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# 2025 LEARNER HANDBOOK


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## For New Learners

At BCTG, we are dedicated to providing the best possible learning experience for all our learners, no matter your background, starting point, or the programme you're pursuing, ensuring that you reach your full potential.



### Contact Us

0121 544 6455 

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

Taylors Lane, Oldbury, B69 2BN 

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# WHO WE ARE AND OUR PROMISE TO YOU

BCTG Ltd is an independent training provider located in the West Midlands, with a strong focus on the region. We collaborate with the West Midlands Combined Authority, the Department for Work and Pensions, and other key funding partners to address the economic, social, and sector-specific needs of both employers and residents.

We offer high-quality training programmes designed for individuals who are currently unemployed, helping them build employability skills and secure long-term employment as well as programmes for those looking to enhance their knowledge and workplace skills to advance in their chosen career.

At BCTG, we are dedicated to providing the best possible learning experience for all our learners, no matter your background, starting point, or the programme you're pursuing, ensuring that you reach your full potential.

We are committed to treating you with the highest level of respect and fairness throughout your learning journey, from both our staff and peers. Any concerns, complaints, or feedback will be addressed promptly and appropriately.

During your time on the programme, you will have access to comprehensive one-to-one support to help with any personal, social, or academic needs, ensuring there are no barriers to your learning or progress, both while on the programme and after completion, as you transition to employment or further education.

Our dedicated team will provide continuous advice and guidance, keeping you informed about the opportunities available to you and the steps you can take to achieve your personal and career goals after the programme.

# OUR MISSION

01

## Our Vision

To 'Build Better People', leading the transformation towards improved social mobility and a vibrant regional economy by addressing the economic and social needs within our communities.

02

## Our Mission

To consistently deliver excellence and measurable value by delivering agile and responsive training solutions for individuals, employers, and stakeholders. Through proactive initiatives and partnerships we aim to empower individuals, enhance skills and foster economic growth within our communities.

03

## Our Values

We want to ensure the way in which we fulfil our vision of 'Building Better People' reflects our Values to:

- P**romote lifelong learning
- R**eward and celebrate success
- A**chieve your potential by empowering staff and learners
- I**nnovate and challenge to achieve the very best.
- S**upport equality and celebrate diversity
- E**ncourage self-reflection and continuous improvement



# CODE OF CONDUCT

- Be punctual and attend all sessions as required.
- Report any absences directly to your trainer before 08.30 on the day of training.
- Be committed to your programme of study, work hard and to the best of your ability.
- Accept responsibility for your own learning and ask for help when you need it.
- Aspire to achieve your learning objectives, be this entering sustainable employment and/or achieving the qualification.
- Demonstrate mutual respect and behave courteously, responsibly, and safely towards fellow learners and staff.
- To dress appropriately/professionally for your programme of study.
- Make learning successful for everyone by behaving in a way that promotes a cooperative, positive and productive learning environment.
- Take opportunities offered to contribute to the learner feedback process and the democratic process of change.
- Comply with all policies and the law.
- Respect the right of all individuals to be free of harassment of any kind, whether sexual, racial or otherwise – do not engage in any type of bullying or harassment of any kind, including by text or online.
- Do not consume, or bring any alcohol, illegal substances or legal highs to the classroom or workplace environment.
- Use computer and electronic equipment appropriately, as detailed in the BCTG 'Acceptable Use Agreement'
- Behave in a way that does not endanger yourself or others and be aware of BCTG's Health and Safety Policy and Procedures
- Switch off mobile phones when in the learning environment

