

# PROFILE

Development and Training

# LEARNER HANDBOOK



## 1. Welcome

### Welcome to Profile Development and Training.

We're really pleased to be supporting you through your apprenticeship. Our team is here to help you succeed in your job and your training.

We aim to:

- Support you to achieve your goals
- Treat everyone fairly
- Help you develop skills for your future

We want you to succeed. You will get the most from your apprenticeship. If you:

- Stay committed
- Ask for help
- Take responsibility for your learning.

Please read this handbook carefully and speak to your tutor if you have any questions.

## 2. About Profile Development and Training

Profile Development and Training is an Independent Training Provider chosen by your employer to deliver your apprenticeship training.

We work with you and your employer to provide a structured, supportive, and high-quality learning experience.

Learn more: [www.profiledt.co.uk](http://www.profiledt.co.uk)

## 3. What is an apprenticeship

An apprenticeship is a **real job where you learn and gain experience while you work.**

You will:

- Develop knowledge, skills and behaviours (KSB's) required for your role
- Work with your employer
- Receive training and support from your tutor
- Complete assessments and prepare for your final assessment.

## 4. Why become an apprentice?

As an apprentice, you will:

- Earn a wage while you learn
- Gain valuable work experience and a work reference
- Develop skills employers' value
- Work towards a recognised qualification
- Receive structured support

## 5. Programme Overview

### Duration

Most apprenticeships typically last between 12 – 24 months, depending on:

- Your working hours
- Prior qualifications or experience
- The programme requirements

**Please note:** In line with funding rules, apprenticeships must include a minimum of 8 months of learning.

### Initial Assessment (RPL)

Before you start, we will carry out an **initial assessment** and consider the knowledge and skills that you may already have also known as Recognised Prior Learning (RPL)

This review:

- Ensures you are eligible for funding
- Ensures your programme is the correct length
- Avoids duplication of learning
- Ensures your training is tailored to your needs

### How your apprenticeship works

Your apprenticeship includes:

- Tutor led training
- Learning in the workplace
- Off-the-Job Training
- Progress Reviews
- Completing workbooks and building evidence
- Preparing for your final assessment

### Functional Skills

You may also be required to complete:

- English and maths Functional Skills exams

If you did not achieve a 4 or above (C or above) at GCSE in maths and English, then you **may** need to complete Functional Skills exams alongside the apprenticeship.

This will be confirmed during your initial assessment and discussed with you.

### Off-the-Job Training

Off-the-job training is a **key funding requirement**. It must:

- Take place **during your paid working hours**
- Be **planned, structured, and recorded**
- Support the development of your KSBs

Examples include:

- Lessons and training sessions
- Coursework and assignments
- Online learning
- Shadowing or mentoring

**It does NOT include your normal day-to-day work.**

You are expected to **actively participate in and complete all** planned off-the-job training.

Your employer must:

- Provide time for OTJ training
- Support you in completing it

Your OTJ training:

- May be adjusted for prior learning or breaks
- Must be evidenced and reviewed regularly

## 6. Assessment and Completion

At the end of your apprenticeship, you will complete an **End-Point Assessment (EPA)**.

This is:

- Carried out by an independent organisation
- Required to complete your apprenticeship

Before EPA, you will pass through a **Gateway**, where we check that you:

- Have met all training requirements
- Are ready for final assessment

EPA may include:

- Practical assessments
- Professional discussions
- Exams or projects

All parts of the assessment will be graded individually, and you will then receive an overall grade (e.g. Pass, Merit, Distinction depending on the standard).

**Note:** The apprenticeship assessment methods are currently undergoing reforms and so the above information may change, if that is the case your tutor will be able to explain the changes, and they will ensure that you are prepared for this.

## 7. Starting your apprenticeship

Before your training begins, you will:

- Complete the onboarding process with our admin team
- Sign all the necessary paperwork

When training begins your tutor will complete an induction with you to set you up for success.

## 8. Apprenticeship Commitment

Your apprenticeship is a **shared commitment** between:

- You (the apprentice)
- Your employer
- Profile Development and Training

Together, we agree to:

- Support your learning
- Provide time for training
- Monitor progress
- Prepare you for EPA

This agreement is formally documented in your **Apprenticeship Training Plan (ILP)**.

## 9. Roles and Responsibilities

### Employer responsibilities

Your employer must:

- Provide a contract of employment long enough to complete your apprenticeship.
- Pay you correctly (in line with the [national minimum wage for an apprentice](#))
- Provide a safe working environment
- Support your learning and development
- Allow time for off-the-job training
- Provide a mentor
- Participate in Progress Reviews
- Provide relevant work experience
- Provide a suitable space and any equipment needed to complete your training
- Comply with Profile's Safeguarding policy.
- Hold current Employers and Public liability insurance.

