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Salford City College is one of the largest and most successful in the country and has a history of delivering high quality teaching and learning resulting in high success rates.

We are very proud to have the highest success rates for 16-18 year olds out of all the general further education colleges in Greater Manchester. We have recorded our best ever Apprenticeship success figures in the academic year 2015-16 at 85% which is around 14% above national average.

We are made up of five key centres offering a huge range of academic and vocational qualifications. These range from basic skills through to degrees and include many work-based programmes as well as traditional classroom-based learning. Our programmes include vocational qualifications, including Apprenticeships, or academic qualifications such as A-Levels through to Foundation Degree. So whatever your aim is, we can support you.

Salford City College has opened a number of new facilities for September 2016 including state of the art Digital Learning Zones, an animal management centre, new gyms and cafés. More new amazing facilities will be ready for 2017 including hair and beauty salons, training kitchens and brand new classrooms.

Our high quality and standards within education see students travelling to us from all over Greater Manchester and beyond, and our reputation continues to grow based on our high performance. We are rightly proud of the success of our students and this is down to the hard work and dedication of our staff who are all here to achieve our mission.

We have a £40m turnover, employ around 800 staff and make a broad contribution to the Greater Manchester economy through the work that we do. We are committed to raising standards in teaching and learning, helping to shape the future of education in our local area and throughout the sector.

Salford City College has in excess of 10,000 students each year, with around 5,000 of these being full-time 16-18 year old students progressing directly from school. We also have many programmes aimed at adults who are looking to further develop their skills to increase their employment opportunities or are looking to return to study to progress into higher education. We work closely with partners including local authorities, universities, schools and employers.

To find out more about applying for a course at Salford City College, visit our website www.salfordcc.ac.uk, or contact us on 0161 631 5000 to speak to one of our team.

John Spindler
Chief Executive/Principal
Meet the Team

Debbie Ward
Director of Apprenticeships & Community
debbie.ward@salfordcc.ac.uk

Allan Milne
Head of Work Based Learning: Business Development
allan.milne@salfordcc.ac.uk

Sue Hilton
Work Based Learning Delivery Leader
susan.hilton@salfordcc.ac.uk

Christine Wiley
Head of Work Based Learning: Delivery
christine.wiley@salfordcc.ac.uk

Andrew Hallsworth
Work Based Learning Delivery Leader
andrew.hallsworth@salfordcc.ac.uk

Rachael Holt
Work Based Learning Delivery Leader
rachael.holt@salfordcc.ac.uk

Sally Ogden
Apprenticeship Support Officer
sally.ogden@salfordcc.ac.uk

Rachel Gandy
Apprenticeship Support Officer
rachel.gandy@salfordcc.ac.uk

If you feel you need any additional support in any of the areas discussed in this booklet our Apprenticeship Monitoring & Support Officer can help you. Please speak to your trainer/assessor in the first instance and they will refer you. If you need urgent advice or support please contact directly.
Centres & Resources

All of our centres have facilities for you to use to support your learning. To access these facilities you will need a Student ID Badge, Log in and an ID Number, your trainer/assessor will be able to provide you with this information.

- **E-Portfolio** – all Apprentices will be given access to Learning Assistant; an electronic course portfolio. You will be able to store evidence and monitor your progress here.

- **Canvas** – support materials are available through the student intranet (such as; function skills, video resources).

- **Website** – [www.salfordcc.ac.uk](http://www.salfordcc.ac.uk) For further information, addresses and local transport links.

- **BKSBC** - for support with functional skills assessment and resources.

