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Training for Success (2017)

PARTICIPANT HANDBOOK

September 2017

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Introduction

Training for Success 2017 is the Department for the Economy's professional and technical training provision for young people.

It offers you the opportunity to gain the skills and qualifications that you need to progress in the workplace. You will get quality training that is suited to your needs and will enable you to progress to higher levels of training, further education or employment.

Now that you have joined Training for Success 2017, you need to be aware of a number of procedures concerning your training.

This booklet covers most of these, but if you have any further questions, then please ask a member of your Training Contractor staff.

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Participant Charter

The Department for the Economy funds a number of Training Contractors to provide Training for Success 2017. These Contractors will deliver your training throughout your time on the programme. On joining Training for Success 2017, you are entitled to expect the following under the Participant Charter:

as a Training for Success 2017 participant, your Contractor will:

- draw up a Personal Training Plan which takes account of your individual needs and of the goals you want to achieve. This Plan will also detail the steps you need to take in order to achieve the milestones and qualifications that you want to gain;
- provide ongoing assessment to compare your progress against your Personal Training Plan;
- register you with the Learner Record Service and provide you with your own Unique Learner Number (ULN). This is a 10-digit reference number used alongside your Personal Learning Record (PLR). You may already have been issued with a ULN from your time in school or college, if so you should provide this number to your Training Contractor;
- provide guidance and advice, to help you achieve your goals;

- arrange to provide you, free of charge, with any necessary personal equipment, books and protective clothing;
- ensure a safe and properly equipped training and (where appropriate) work placement environment;
- meet the cost of assessment or other fees directly related to your Personal Training Plan; and
- arrange (where applicable) a suitable work placement for you with an employer.

In addition, you have the right to:

- choose a Contractor to deliver your training;
- be treated with courtesy and consideration at all times;
- have any complaints treated sympathetically;
- be protected against exploitation;
- be protected against discrimination on the grounds of community background, gender, ethnicity, marital status, age, disability, sexual orientation, political affiliation and whether or not you have any dependents.
- receive a copy of the Department's Privacy Notice; and
- receive a copy of the Department's Whistleblowing Policy.

Points you need to know

Your Contractor will expect you to:

- fully apply yourself to the training objectives set out in your Personal Training Plan;
- provide details of all qualifications you have taken or were entered for while at school;
- regularly attend and keep good time;
- let your Contractor know within two hours of your agreed start time if you are forced to be absent;
- behave responsibly at all times observing your Contractor's disciplinary code. In particular you should observe the disciplinary code as it relates to the use/misuse of computers/mobile devices and social media;
- treat fellow participants, Training Contractor staff and work placement staff with courtesy and consideration at all times;
- use safe working practices which do not endanger yourself or others; and

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- take good care of any clothing and equipment issued to you.

If you feel that the Contractor is not meeting its obligations under this Charter, you should raise the matter with your supervisor. If a complaint has not been dealt with to your satisfaction, you should contact your local Careers office.

Attendance

You must attend training for a minimum of 30 hours per week.

You are, however, allowed a reasonable time without a deduction being made from your Educational Maintenance Allowance, for the following:

- interviews with JobCentre/Jobs & Benefits office/Careers office;
- interviews for employment or further education;
- written examinations or external assessments relating to vocational qualifications being pursued;
- attendance at a court of law;
- domestic emergencies including immediate family bereavement;
- annual training courses or camps – a participant who is a member of the Auxiliary or Reserve Forces and who is required to attend annual training courses or camps may be granted special leave for a maximum of two weeks, (separate arrangements apply to members of the Territorial Army);
- hospital/doctor/dentist appointments – only in emergencies or where these cannot be arranged outside the hours of attendance;

- regular hospital visits or health checks for participants with disabilities; and
- attend events directly associated with Training for Success.

If you are absent without permission for more than **five** consecutive working days, you will be treated as having left the programme.

Sickness

If you are sick, then you must tell your Contractor the reason for your absence on the first morning of your illness. Failure to do so may result in your absence being treated as unauthorised. If the illness is for more than seven days (including weekends), you will have to bring a Fitness Certificate (fit note) to your Contractor. However, shorter absences must be covered by a Self-Certification form, which will be given to you by your Contractor. Please note that excessive sickness and/or unauthorised absence may lead to suspension from the programme without Educational Maintenance Allowance or Dismissal from the programme.