### Your Responsibilities (Code of Conduct)

All apprentices are expected to follow these standards throughout their programme.

### Professional Behaviour

Apprentices must:

- Act in a **professional and responsible manner** at all times
- Be **honest, trustworthy, and respectful**
- Represent their employer and training provider positively

### **Attendance**

Apprentices are expected to:

- Attend all scheduled training sessions, reviews, and workplace commitments
- Arrive **on time and prepared**
- Notify their employer and training provider promptly if they are unable to attend

### **Commitment to Learning**

Apprentices must:

- Take an active role in their learning
- Complete all coursework, assignments, and off-the-job training requirements on time
- Engage fully in reviews, feedback sessions, and assessments
- Ask for support when needed

### **Respect and inclusion**

Apprentices must:

- Treat everyone with **respect, dignity, and fairness**
- Promote an inclusive environment free from discrimination, bullying, or harassment
- Value diversity, including protected characteristics under the Equality Act 2010

### **Safeguarding and Wellbeing**

Apprentices should:

- Take responsibility for their own **health, safety, and wellbeing**
- Report any concerns about themselves or others (e.g. safeguarding issues) to an appropriate person
- Follow all safeguarding and health & safety procedures

### **Use of Technology and Social Media**

Apprentices must:

- Use IT systems, equipment, and internet access responsibly
- Not access or share inappropriate content
- Maintain professional conduct on social media, especially when representing their employer or provider

### **Workplace conduct**

Apprentices are expected to:

- Follow all workplace rules, policies, and procedures
- Respect confidentiality of information
- Work safely and follow health & safety guidance

### **Communication**

Apprentices must:

- Be polite, communicate respectfully with colleagues, tutors, and peers
- Respond to emails, messages, and communications **within 2 working days**
- Inform your tutor as soon as possible if meetings need to be cancelled or rearranged
- Inform relevant individuals of any issues affecting their learning or work
- Inform Profile of any changes in employment personal details and/or circumstances at the earliest opportunity.

### **Academic Integrity**

Apprentices must:

- Submit their own work and avoid plagiarism
- Not cheat or falsify records (including timesheets or off-the-job training logs)

### **Consequences of Misconduct**

Failure to follow this Code of Conduct may result in:

- Additional support or informal warnings
- Formal disciplinary action
- Removal from the apprenticeship programme (in serious cases)

### **What you can expect in return**

- Fair pay and work conditions
- A safe learning environment
- A dedicated tutor and mentor throughout your apprenticeship
- To be treated with respect by employers, colleagues, tutor and training staff
- Regular reviews and feedback on your apprenticeship progress
- Guidance and Support to enhance your career prospects
- A response from Profile **within 2 working days** of any communication

## **10. Support, Safeguarding and Wellbeing**

### **Learning Support**

We are here to support you. Speak to your tutor if you need help. Support is available **at any time** throughout your learning period and will be provided for as long as it is necessary.

Support may include, but is not limited to:

- Extra time

- Additional meetings
- Specialist support
- Assistive technology

### **Safeguarding and Wellbeing**

Apprenticeships can be challenging — and that’s okay. We are committed to keeping you safe.

If you need support at any time during your apprenticeship:

- Speak to your tutor

If your concern is urgent and you cannot reach your tutor, contact the safeguarding team directly.

Safeguarding includes:

- Protecting you from harm
- Supporting your mental health and wellbeing
- Ensuring safe learning environments

If you have concerns, contact our safeguarding team:

- Email: [safeguarding@profiledt.co.uk](mailto:safeguarding@profiledt.co.uk)

In an emergency: **call 999**

You are not expected to deal with things alone.

### **Prevent and British Values**

We promote **British Values**, including:

- Democracy
- Rule of law
- Individual liberty
- Mutual respect
- Tolerance

We also follow the **Prevent Duty**, which protects individuals from being drawn into extremism.

If you have concerns:

- Speak to your tutor or safeguarding team

## **11. Health and Safety**

You must:

- Follow workplace safety rules

- Use equipment correctly
- Report hazards

Your employer must provide a safe environment.

## **12. Your Learning Journey**

### **Individual Learning Plan (ILP)**

Your ILP is your ongoing Apprenticeship Training Plan, and it sets out:

- What you will learn and when
- Your goals
- Your progress

You will review this regularly with your tutor and employer.