**City Skills Centre**
Frederick Road
Salford
M6 6QH

**Eccles Centre**
Chatsworth Road
Eccles
M30 9FJ

**Walkden Centre**
Walkden Road
Worsley
M28 7QD

**FutureSkills @MediaCityUK**
Dakota Avenue
Salford
M50 2PU

**Pendleton Sixth Form Centre**
Dronfield Road
Salford
M6 7FR
A delivery contract is an agreement between you (the Apprentice), your employer and Salford City College. Below are the expectations set out for all parties in the contract:

1. The Employers Responsibilities
   • To provide the Apprentice with a contract of employment in line with the Employment Rights Act 1996.
   • To agree jointly with the Salford City College and the Apprentice an Individual Learning Plan to ensure satisfactory progress is maintained. Any changes to the Individual Learning Plan will be agreed by all parties concerned.
   • To regularly review the Apprentice's performance and progress in both workplace and training on a regular basis alongside the Salford City College representative.
   • To provide the experience, facilities and training necessary to achieve the training objectives specified in the Individual Learning Plan.
   • To undertake legal and contractual responsibilities for the health and safety of the Apprentice and provide Salford City College with appropriate evidence of current health and safety assurance when requested.
   • To provide a fair and safe working environment, complying with employment legislation for equal opportunities and safeguarding.
   • To agree to allow the Apprentice to attend Salford City College as identified in the Individual Learning Plan or in other exceptional circumstances to ensure successful achievement of all qualifications.
   • To communicate effectively with Salford City College at all times, and to inform the trainer/assessor if unable to attend college or be present in a workplace assessment within a reasonable time scale.
   • At all times to behave in a safe and responsible manner and in accordance with the requirements of health and safety legislation relating to the Apprentice's role and responsibilities.
   • Work with your trainer/assessor and employer to ensure all learning components identified in your Learning Agreement are achieved within the time-scales set in your Individual Learning Plan.

2. The Apprentices Responsibilities
   • To work for the employer to the best of her/his ability and in accordance with the employer's policies and procedures.
   • To observe the employer's terms and conditions of employment.
   • In employment and training, to show the commitment and determination to succeed and to achieve, ensuring attendance, punctuality and attitude are excellent throughout. To attend all classes at Salford City College as agreed in the Individual Learning Plan.
   • To communicate effectively with Salford City College at all times, and to inform the trainer/assessor if unable to attend college or be present in a workplace assessment within a reasonable time scale.

3. Salford City College Responsibilities
   • To deliver high quality training and assessment, appropriate to the individual qualification requirements in a timely and efficient manner.
   • To ensure Salford City College meet the delivery requirements as defined by the Skills Funding Agency, and to confirm that the Apprenticeship delivered meets the requirements for the Specification of Apprenticeship Standards for England (SASE).
   • To assess and ensure Apprentices are employed in a safe working environment, in line with Health and Safety, Safeguarding and Equality & Diversity legislation.
   • To develop and maintain an Individual Learning Plan with input from both the Apprentice and the employer.
   • To monitor through the review process the Apprentices performance in all aspects of their work and training and ensure that the employer is involved in this process.
   • To support both the Apprentice and the employer at all times, ensuring regular and effective communication and dialogue between all parties.
   • To ensure a Apprentice is visited in their working environment as a minimum every 6-8 weeks, and where required and agreed by all parties more frequently.
   • On completion of planned learning, to ensure all appropriate processes are completed, ensuring both individual qualification and Apprenticeship Framework certificates are presented in a timely manner.
   • To ensure the Apprentice is in possession of a contract of Employment which complies with the 2012 Apprenticeship Agreement regulations, and to confirm that the contract has been seen by the trainer/assessor.
Absence from College

If you are not able to attend College you will need to let your tutor and training assessor know.

Attendance during off the job training needs to remain high at all times. If your attendance falls below 80% you may be at risk.

Your employer will be notified on a weekly basis by email, of unauthorised absence or lateness.

Absence from Work

Your employer will notify you of their systems for recording your holidays and any absences. You will be required to follow these procedures for all absences. Failure to comply with you employers procedures could result in a warning or dismissal.

Absence from Assessment Visit

Your assessor should be notified if you are unable to attend you assessment visit on the morning of the visit at the latest.

Cancelled appointments will flag a risk and your employer will be notified.

Your training assessor will record all details of all absences and this will be reported in your review.

Unauthorised Absences

If you do not notify your employer, tutor or training assessor that you will not be in work or at College, this absence will be recorded as unauthorised. You may find that your employer will not pay you for your unauthorised absence. If you continue with unauthorised absences, your employer may withdraw from your apprenticeship or terminate your employment.