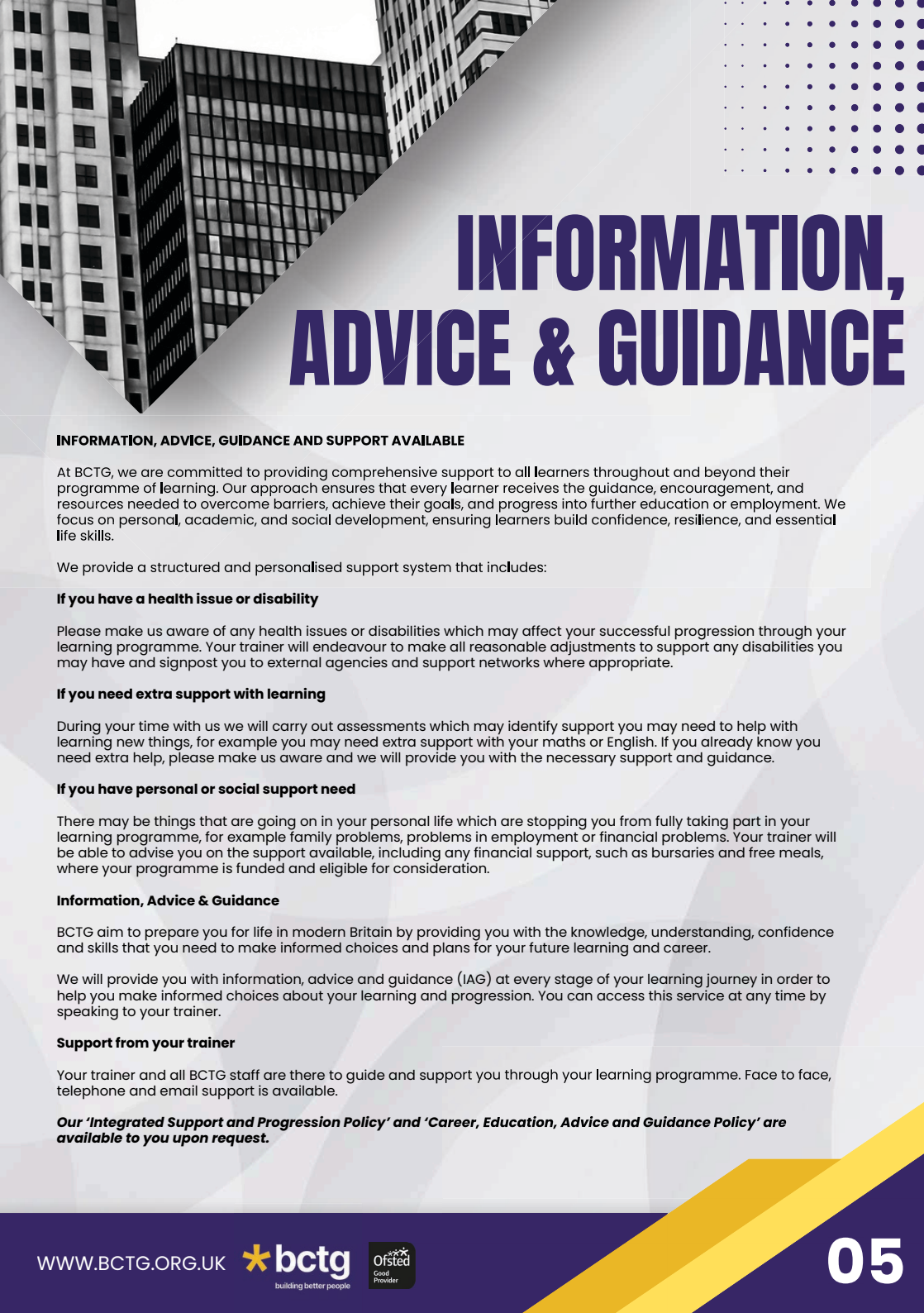


# OUR COMMITMENT TO YOU

Our commitment is to provide individually tailored support to enable you to achieve your full potential during your programme.

## You can expect us to:

- Provide a supportive environment that encourages and welcomes all learners, where British values are upheld, and learners are valued as individuals
- Provide a learning programme that clearly outlines how you will learn, taking into account your starting point and prior experiences
- Take all reasonable steps to provide a safe, secure and healthy working environment
- Give you the knowledge and confidence to contribute to your own and other's safety in a wider context, which includes British Values, Equality and Diversity, Health and Safety, Safeguarding and Prevent Duty
- Develop your understanding of Mental Health and Well-being and to recognise concerns in yourself or others
- Support you to undertake a self-assessment and provide suitable learning resources aimed to develop your personal and wider skills
- Safeguard the personal information you provide in compliance with the requirements of the Data Protection Act, GDPR and the Freedom of Information Act
- Improve, maintain and sustain your skills and ability in English and maths by providing access to individual resources according to your needs
- Provide an induction process that familiarises you with your trainer and your programme of learning
- Review your progress in line with your agreed plan of learning
- Provide access to information, advice and guidance throughout your programme
- Provide you with opportunities to give constructive feedback on your overall learner experience
- Encourage a culture that ensures a positive learning experience at the heart of your success
- You will receive constructive feedback from your trainer that will challenge and support your personal and professional development



# INFORMATION, ADVICE & GUIDANCE

## INFORMATION, ADVICE, GUIDANCE AND SUPPORT AVAILABLE

At BCTG, we are committed to providing comprehensive support to all learners throughout and beyond their programme of learning. Our approach ensures that every learner receives the guidance, encouragement, and resources needed to overcome barriers, achieve their goals, and progress into further education or employment. We focus on personal, academic, and social development, ensuring learners build confidence, resilience, and essential life skills.