Holidays

You are entitled to a maximum of 25 days holiday per year for which you will be paid EMA. In addition to holiday allowance, you are entitled to a maximum of 12 days Bank and Public Holidays.

At Induction, your Contractor should provide you with holiday closure periods for the year ahead to enable you to manage your leave/holidays.

Allowances and Bonuses

You will receive a weekly Educational Maintenance Allowance until you complete your period of training. In addition you will receive a participant bonus from your Training Contractor at specific times during your training period. If you feel you have personal circumstances that might entitle you to additional financial assistance, you should contact your local Social Security office/Jobs & Benefits office.

Childcare

Childcare allowances may be payable in certain circumstances and are paid directly to the Carer. Please ask your Contractor for an application form to apply for childcare once you begin training.

Travel costs

Any necessary travel costs in excess of £3.00 per week incurred during training will be paid by the Contractor, **provided** training is undertaken within the Council area in which you live.

Lodging

Lodging allowances **may** be paid only if the training is not available in your local Council area and the place of training is clearly beyond daily travelling distance. Lodgings is a short term, temporary provision and in special circumstances. Please ask your Contractor for further details.

Placements

NOTE: Where applicable, it is the **responsibility of the Contractor** to arrange a suitable placement for you with an employer.

Parental consent

If you are under 18, you will need parental consent to take part in:

- courses in GB;
- residentials;
- visits abroad;
- sea-going activities;
- any hazardous activity.

Where consent is not given, your Contractor **must** make suitable alternative training arrangements.

You are exempt from paying National Insurance contributions. However any National Insurance Credits will be awarded by the Social Security Agency (SSA).

Health and Safety

The Contractor will provide you with appropriate health and safety induction.

If you have an accident, you must inform the Contractor or (if on placement) your work placement provider – **see Health and Safety Policy in Pages 7 - 12.**

Disciplinary Procedures

The Contractor will provide you with details of the Disciplinary Procedures used in Training for Success 2017. A breach of disciplinary proceedings may result in the issue of a verbal warning, first written-warning, final written-warning, suspension or dismissal from the programme.

Health and Safety Policy

Legal standards

Contractors are obliged by law to ensure, as far as reasonably practicable, the health, safety, and welfare of employees and participants (Health and Safety at Work (NI) Order 1978). There are other laws which also affect the employment and training of young people.

Enforcement

The Health and Safety Inspectorate is a group of professionals who visit workplaces to check on and improve standards. All serious and fatal accidents on Training for Success must be reported to them and will be investigated by them.

Avoiding accidents

Avoiding accidents is mostly a matter of knowing the safest way to tackle each job.

The programme you are participating in will have rules for health and safety at work. This is required by law. Make sure you see and read them. You may find them different to what you are used to, but find out where they are available and refer to them before starting a job.

The important thing is to make sure your supervisor explains the safe working methods for each job before you start on it – and if they don't, or if you don't understand them, you must

ask. If other people offer you advice about safety, listen; they're only trying to help because they don't want to see you get hurt. The trade union safety representative, if you have one, will also help.

Remember too that safety isn't only about people; it is about preventing damage to goods and equipment as well. A bad fire, for example, could close down a factory and put a lot of people out of a job.

Never be afraid to ask about safety.

The following tips will give you an idea what it's about.

Safety clothing and equipment

Some tasks need special clothing like overalls, safety helmets, goggles, breathing masks and safety boots. For some tasks it will be obvious that you should have one or more of these. For some tasks, it is required by law. Whether or not special regulations apply, you should be provided with the same protective equipment as anyone doing the same job in industry and if you are not offered it, you must ask.

Long hair, loose clothing, ties, scarves, necklaces and rings can all get caught in machinery. Don't chance it. Always wear the right kind of clothes for working.

Tie long hair back or keep it out of harm's way under a hat or other protective garment.

High heels and floppy sandals can cause accidents. Wear sensible shoes or boots that are suitable for the job.

Moving around

There is often not a lot of space at work; there may be machinery, benches, moving vehicles and other people around you – things that could hurt or could be damaged.