### **Progress Reviews**

You will have regular progress reviews with your tutor and your employer/mentor (every 3 calendar months throughout the learning period).

These reviews:

- Track your progress against the KSBs
- Set targets and actions
- Discuss what is going well or needs improving
- Provide feedback and support

### **Personal Development and Careers**

Your apprenticeship supports your wider development, including:

- Confidence and communication skills
- Professional behaviour
- Career planning

Your tutor will:

- Provide careers advice and guidance
- Help you plan your next steps
- Support progression opportunities

## **13. Changes to your Apprenticeship**

### **Changes in Circumstances**

You must let your tutor know about changes, including:

- Contact details
- Job role or employer
- Personal circumstances

If you would prefer changes can be emailed to [admin@profiledt.co.uk](mailto:admin@profiledt.co.uk)

### **Breaks in Learning**

You may take a break in your learning if needed. Your tutor may also enforce a break in learning if they feel that it is needed.

Any break in learning must:

- Last at least one month
- Be agreed with your tutor
- Be agreed with your employer

Any time spent on a break in learning will extend the expected learning end date by the same amount of time.

Reasons for a break in learning may include, but are not limited to:

- Medical Treatment
- Parental Leave
- Maternity Leave
- Other personal reasons

### **Redundancy**

If you are made redundant:

- Contact your tutor immediately
- We will assist and advise you on the next steps if you wish to continue your apprenticeship.

You may be able to continue your apprenticeship depending on your progress.

### **Withdrawal**

You have the right to withdraw from your apprenticeship at any time

Before doing so:

- Speak to your tutor
- Consider alternative support or options

## **14. Academic and Professional Standards**

### **Plagiarism**

Plagiarism means using someone else's work as your own. This is not tolerated as it is an act of fraud.

This includes:

- Copying and pasting from the internet without attributing the source of information.
- Copying and pasting from the internet and changing some of the words and perhaps the order in which it appears.
- Copying text from books, journals, lecture notes or newspapers without acknowledging the source of information.
- Copying text from books, journals, lecture notes or newspapers and changing some of the words and perhaps the order the information appears.
- Getting someone else to write your assignment for you or buying an assignment from the Internet.
- Collaborating with a friend on writing an assignment that is supposed to be written individually.
- Submitting part of an assignment you have already used in another unit or another course, without referencing that you have done so.

You must:

- Write in your own words
- Reference your sources
- Each unit submission **MUST** have a bibliography.
- As a further check you will be required to check your own work before submission using the Plagiarism checker <https://plagiarismdetector.net/> and report the percentage from the report or alternatively download a copy and submit this with your work.

Your tutor will:

- Check all submissions for plagiarism
- Return any work that shows above 15% plagiarism (unless this has been referenced correctly)

If plagiarism is found:

- In the first instance you will be required to reproduce this work in your own words, and/or reference the appropriate sections.
- Subsequent instances may result in disciplinary action.

### **Using AI (e.g. ChatGPT, Google Gemini, Microsoft Co-Pilot etc)**

Ensure that you have read our guidance on the use of AI before you use it within your apprenticeship. You can use AI tools to help you learn, but:

#### **Do NOT use them to complete your work**

This includes but is not limited to:

- Copying or paraphrasing sections of AI-generated content so that the work is no longer your own
- Copying or paraphrasing whole responses of AI-generated content

- Using AI to complete parts of the assessment so that the work does not reflect your own work, analysis, evaluation or calculations
- Failing to acknowledge use of AI tools when they have been used as a source of information
- Incomplete or poor acknowledgement of AI tools
- Submitting work with intentionally incomplete or misleading references or bibliographies.

If you use AI:

- Say which tool you used, and ensure it is referenced correctly
- You must also retain a copy of the question(s) and computer-generated content for reference and authentication purposes, in a non-editable format (such as a screenshot) and provide a brief explanation of how it has been used. This must be submitted with your work, so your tutor is able to review the work, the AI-generated content and how it has been used.

**Your work must always show your own understanding.**

Your tutor will:

- Check your work for misuse of AI

Misuse of AI is treated the same as plagiarism.

## 15. Policies Overview

During your apprenticeship, there are some important policies and guidance documents that help keep you **safe, supported, and successful**.

You don't need to memorise everything, but it's important that you:

- Know what support is available
- Understand your responsibilities
- Know where to go if you need help

If you can't find anything, just ask your tutor — we're here to help.