Authorised Absences

If you are going to be off sick for more than 21 days, you will need to let your training assessor and tutor know as soon as possible. This is because you are allocated a period of time to complete your Apprenticeship and long term sickness will have an impact on this. To make sure that you do not lose any time on your Apprenticeship, you will be temporarily withdrawn until you notify your training assessor to advise otherwise. We will then re-start your training.

If at any point you feel you are struggling to attend or there are barriers to you continuing in learning; don’t give up! Speak to your training assessor or employer as soon as you can so that you can discuss the best course of action.
Apprentice Journey

**Initial Assessment**

We will complete a basic skills assessment and a vocational skills scan to help assess your current levels of knowledge and skills. This will help us to make sure that we support your needs in all aspects of your training programme.

These assessments will be carried out to decide the programme elements you are required to complete and will also take into consideration your current job role, experience and current qualifications, e.g. GCSE results. This information will assist you and your training consultant in putting together and agreeing your Individual Learning Plan.

**Induction**

You will be required to undertake a group induction at one of our centres, or a 121 induction with your training consultant in the workplace. The induction will provide information, advice and guidance on your programme and the support offered. The induction is best seen as a process rather than a single event. We will revisit the information introduced at induction at a later date throughout your programme to check and review your understanding of this process.

**Individual Learning Agreement**

Your Learning Agreement will form a ‘route map’ of how you, the Apprentice will get from your starting point on your learning journey to the end point. It will include all the qualifications you are undertaking within your learning programme together with target dates for short, medium and long term goals that you will agree with your training assessor. Your Learning Agreement will be individual to you and will reflect your goals, aptitude and needs.

Your Learning Agreement will be a live document throughout the course of your learning programme and will be useful to you, our delivery staff and possibly employers and parents/guardians.

**Reviews**

Reviews will take place in the workplace every 8-10 weeks depending on what has been agreed in your Individual Learning Plan. Present at all reviews will be you, your employer and your assessor or a representative from the College. You will have the opportunity to discuss your progression and agree long and short term targets for the completion of your qualification.

**Exit & Progression**

At the end of the programme you will attend an exit interview with your training assessor. This will provide an opportunity for you to give feedback on your programme. You will also discuss opportunities for future career and professional development.
**Apprenticeship Framework**

An Apprenticeship is a framework of qualifications made up of different components to provide you with an Apprenticeship that showcases your knowledge and abilities. Apprenticeship frameworks consist of the following elements:

**Competency Based Qualification**

This qualification is the on-site element of your programme and is designed to allow you to demonstrate your competence in your job role by creating a portfolio of evidence.

**What is evidence?**

To claim competence for a unit you need to gather evidence which shows you have met the standards.

**Evidence can include:**

- Professional discussions
- Question and answer
- Accreditation of Prior Learning (APL)
- Assessor observation
- Witness testimony

**Transferable Skills**

You may have already achieved some or of the skills needed for your framework and your tutor will discuss this with you during your initial assessment. Transferable skills cover:

- Maths
- English
- ICT

If you have not previously achieved these components you will need to achieve functional skills as part of the framework.

**How will functional skills be delivered?**

These are primarily assessed by an online, externally set exam. Following your initial assessment we will work with you to determine your skills level and agree the support you will need in order to successfully achieve the required functional skills.

**Knowledge Qualification**

In order to be able to meet the standards for this element of the framework you will be required to provide knowledge and understanding of the subject. You may need to attend workshops or in some sectors attend a day release classes at one of our centres to gain the knowledge required. In many instances guided learning will be provided by your course tutor on a one to one basis. The delivery for this element of the framework will be agreed at initial assessment.

**How will I provide evidence of my knowledge?**

This can vary depending on the subject. Knowledge could be assessed though an externally set test, assignment or you could provide evidence within your portfolio such as written or verbal questions or personal statements.

