a duty to ensure you are as safe as possible.

We promise to listen to any questions, queries or concerns you may have, and your Learner Engagement Manager is here to help. They will pick this up and discuss it with our dedicated safe-guarding leads to take the correct course of action to help you and ensure you are safe.

For more information: <https://www.gov.uk/government/publications/prevent-duty-guidance/prevent-duty-guidance-for-further-education-institutions-in-england-and-wales>

You can phone your Learner Engagement Manager Shannyn Sachse-Lewis on 0117 916 7870 or email your Designated Safeguarding Lead [Joanna.mulgrew@hbxl.co.uk](mailto:Joanna.mulgrew@hbxl.co.uk)

### Safeguarding policy and procedures

Please find details of our policies and procedures on the links below. The purpose of the policy is to provide protection for our learners and staff, a code of conduct for staff and procedures to follow if they think someone is at risk of harm.

Adult Safeguarding Lead: Joanna Mulgrew, Managing Director

Adult Safeguarding Policy: <https://hbxl.co.uk/safeguarding-policy/>

Adult Safeguarding Process: <https://hbxl.co.uk/safeguarding-procedures/>

Adult Safe-guarding Report Form:

<https://hbxl.co.uk/wp-content/uploads/2022/11/Appendix-1-Safeguarding-Adults-Report-Form.pdf>

If you think you have been hurt or abused by another learner, family member, friend or colleague, Skills Academy staff member or visitor, you should report this as soon as possible to your Designated Safeguarding Lead [Joanna.mulgrew@hbxl.co.uk](mailto:Joanna.mulgrew@hbxl.co.uk) or tell another trusted member of staff what is happening.

You can also contact free of charge:

Samaritans: 116 123

Victim Support: 0808 1689 111

## **SOURCES OF SAFE-GUARDING ADVICE AND SUPPORT**

### **ACTION ON ELDER ABUSE**

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)

[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

### **ANN CRAFT TRUST (ACT)**

A national organisation providing information and advice about adult safeguarding.

ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector.

Tel: 0115 951 5400

Email: [Ann-Craft-Trust@nottingham.ac.uk](mailto:Ann-Craft-Trust@nottingham.ac.uk)

[www.anncrafttrust.org](http://www.anncrafttrust.org)

### **MEN'S ADVICE LINE**

For male domestic abuse survivors

Tel: 0808 801 0327

### **NATIONAL LGBT+ DOMESTIC ABUSE HELPLINE**

Tel: 0800 999 5428

### **NATIONAL 24 HOUR FREEPHONE DOMESTIC ABUSE HELPLINES**

England

Tel: 0808 2000 247

[www.nationaldahelpline.org.uk/Contact-us](http://www.nationaldahelpline.org.uk/Contact-us)

Scotland

Tel: 0800 027 1234

Email: [helpline@sdafmh.org.uk](mailto:helpline@sdafmh.org.uk)

Web chat: [sdafmh.org.uk](http://sdafmh.org.uk)



Northern Ireland

Tel: 0808 802 1414

[www.dsahelpline.org](http://www.dsahelpline.org)

Twitter: [www.twitter.com/dsahelpline](https://www.twitter.com/dsahelpline)

Facebook: [www.facebook.com/dsahelpline](https://www.facebook.com/dsahelpline)

Wales

Llinell Gymorth Byw HebOfn/ Live free from fear helpline

Tel: 0808 8010 800

Type Talk: 18001 0808 801 0800

Text: 078600 77 333

## **RAPE CRISIS FEDERATION OF ENGLAND AND WALES**

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: [info@rapecrisis.co.uk](mailto:info@rapecrisis.co.uk)

[www.rapecrisis.co.uk](http://www.rapecrisis.co.uk)

## **RESPOND**

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: [services@respond.org.uk](mailto:services@respond.org.uk)

[www.respond.org.uk](http://www.respond.org.uk)

## **STOP HATE CRIME**

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours telephone service: 0800 138 1625

Web Chat: [www.stophateuk.org/talk-to-us/](http://www.stophateuk.org/talk-to-us/)

E mail: [talk@stophateuk.org](mailto:talk@stophateuk.org)

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

## SUSY LAMPLUGH TRUST

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax: 020 8392 1830

Email: [info@suzylamplugh.org](mailto:info@suzylamplugh.org)

[www.suzylamplugh.org](http://www.suzylamplugh.org)

## VICTIM SUPPORT

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

[www.womensaid.org.uk/information-support](http://www.womensaid.org.uk/information-support)



## CAREERS ADVICE FOR LEARNERS ON SKILLS BOOTCAMPS

For learners attending a Skills Bootcamp, our goal is for you to complete your course with increased confidence and enhanced knowledge and experience to help you secure a role (if you're unemployed) or enhanced responsibilities (if you're already employed) or new business, contracts and opportunities (if you're self-employed) incorporating the skills you have just learned.