We provide a structured and personalised support system that includes:

### **If you have a health issue or disability**

Please make us aware of any health issues or disabilities which may affect your successful progression through your learning programme. Your trainer will endeavour to make all reasonable adjustments to support any disabilities you may have and signpost you to external agencies and support networks where appropriate.

### **If you need extra support with learning**

During your time with us we will carry out assessments which may identify support you may need to help with learning new things, for example you may need extra support with your maths or English. If you already know you need extra help, please make us aware and we will provide you with the necessary support and guidance.

### **If you have personal or social support need**

There may be things that are going on in your personal life which are stopping you from fully taking part in your learning programme, for example family problems, problems in employment or financial problems. Your trainer will be able to advise you on the support available, including any financial support, such as bursaries and free meals, where your programme is funded and eligible for consideration.

## **Information, Advice & Guidance**

BCTG aim to prepare you for life in modern Britain by providing you with the knowledge, understanding, confidence and skills that you need to make informed choices and plans for your future learning and career.

We will provide you with information, advice and guidance (IAG) at every stage of your learning journey in order to help you make informed choices about your learning and progression. You can access this service at any time by speaking to your trainer.

### **Support from your trainer**

Your trainer and all BCTG staff are there to guide and support you through your learning programme. Face to face, telephone and email support is available.

***Our 'Integrated Support and Progression Policy' and 'Career, Education, Advice and Guidance Policy' are available to you upon request.***

# SAFE GUARDING

BCTG is committed to safeguarding children and vulnerable individuals. It is essential for everyone within our organisation to be well-informed and able to identify and address any concerns or complaints regarding at-risk adults and children.

We take active steps to prevent abuse within our organisation and your learning environment and are fully prepared to respond appropriately if abuse or neglect is suspected. We acknowledge our responsibility to protect and promote the welfare of all our learners by safeguarding them from physical, sexual, or emotional abuse, neglect, and bullying.

BCTG collaborates with learners, employers, and other agencies to foster a safe learning and working environment. We have designated Safeguarding Leads, along with established policies and procedures, to effectively manage safeguarding concerns.

***Our Safeguarding Policy is available to you upon request.***

**If you have any concerns about your own safety, well-being or welfare, please do not hesitate to contact our Safeguarding Team, alternatively email:**

**safeguarding@bctg.org.uk**

**Designated Safeguarding Lead for BCTG: Kayley Hogg - 07801573815  
Deputy Safeguarding Lead for BCTG: Adele Hackett - 07801573606**



# Health, Safety & **Welfare**

We are committed to providing a safe, healthy, and supportive learning experience, and we will ensure that:

- You are provided with a Health and Safety induction.
- The environment and activities are Risk-assessed.
- You are provided with clear instructions and training where necessary.
- Supply our Health and Safety Policy to you on request.
- All accidents, incidents (as well as work related ill health) are reported and investigated.
- Your work experience host employer gives you access and training to workplace policies and procedures relevant to you.

All learners have a responsibility to maintain a safe and healthy learning environment for themselves and others by complying with health and safety procedures.

# Mental Health & **Wellbeing**

Mental well-being describes your mental state – how you are feeling and how well you cope with day-to-day life. Personal mental well-being is dynamic. It can change from moment to moment, day to day, month to month or year to year. As our learner we have a duty to support you. If you feel you need additional support for any mental health issues, please feel free to talk to your trainer or contact BCTG.

# Equality & Diversity

# British Values

Our aim is that all our learners are to succeed and progress in ways that match their abilities and aspirations. We value your background and experiences, and we aim to meet your needs and expectations wherever possible. Our practices ensure that we do not discriminate against anyone based on age, disability, race, religion or belief, gender, sexual orientation/identity, or status.

Our aim is to create a learning environment which reflects, respects and values diversity, where fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs, are upheld.

You should:

- Be treated with respect, feel welcomed and valued.
- Be free from any form of harassment or bullying.
- Have equal opportunity to pursue your learning.
- Receive appropriate support to meet your individual needs to be successful.

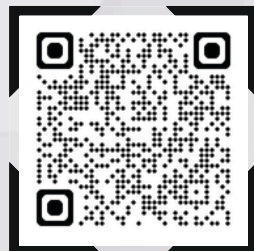
# Protection from Radicalisation & Extremism

Since July 2015, public sector bodies have a legal responsibility to “have due regard to the need to prevent people from being drawn into terrorism”. Understanding how the Prevent Duty could be applied to you personally and the wider community will be part of your learning experience.

Your learning will help you to:

- Protect yourself from radicalisation influences.
- Build resilience to extremist narratives.
- Identify where you may have vulnerabilities or worrying changes in behaviour.
- Know what to do if you have concerns about yourself and others.

## Awareness Training



**SCAN ME**

# NEED SUPPORT?

If you need support and advice in improving your attendance or punctuality, speak to your trainer who will be able to give you strategies and techniques to improve.