**Personal Learning & Thinking Skills (PLTS)**

These are generic skills that are essential to life, learning and work. PLTS have a significant impact on a person's ability to make a confident contribution both within and outside their working environment. PLTS comprises of 6 groups:

- Independent enquirers
- Creative thinkers
- Reflective learners
- Team workers
- Self-managers
- Effective participants

Some of the PLTS requirements are embedded within the mandatory units of the Apprenticeship competence and knowledge qualifications. Those that are not will be evidenced through work based activities assessment and review activities.

**Employment Rights and Responsibilities**

All Apprenticeship frameworks require Apprentices to understand their rights and responsibilities as both an employee and also a student. Part of your induction module will include an ERR workbook which will provide you with key information on employment law and legislation. Your understanding of this with is assessed though the completion of questions, tasks and in some instances external tests.
The Apprentice has right of appeal should he/she feel that there have been inconsistencies during the processes and procedures of their assessment. The assessment organisation should have a clearly defined route of appeal should any Apprentice have reason to complain. The characteristics of an appeal structure should include:

- Access to fair and reliable assessment
- Clear and prompt response times
- Stages that provide all parties with the opportunity to put their case
- Clear outcomes
- Constructive feedback
- Relation to the Apprentice’s assessment need
- A formal recording system
- Evaluation of appeals

The appeals procedures will comprise three stages. It is important that these stages are followed and all parties are aware of the outcome at each stage.

**STAGE 1: Assessor and Apprentice**

Where a Apprentice disagrees with the assessment given, he/she must discuss the reason for this with the assessor concerned as soon as possible. In most circumstances, this will be immediately after receiving the assessment decision.

The assessor must consider the Apprentice’s explanation and provide an immediate response through a clear written explanation/reiteration (as appropriate) of the assessment decision following a re-evaluation of the evidence. Amendment to the Apprentice’s assessment record, if appropriate.

If the Apprentice agrees with the decision thus provided, then the appeal need not proceed further.

Where the Apprentice remains unhappy with the decision reached, the appeal must proceed to stage 2.

**STAGE 2: Internal Verifier**

The assessor concerned must bring forward to the nominated internal verifier within 24 hours of the appeal being raised:

- The original assessment record and Apprentice’s evidence, where appropriate
- The written explanation/reiteration or the assessment decision

The internal verifier must reconsider the assessment decision and this will normally involve an evaluation of:

- The Apprentice’s evidence and associated records
- The assessor’s rationale for the decision
- The opinion of another assessor
- The opinion of the Apprentice

In doing so, the internal verifier must complete section 2 of the Apprentice appeal form and provide the Apprentice with the reconsidered decision within five working days of receiving the appeal.

Where the Apprentice remains unhappy with the reconsidered assessment decision, the appeal must proceed to stage 3.

**STAGE 3: Appeals Panel**

Where a Apprentice remains unhappy with the decision made at Stage 2, he/she will have the right to forward their case to the Appeals Panel. The internal verifier concerned at Stage 2 must forward the following details to the co-ordinator:

- The written explanation/reiteration of the assessment decision
- Assessment record sheet(s)
- Any written comments of the internal verifier (perhaps providing background details)

The co-ordinator must convene within ten working days of Stage 2, with a panel comprising of the:

- Co-ordinator him/herself
- Apprentice
- Original assessor
- Plus a representative of the Apprentice, if requested by the Apprentice.

The panel must reach a decision and inform the Apprentice of the result within five working days, both orally and in writing.

**STAGE 4: If No Resolution Can Be Reached**

As a final stage of the centre’s appeal procedure for internally marked assessments, the centre may contact the awarding body if the Apprentice does not feel their appeal has been resolved. An EQA will review the assessment and make a judgement.
Health & Safety

All workers have a right to work in places where risks to their health and safety are properly controlled. Health and safety is about stopping you getting hurt at work or ill through work. Your employer is responsible for health and safety, but you must help.