While attending the Skills Bootcamp, you'll have access to:

- One to one careers coaching with a Job Skills Advisor
- Business Skills mentoring for self-employed learners with a Business Skills mentor

If you'd like to set up a session for either of these please contact [Shannyn.sachse@hbxl.co.uk](mailto:Shannyn.sachse@hbxl.co.uk) who will arrange this for you.

### What happens after the Skills Bootcamps?

As our Skills Bootcamps are funded by the Department for Education, there is an expectation that you'll keep in touch with us to let us know about any career progression opportunities you receive after completing the short course.

As we close up this Skills Bootcamp we really need your help to satisfy the MANDATORY requirements of the Department for Education.

Without evidence from you, HBXL will not be paid for the delivery of this Skills Bootcamp – so please act promptly to satisfy requests for information. Thanks!

HBXL are paid at 3 points for your information by the Department for Education:

1. After course mobilisation (e.g. within 10 days of it starting)
2. Course Completion (and Offer of Interview if you are unemployed or Action Plan if you're employed or self-employed)
3. Within 6 months of successful completion should certain criteria be met WITH evidence e.g.
  - a. An offer of a job if you were unemployed on joining the course
  - b. Successful application of skills to win work if you are self-employed
  - c. Offer of a role with increased responsibilities if employed

We'll automatically set up sessions with you to discuss each of the above points.

During the course and for 6 months post course completion you'll have access to:

- One to one careers coaching with a Job Skills Advisor
- Business Skills mentoring for self-employed learners with a Business Skills mentor

If you'd like to set up a session for either of these please contact [Shannyn.sachse@hbxl.co.uk](mailto:Shannyn.sachse@hbxl.co.uk) who will arrange this for you.

# WHISTLEBLOWING AND COMPLAINTS PROCEDURE

## General feedback or recommendations

We are very interested in your views about us and your experience of the Skills Academy and you can go to <https://www.surveymonkey.co.uk/r/PCVVMK5> or email us at [skillsacademy@hbxl.co.uk](mailto:skillsacademy@hbxl.co.uk) at any time with your thoughts, feedback or complaint.

## How to complain about how your data has been handled

If you wish to raise a complaint about how we have handled your personal data email [joanna.mulgrew@hbxl.co.uk](mailto:joanna.mulgrew@hbxl.co.uk) or any other issues, please email [joanna.mulgrew@hbxl.co.uk](mailto:joanna.mulgrew@hbxl.co.uk) with full details of your issue.

If you are not satisfied with how your complaint has been dealt with, please be aware of the Government's Whistleblowing and Complaints policies and processes reference Education providers. <https://www.gov.uk/government/organisations/department-for-education/about/complaints-procedure>

## How to make a whistleblowing disclosure

Whistleblowing is designed to ensure staff or learners can raise concerns about wrongdoing or malpractice without fear of reprisal including victimisation, discrimination, or dismissal.

Whistleblowing involves contacting the Department for Education (DfE) via an online form. You have the option to remain anonymous.

1. Open the DfE's online form:  
[https://form.education.gov.uk/service/Contact\\_the\\_Department\\_for\\_Education](https://form.education.gov.uk/service/Contact_the_Department_for_Education)
2. Select the option to submit a "disclosure in the public interest (including whistleblowing)".
3. Whistleblowing disclosures for Skills Bootcamps must be clearly marked as "Skills Bootcamps" in the "What would you like to disclose?" box. For CITB training, mark the disclosure as "CITB training". For other types of training, ensure the training type is included in the disclosure.
4. Complete the online form. Disclosures will be escalated to the relevant policy team.





## POLICIES INDEX

Click on the links below to open to open the policies.

[Adult Safeguarding Policy](#)

[Adult Safeguarding Procedures:](#)

[Anti-corruption & Bribery](#)

[Carbon Reduction Plan](#)

[Complaints, Appeals & Whistleblowing Policy](#)

[Conflict of Interest Policy](#)

[Data Retention Policy](#)

[Equality, Diversity & Inclusion Policy](#)

[Governance & Quality Assurance Policy](#)

[Health, Safety & Welfare Policy](#)

[Learner Anti-Bullying and Anti-Harassment Policy](#)

[Learner Attendance Policy](#)

[Learner Behaviour and Disciplinary Policy](#)

[Maladministration & Malpractice Policy](#)

[Modern Slavery Policy](#)

[Prevent Policy](#)

[Special Educational Needs & Disabilities Policy](#)

[Whistleblowing](#)

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