The Key policies are as follows:

- Safeguarding and Prevent
- Equality and Diversity
- Bullying and Harassment
- Health and Safety
- Data Protection (GDPR)

**All the key policies can be found in our policies hub here: [Profile Policy Hub](#)**

## 16. Disciplinary process

If expectations within this handbook are not met your tutor will implement the disciplinary process set out below:

### 1. Informal Warning

- Your tutor will advise you what needs to improve
- This will only happen once before the next stage of the process is implemented

### 2. Cause for Concern

- You will be issued with a cause for concern
- Your mentor will be informed
- A copy will be kept on file
- You will be given specific tasks/conditions to meet within a set timescale.
- If you do not meet the conditions, the next stage of the process is implemented.

### 3. First Formal Warning

- You will be issued with a First Formal Warning
- Your mentor and employer will be informed
- A copy will be kept on file
- You will be given specific tasks/conditions to meet within a set timescale.
- If you do not meet the conditions, the next stage of the process is implemented.

### 4. Second and Final Formal Warning

- You will be issued with a second and final formal warning
- Your mentor and employer will be informed
- A copy will be kept on file
- You will be given specific tasks/conditions to meet within a set timescale.
- If you do not meet the conditions, you will be withdrawn from your apprenticeship.
- Withdrawal may impact your employment as an apprentice and that would be dealt with by your employer separately.

## 17. Complaint procedure

At Profile we are always keen to hear suggestions for improvement. If you have any suggestions, concerns or complaints we encourage you to share them with us.

- All details related to a complaint are dealt with confidentially.
- Complaints can be made in writing, by email or verbally.
- All complaints will be taken seriously
- We aim to respond to any complaint within 2 working days
- We aim to have resolved complaints within 7 working days if it is an internal issue

- We aim to have resolved complaints within 10 working days if it is an external issue (eg with an awarding organisation)

If you need to make a complaint you should:

- Speak to your tutor

Your tutor will listen to your complaint and if there is a simple solution they should look to put it right immediately.

- Speak to someone else

If you would prefer to raise your complaint with someone who is not directly involved with the situation you may contact one of our Leadership team.

### **Stage One – Looking for a Solution**

Wherever possible, we aim to put things right straight away.

If this is not possible, you will be contacted within 7 working days to discuss the problem and how to resolve it. Normally, finding a solution should take less than 14 days.

If it is likely to take longer, you will be informed of the timescales and the reasons for it. You will be kept informed of progress.

If you are not satisfied or the complaint is very serious, the complaint will enter the second stage of the process.

### **Stage 2 – Making it Formal**

You may decide that you want to make a formal complaint straight away, but generally it will be easier to try to resolve it more informally first.

If Stage 1 has not resolved a complaint to your satisfaction, it will go to Stage 2.

To make a formal complaint, you can speak directly to the Managing Director. When a complaint becomes formal, an investigation is arranged and someone independent of the situation from within Profile will undertake the investigation.

The investigator will discuss the complaint fully with you and consider your views.

The investigator will recommend to the Managing Director any action that needs to be taken and you will be contacted personally about this.

A record will be made of whether you are satisfied with the outcome. If you are still not satisfied you can ask for an Independent Review.

### **Stage 3 – Independent Review**

If you are not happy with the outcome of a formal complaint, you may ask for an independent review.

We will put you in touch with the most appropriate organisation to conduct the independent review, who will have their own complaints procedure to follow.

Profile will be informed of the result of the investigation and will comply with any recommendations unless we feel there are grounds for an appeal.

### 18. Your Voice Matters

You can share feedback with your tutor at any time; however, we will also ask for this through:

- Reviews with your tutor
- Surveys that are sent throughout your apprenticeship
- A survey when you complete your apprenticeship

Your feedback helps improve your experience and helps us make improvements for future learners.

### 19. Useful Contact Details

Your tutor will be your first point of contact but below are some other contact details that you may need throughout your apprenticeship.

<b>Safeguarding Team</b>	safeguarding@profiledt.co.uk
<b>Administration Team</b>	admin@profiledt.co.uk
<b>Leadership Team</b>	
<b>Ian Pearce Executive Manager</b>	ian.pearce@profiledt.co.uk
<b>Emma Rousell Quality and Curriculum Manager</b>	emma.rousell@profiledt.co.uk
<b>Sarah Holton Senior Centre Administrator and Data Protection Lead</b>	sarah.holton@profiledt.co.uk

If you need to speak to someone you can contact us on **01843 609300**.

This number is only answered between 8am and 4pm Monday to Friday, but there is a message facility if you are calling outside of these hours.