What Employers Must Do For You

- Decide what could harm you in your job and the precautions to stop it. This is part of risk assessment.
- In a way you can understand, explain how risks will be controlled and tell you who is responsible for this.
- Consult and work with you and your health and safety representatives in protecting everyone from harm in the workplace.
- Free of charge; give you the health and safety training you need to do your job.
- Free of charge, provide you with any equipment and protective clothing you need, and ensure it is properly looked after.
- Provide toilets, washing facilities and drinking water.
- Provide adequate first-aid facilities.
- Report major injuries and fatalities at work to HSE Incident Contact Centre: 0845 300 9923. Report other injuries, diseases and dangerous incidents online at www.hse.gov.uk.
- Have insurance that covers you in case you get hurt at work or ill through work. Display a hard copy or electronic copy of the current insurance certificate where you can easily read it.
- Work with any other employers or contractors sharing the workplace or providing employees (such as agency workers), so that everyone’s health and safety is protected.

What You Must Do

1. Follow the training you have received when using any work items your employer has given you.
2. Take reasonable care of your own and other people’s health and safety.
3. Co-operate with your employer on health and safety.
4. Tell someone (your employer, supervisor, or health and safety representative) if you think the work or inadequate precautions are putting anyone’s health and safety at serious risk.

If There Is A Problem

1. If you are worried about health and safety in your workplace, talk to your employer, supervisor, or health and safety representative.
2. If, after talking with your employer, you are still worried, you can find the address of your local enforcing authority for health and safety and the Employment Medical Advisory Service via HSE’s website:

   www.hse.gov.uk
Equality of Opportunity

We have a wide range of strategies to support the Apprentice and the employer during your programme to ensure that every Apprentice receives an equality of opportunity.

The Wheel of Protected Characteristics

- **Pregnancy and maternity**
  - People on maternity leave
  - Pregnant people
  - Women who have recently given birth

- **Religion and belief**
  - People from different faith groups
  - People with a philosophical belief
  - People with no religion or belief

- **Gender reassignment**
  - Transsexual people
  - Transgender people
  - Men and women with transsexual history

- **Marriage and civil partnerships**
  - Married people
  - People in a civil partnership
  - Single people

- **Disability**
  - Physical or sensory impairments
  - Mental health difficulties
  - Long term medical conditions
  - Learning difficulties
  - Neuro diverse conditions such as dyslexia, autism, Tourette’s, or ADHD

- **Gender**
  - Women
  - Men

- **Age**
  - Older people
  - Younger people

- **Race**
  - Nationality
  - Ethnic background, origin or heritage

- **Sexual orientation**
  - Gay and lesbian people
  - Bisexual people
  - Heterosexual people

Useful Websites:

- www.equalityhumanrights.com
- www.acas.org.uk
- www.kickitout.org.uk
- www.ofsted.gov.uk
The world of apprenticeships is changing. As apprenticeships become more important to skills development in the UK, the Government want to make them better than ever before and more sustainable financially, as well as making sure employers get exactly what they want from apprenticeship training. The key reforms are as follows:

1. **Introduction of Apprenticeship Standards:**
Employers up and down the country have been ripping up the old Apprenticeship frameworks and redesigning exactly what skills, attitudes and behaviours Apprentices require to succeed! Apprenticeship frameworks will gradually be removed by 2020, leaving the sector with a wide range of Apprenticeship Standards designed by industry, for industry. Apprenticeship Standards can include a wide variety of different training and development activity, to fit particular requirements in different sectors, but all will conclude in an ‘end assessment’, where Apprentices will have to prove they have the skills required.

2. **The introduction of the Apprenticeship Levy:**
To support the creation of a world class Apprenticeship sector, the Apprenticeship Levy will be introduced by HMRC in April 2017. Because of a £15,000 subsidy for all companies, the levy will only affect companies with a PAYE bill of over £250,000 per month (£3million per year). Where a company returns a PAYE bill of over £250,000 per month to HMRC, a 0.5% levy will be imposed on that PAYE bill, with the levy added into a digital account for that company to spend on Apprenticeship training. The funds will remain in that digital account for 24 months for the company to use, thereafter, it will be recouped into the public purse to support other Apprenticeship provision.