Never run – walk. Make sure you don't bump into other people – you could push them into an accident - always look the way you're going.

Always obey safety signs, for example, keep fire doors shut.

Make sure you don't get hurt and that you don't hurt other people.

If you see anything that you think could cause an accident, tell your supervisor.

Protect your hands

Most jobs make your hands dirty. Do not use abrasives, but wash your hands carefully whenever you get the chance, especially before you eat and after using the toilet.

For some jobs where hands get wet or oily or covered in paint, it's a good idea to use a barrier cream to protect the skin.

If you are given a barrier cream or hand cleanser, follow the rules about how and when to use it.

Wear gloves if they are needed.

Tidiness

Tidiness and safety go together; keep your workplace tidy by putting tools, finished workpieces and unused materials in their proper places when you have finished with them. The floor is important too – keep it clean and tidy. Don't leave things or materials on it that could cause people to slip or trip.

Remember

- Never tackle any job without knowing the safety rules for that job.
- Keep to the safety rules to stay safe and healthy.
- If in doubt – ask. You might not get a second chance.

Lifting and carrying

There are right ways and wrong ways of lifting and carrying things. The wrong ways can injure your back or your stomach. Ask your supervisor to show you the right way to lift and move things.

Do not lift things that are too big, too heavy or too awkward for you to manage – ask for help and don't be put off. For some loads, gloves and other special clothing will need to be worn.

Before you pick something up, be sure you can lift it safely; that you know where it has to go, that the way there is clear and that you can put it down safely when you get there. While you are carrying it, make sure that you can see where you are going.

Stacking

If things are badly stacked they can fall over, injure people and get damaged.

Listen to your supervisor's advice on how to stack neatly and safely. If you have to use steps or a ladder to stack high up, seek your supervisor's advice. Ladders must be secured at the top or footed by another person standing at the bottom.

Dangerous Substances

Many of the chemicals, solvents or other substances used at work can damage your health or can easily catch fire. Dangerous substances will often be marked with a symbol or with words such as **VERY TOXIC, TOXIC HARMFUL, CORROSIVE, IRRITANT, OXIDISING, HIGHLY FLAMMABLE, FLAMMABLE.**

If you don't work with them, leave them alone. If you do work with them, follow your supervisor's instructions very carefully.

Always read labels and warning leaflets. Never keep chemicals in bottles used for drinks.

Machines

There are special rules about using certain types of machinery, e.g. woodworking machines and abrasive wheels. Never remove a safety guard. Never reach inside or step inside a machine, even though it is switched off, without asking your supervisor's permission first. Always follow any safety instructions you are given.

Before you use any machine, your supervisor must point out to you the dangerous parts and train you to use the machine safely.

Use and carry hand tools carefully.

Electricity

Did you know that most accidents involving electricity are fatal?

Although a lot of people have had electric shocks and felt alright afterwards, there is no guarantee that the next one will not be fatal.

Electrical apparatus should be treated with respect. Even a low voltage car battery can cause a nasty accident. Electricity can also cause fires and explosions. Never tamper with switches or overload or attempt to take apart electrical equipment. If in doubt, check with your supervisor.

Practical jokes

People have killed their workmates by messing around with things like machinery and high pressure air supplies. What starts as a joke can turn to tragedy quicker than you realise. So don't take risks with yourself – and especially don't take risks with other people.

Fire

Take very special care if you use any equipment with a naked flame or any hot tools or hot materials. Always take heed of your supervisor's advice in everything and follow the rules on how to do the job safely.

Make sure you know what to do if you hear the fire alarm and that you know how to get out in case of fire. Make sure you know how to sound the alarm if you discover a fire.

Under the **Smoking (Northern Ireland) Order 2006**, it is an offence to **smoke** in enclosed **workplaces** and public places. You must observe these regulations both on your Training Contractor's premises and while on work placement.

First Aid

Find out who to go to for First Aid. Don't wait for an accident to happen before you do. You may need to know for yourself or to help someone else.

If you have an accident

Tell your supervisor and get treatment at once, even if it is only a scratch.

If you avoid or delay treatment, it may get worse and take a lot longer to heal. Make sure details are entered in the accident book.



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