# ATTENDANCE & PUNCTUALITY

## IMPORTANCE OF BEING ON TIME

Attending sessions on time is important as it presents a positive attitude to your learning.

- Being punctual shows that you take your learning seriously and respect the time of others
- Being punctual makes you a reliable person, and others can depend on you to show up on time
- Being punctual shows how you understand and respect commitments



## WHY IS IT IMPORTANT TO ATTEND

Attending sessions regularly is an important part of education and one that will positively impact you for the rest of your lives.

By attending sessions regularly, you will have more opportunities to learn, and build healthy relationships with tutors and peers.

- Attendance reduces risk of you dropping out
- Attendance builds confidence in oneself
- Attendance increases the chance of becoming employed
- Attendance prepares you for employment



## WHY ITS IMPORTANT TO BE PUNCTUAL

- To aspire to attend 100% of the timetabled sessions
- To aspire to be punctual for all timetabled sessions
- To inform your trainer before the session if you are going to be late
- To inform the trainer before the session if unable to attend the session and a reason why
- If you wish not to return, to inform the trainer of not returning and reason why



If you feel you need to speak to someone in confidence for advice then please contact our Designated Safeguarding Lead (DSL)

DSL: Kayley Hogg - 07801573815  
DDSL: Adele Hackett - 07801573606  
Email: [safeguarding@bctg.org.uk](mailto:safeguarding@bctg.org.uk)



NEED SUPPORT?

# FEELING UNSAFE OR WORRIED?

02.



- ▶ Are you receiving or being asked to send inappropriate nude images?

03.



- ▶ Have you been asked to hold money, sell or take drugs?

01.



- ▶ Don't have a safe place to live in?
- ▶ Are you feeling anxious, lacking confidence or have too much to cope with?

04.



- ▶ Are you being asked to act against your will which makes you feel uncomfortable?
- ▶ Do you feel you're being groomed?

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NEED SUPPORT?



# BE THE CHANGE STOP SEXUAL HARASSMENT



VICTIM AS WELL AS OFFENDER, MAY BE A MAN OR WOMAN!

Any unwelcome verbal, visual or physical conduct of a sexual nature that tends to create a hostile or offensive work environment.

Join the **#MeToo** movement. Show your support by sharing this message.

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# PREVENT TERRORISM



## RUN. HIDE. TELL.

### What is PREVENT?

The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism.

If you see or hear something which could be terrorist related, please ensure you report this as quickly and safely as possible to the Designated Safeguarding Leads.

In the event of an attack, **RUN** to a place of safety, **HIDE** & barricade yourself in turning your phone to silent, **TELL** the police by calling 999 as soon as it is safe to do so.



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Or email: [safeguarding@bctg.org.uk](mailto:safeguarding@bctg.org.uk)

**ACT** ACTION  
COUNTERS  
TERRORISM  
AWARENESS

**bctg**  
building better people

# NEED SUPPORT?

All people have the legal right to work & study in an environment that is free from any form of bullying & harassment. BCTG have a zero tolerance approach to any form of bullying & harassment and will take necessary action to ensure the safety of all learners, staff & visitors.

# TACKLING BULLYING & HARASSMENT

## BULLYING CAN INCLUDE

- Making Threats
- Spreading Rumors
- Physical or Verbal Attacks
- Humiliating or Undermining



## HARASSMENT CAN INCLUDE

- Offensive language, gossip or slander
- Exclusion
- Stalking or spying
- Stereotyping comments



## BULLYING IS DEFINED BY:

“Offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient.”



## HARASSMENT IS DEFINED BY:

“Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for those individuals.”



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# You have a **VOICE**



## Complaint, Concerns & Compliments

Complaints, concerns, and compliments are an extremely valuable source of information to BCTG and BCTG welcomes all feedback, as it allows us to improve. BCTG welcome compliments as this helps us provide encouragement to employees in what can be challenging and demanding roles.

### **We will listen!**

BCTG values feedback of any kind on our approach and services, as we see this as an opportunity to continually improve what we do.

BCTG accepts feedback from anyone, because everyone's view of what BCTG can do better is important



### **How to report**

By Phone: Contact BCTG Head office - **0121 544 6455**

By email: For the attention of SLT - [enquiries@bctg.org.uk](mailto:enquiries@bctg.org.uk)

By post: For the attention of SLT - **BCTG, European Business Park, Taylors Lane, Oldbury, B69 2BN**

Ask for a copy of BCTG Complaint, Concerns and Compliment Policy



# OUR CONTACT

 **0121 544 6455**

 **enquiries@bctg.org.uk**


 **www.bctg.org.uk**

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