3. **Funding Reforms:**
Significant changes in Apprenticeship funding will see a much simpler landscape for providers. From April 2017, Apprenticeship frameworks and standards will be placed in one of fifteen predetermined bands. Where employers pay the Apprenticeship Levy and have sufficient continuous funds in their ‘pot’ they will pay 100% of the costs. Where employers don’t pay an Apprentice Levy, they will enter the market place as a ‘co-investment’ organisation. The government will pay a whopping 90% of their Apprenticeship training costs, with the company left to commit to the remaining 10%. The predetermined bands will guide the price charged for Apprenticeships, but employers are free to negotiate where they see fit. Small companies (under 50 employees) who support a 16-18 year old into an Apprenticeship will not pay any of the Apprenticeship costs.

4. **The introduction of the Digital Apprenticeship Service (DAS):**
The final element of the reforms will also see the addition of the DAS to the Apprenticeship market place. Eventually the DAS will control all transactions between employers and training providers, however, initially for the first year it will only manage transactions on behalf of those with a levy fund. The DAS will enable to employers to manage their own Apprenticeship provision, selecting the training providers who best fit their business needs. It will also be a fantastic resource which employers can turn to and find out information on apprenticeship provision and process.

Information correct at time of print.
Health & Wellbeing

It is important to stay healthy and know the right way to treat your body. Staying healthy physically can help you stay healthy emotionally too. If you are eating the right food and keeping fit, your body will be strong and help you to cope with stress and also fight illness.

Eating well and taking regular exercise will also help you stay in good health later in life. Sleeping is also a really important way to stay healthy. Having late nights can leave you feeling tired the next day. It can be difficult, but try to have at least 6-8 hours sleep each night.

Smoking, drinking alcohol and taking drugs can harm your health and cancel out the effects of a good diet and exercise. Doing these things can lower the immune system and cause mental health problems too.

Useful Websites

Change For Life
www.nhs.uk/change4life

NHS
www.nhs.uk/Livewell/Goodfood

Salford City Council Leisure Facilities
www.salfordcommunityleisure.co.uk/sport/locations

Child line
www.childline.org.uk/EXPLORE/DAMAGINGYOURSELF/Pages/Drugs.aspx

F.R.A.N.K.
www.talktofrank.com

Substance Misuse and Addiction

The difference between substance abuse and addiction is very slight. Substance abuse means using an illegal substance or using a legal substance in the wrong way.

You can abuse a drug (or alcohol) without having an addiction. People can get addicted to all sorts of substances. When we think of addiction, we usually think of alcohol or illegal drugs. But people become addicted to medications, cigarettes, even glue! And some substances are more addictive than others. Drugs like crack or heroin are so addictive that they may only be used once or twice before the user loses control.

Addiction means a person has no control over whether he or she uses a drug or drinks. Someone who is addicted to cocaine has grown so used to the drug that he or she has to have it. Addiction can be physical, psychological, or both.

Many people think they can kick the problem on their own, but that rarely works. Find someone you trust to talk to. If you can’t talk to your parents, you may want to approach a relative, doctor, tutor, training assessor or councillor.
What Is Terrorism, Extremism And Radicalisation?

The current UK definition of terrorism is given in the Terrorism Act 2000. This defines terrorism as an action that endangers or causes serious violence to a person/people; causes serious damage to property; or seriously interferes or disrupts an electronic system. The use or threat must be designed to influence the government or to intimidate the public and is made for the purpose of advancing a political, religious or ideological cause.

Extremism is the 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 our armed forces, whether in this country or overseas.

Radicalisation is the process by which a person comes to support terrorism and forms of extremism leading to terrorism.

What Do I Do If I Suspect Someone Is Becoming Radicalised Or Involved In Extremism?

Reporting it to someone, a manager at work, training assessor, a parent or relative or even speak to your local police about your concerns.

Useful Contacts

Anti-Terrorist Hotline
0800 789 321

Police
101

Forms of Abuse

Abuse can mean a lot of different things such as neglect, physical, emotional or sexual abuse. It is not always easy to know if you or someone you know is being abused, but the important thing to remember is that no-one has the right to hurt you or make you do anything that feels wrong.

- Neglect means not being looked after properly
- Physical abuse is when someone deliberately hurts or injures you
- Bullying
- Emotional abuse
- Sexual abuse

Cyber Bullying & Being Safe Online

Facebook, Twitter, Instagram and the internet are great ways to connect with your friends, family and learn new things. It is also important to stay safe and make sure you do not share things that could put you in danger. If you are worried about how much of your life is online you can take steps to be safer. Here are some top tips to keep you safe online, free from cyber bullying, online grooming and sexting:

- Be careful what you share online
- Think before you post
- Be careful who you chat to
- Never share or reveal your passwords
Employment Law

All employees are protected by a series of basic legal rights. Changes to these rights are occurring all of the time and you should always seek detailed advice about your individual circumstances.

Guide To Your Rights

From Day 1 you are entitled to:
- An itemised pay slip or statement
- Equal pay
- No discrimination on the basis of sex, racism, sexual orientation, religious beliefs and age
- A limit of 48 hours on the maximum average working week
- 20 days of paid leave every year

After 1 months service you are entitled to:
- One week’s notice of dismissal

After 2 months service you are entitled to:
- A written statement of your terms and conditions (NB a contract of employment legally exists as soon as you have received payment for work, most employees are given a written contract before or upon starting work).

After 1 years service you are entitled to:
- Redundancy pay
- Protection against unfair dismissal

National Minimum Wage (NMW)

There are different levels of NMW, depending on your age and whether you are an Apprentice. The current rates are:

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<th>25+</th>
<th>21-24</th>
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<tr>
<td>2016</td>
<td>£7.20</td>
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<td>£6.31</td>
<td>£5.03</td>
<td>£3.72</td>
<td>£2.68</td>
</tr>
</tbody>
</table>

*This rate is for Apprentices aged 16 to 18 and those aged 19 or over that are in their first year. All other Apprentices are entitled to the national minimum wage for their age.

The Apprenticeship Agreement

This document is an agreement between the Apprentice and the employer. It is used to confirm individual employment arrangements between the two parties. The Apprenticeship agreement must also include a statement of the skill, trade or occupation for which the apprentice is being trained under the qualifying apprenticeship framework.
Help & Support

We aim to support your needs in any way that we can and our team will be able to offer you help and advice relating to your development. Where we cannot help we will be able to signpost you to a person or service that can. Below is some useful contact information:

**Safeguarding**

Work based learning Safeguarding Officer
Sue Hilton 0161 631 5555

**Support Groups**

- Anti-Bullying Helpline 0845 225 5787
- Salford Social Services 0161 909 6517
- Child Line 0800 1111 www.childline.org.uk
- NSPCC 0800 1111
- Salford Connexions 0800 012 6606
- Victim Support 0845 456 8800
- Sexwise 0800 28 29 30
- NHS Direct 111
- Sexual Health Line 0800 567 123
- National Careers Service 0800 100 900
- Women’s Domestic Violence Helpline 0161 660 7999

St. Mary’s Sexual Assault Centre 0161 276 6515
Manchester Rape Crisis 0161 273 4591
Salford Young Carers 0161 833 0217
Citizen Advice Bureau
from a landline 0844 826 9695
from a mobile 0300 456 2554
Salford CAB Health and Wellbeing Service 0161 206 0274

**Drug Support**

- FRANK (24 hour help line) 0800 776 600
- Y SMART 0800 121 4751 or 0161 743 0167
- Lifeline 0161 273 6686 (For under 19’s)

**Housing Support**

- Housing Shelter (Urgent Housing Problems) 0808 800 4444
- Salford Opportunities Centre (16-18s) 0161 793 2371
- Abbott Lodge (18+) 0161 743 3340
- Night Stop, Manchester 0161 228 3308
- SAHEL (Accommodation and advice for young Asian women) 0161 945 4517

**Mental Health**

- 42nd Street (15-25 yrs) 0161 228 1888
- CALM Freephone (For young men suffering depression) 0800 585 858
- Young People and Self Harm www.selfharm.org.uk
- Young Minds www.youngminds.org.uk
- Eating Disorders Association www.edauk.com

**Emergency Contraception**

- Eccles Gateway 0161 211 7039
- Brook Salford (Swinton Clinic) 0161 212 5100
- Brook Salford (Weaste Clinic) 0161 622 5100
- Irlam Medical Centre 0161 212 5400

**Sexuality & Sexual Health**

- Talk Shop (general advice for young people)
- Stonewall (help and advice for gay and lesbian people)
- Bi-Youth Support Project 0161 274 4664
- Brook Advisory Clinic (Salford) 0161 622 9848

**Smoking**

- Smoking Cessation 0800 952 1000 or health.improvement@salford.gov.uk
- Smoke Free 0800 022 4332
Plagiarism
Remember that copying work from the internet, a book, college booklet, or from another student is plagiarism. Exam boards check carefully for plagiarism and, if they find you have plagiarised work, your entry for the whole subject may be cancelled.

Student Card
On your first visit to a college centre visit reception to receive your student card. Your student card should be worn at all times and you may be asked to show this to a member of college staff at any time. You will need your student card to access Digital Learning Zones. If you lose your card a replacement can be obtained from your Digital Learning Zone at a charge of £2. Your student card shows you are a student and will also allow you to get discounts from some shops.

Parking
You may use the car parks at each of the college centres, but please do not park where double lines are painted or where obstruction may be caused as your vehicle may be clamped. You will be expected to register your vehicle at the college reception, and to display a parking permit in the windscreen. Irresponsible or dangerous use of the vehicle (e.g. exceeding the speed limits, playing loud music, etc.) will lead to the withdrawal of rights to park at the college. Secure facilities are available if you choose to travel to college by bicycle. The college cannot accept responsibility in the unlikely event of loss or damage to vehicles, motorbikes or bicycles.

Learner Voice
You will be contacted at various stages of your programme to give feedback on your experience. If there is something you wish to discuss, contact the relevant delivery leader (contact details on page 4).

Complaints Procedure
Information is available from Student Services outlining the complaints procedure. Apprentices should contact a member of the management team if they require help with this procedure (contact details on page 4).
Digital Learning Zone

To ensure that you have the best experience in your studies we have invested significantly in digital resources. We aim to provide you with opportunities to develop your digital literacy skills to enable you to achieve your career aspirations. New in September 2016, each of our centres opened a brand new technology enabled Digital Learning Zone where you can study between lessons. These vibrant, modern, flexible and fluid open plan spaces will host an array of engaging sessions whether one to one, small groups, workshops or general lessons. Becoming a digitally savvy student will enable you to study 24/7 – not being confined by traditional learning environments e.g. from home, on the bus, in your local café. Your default learning experience will include sharing and collaborating remotely with others via Canvas, and using your free cloud based Microsoft Office365 account with 1TB of storage. This will set you up to become desirable employees, innovators and entrepreneurs of the future. Our Digital Learning Zones will also provide you with access to books, journals and newspapers and a relaxed space in which to spend time in as you wish.

Our modern and well-equipped Digital Learning Zones are run by experienced staff who provide a professional service. The Digital Learning Zones stock a range of resources;

- Text books
- Journals
- Newspapers
- Online resources
- DVDs
- Fiction
- Drop-in computer facilities
- Print and photocopying facilities
- I.T. facilities (I.T. User Policy must be adhered to)
- Use of iPads and laptops
- Charging station for your phone and own devices

Please check at your centre’s Digital Learning Zone for individual opening hours. Please comply with the Digital Learning Zone Code of Conduct, which is displayed at each centre.

Textbooks and Stationery

You are asked to provide your own files, writing equipment and other stationery. For some courses it will be recommended that you buy a course textbook. Copies of all course textbooks are also available in the Digital Learning Zone.

The Digital Learning Zones sell a range of equipment and resources, for courses and personal use.
Apprenticeships are available at two of our five centres, City Skills Sixth Form Centre and FutureSkills at MediaCityUK. For information on our other centres visit www.salfordcc.ac.uk