

A close-up photograph of a person's hands typing on a silver laptop keyboard. The laptop is on a wooden desk. To the left, there is an orange power bank with a black cable plugged into it. The image has a semi-transparent dark red circular overlay on the left side, which contains the text and logo.

Apprenticeship Handbook.



Your learning handbook.

This document provides all of the vital information you will need on your programme and your studies including:

- How you will learn on your apprenticeship
- The time commitment from you and how you measure this
- The resources you can access
- How you receive feedback
- Policies and procedures which apply to your programme



In addition to this document, you can use your Learning Plan for details specific to your programme, giving you all the tools you need to ensure your success.

How will you learn?

As part of an apprenticeship programme you will learn, build and develop Knowledge, Skills and Behaviours relevant to your job role.

The knowledge part of the apprenticeship is the learning content mapped to the qualification you are studying. The skills and behaviours are developed alongside your qualification and you will need to demonstrate how you are applying these at work.

Your learning will be evidenced with the successful completion of formal assessments, which may include exams, assignments and projects. You will also develop a learning portfolio to demonstrate your knowledge and experience to submit as evidence.

The next step is to demonstrate the application of your expert knowledge within the workplace. Tried and tested success for BPP's learners comes from 'learning by doing'. We will teach you something by first explaining, next demonstrating how you will use this in practice, and then letting you try it for yourself. By applying your knowledge to your role you are more likely to have a deeper understanding, but also to remember what you have learned. We have taught thousands of professionals with this tried and tested approach and are confident we can help you to achieve success.

We will deliver your learning using a combination of methods, which may include face-to-face contact, live and recorded online sessions, interactive resources and traditional printed materials. The resources you will access will be outlined in your Learning Plan.

Application of learning

You will evidence competency and the development of skills and behaviours, relevant to your apprenticeship and your role, by completing activities assigned by your tutor or Coach. This will be completed with the support of your Coach and saved in an online portal.

End Point Assessment (EPA)

Once you have completed all of the activities set out in your Apprenticeship Learning Plan (ALP), you will be considered for the Gateway Stage, this is where all three parties (employer, BPP and yourself) confirm that you have attained the required Knowledge, Skills and Behaviours to satisfy the gateway requirements as set out in the assessment plan which leads to the final End Point Assessment (EPA).

A conversation between you, your line manager and your Coach will ensure that you have met the criteria and are ready to complete your apprenticeship programme. You will be supported by your Coach in the preparation of the work required for EPA. The EPA is conducted by an external assessment organisation. The successful learner will achieve a pass, merit or distinction (dependent on grades available in the Apprenticeship Standard). Any learner that does not pass on the first attempt will be supported to re-sit.

Commitment from you.

Being committed to your programme is crucial to the success of your journey. We will work with you and your line manager to set goals that are aligned to the job role and programme you are undertaking.

We expect you to have a willingness to learn, participate, and be punctual and prepared for each session whether face-to-face or online.

You must be able to take ownership and accountability for your own goals and be receptive to constructive feedback.

Above all we want you to succeed. A crucial factor in your success is developing positive relationships with your tutors, coaches and peers. If you feel overwhelmed, you have a network of support in your line manager, tutor and Coach. Their role is to support and guide you through your programme. You are not alone.

Learning resources.

The Hub

Our online learning environment, The Hub is your main source of resources and information for your programme; it can be accessed at **bpp.com/account**. Here you will find a wealth of learning materials, available on demand at a time to suit you. We pride ourselves on providing you with market-leading content at every stage of your studies, and The Hub is the first place you can go to access this.

All of your technical course content, information about your programme, access to assessments and access to support services can be found here. Throughout your programme you will have clear guidance from your Coach and Learning Plan, regarding where you should be up to, and what your area of focus should be, at any given point.

The Hub will be home to a range of interactive resources including quizzes, videos, e-books and PDFs. You will also be able to chat and network with employees from other companies studying on the same programme, which gives you the chance to broaden your understanding across a number of industries.

Teaching

What happens in a BPP classroom? The BPP style of teaching is very innovative. Your lessons might be delivered online, through a live or recorded session, or face-to-face in a more traditional classroom. Whatever form your teaching takes, you can be sure that it has been designed in the most appropriate way for your specific apprenticeship, and will be delivered by the most appropriate staff in BPP.

How do we support you?

Your Coach

You will have access to a dedicated and supportive Coach who is on hand to guide you through each stage of your learning journey, providing you with clear aims, objectives and support as you grow your Knowledge, Skills and Behaviours.

You will have regular meetings and conference calls to ensure you are making the progress you expect, and support you if you need more help with completing tasks and meeting deadlines. Your Coach will also stay in touch with your line manager, providing both of you the opportunity to discuss any issues or concerns you have.

Our experts

You will have a main point of contact for technical programme content; this may be a Coach, tutor, lecturer or module leader. Someone who will have relevant practical experience in their field of expertise, they will support you in covering the technical knowledge you need to progress in your qualification and ensure you are prepared for any assessments.

All our subject experts have a wealth of experience in the field and undertake continuous professional development and training to ensure they stay current. This ensures the knowledge they impart is up-to-the-moment and related to real-life examples. They are passionate about their subject, and want to share that passion to help you succeed.

Your line manager

Your line manager is expected to support you throughout this programme, firstly by ensuring you are able to balance your day job with your 20% training commitment, and then throughout the programme by ensuring you have everything you need to achieve success. Your line manager is encouraged to attend your reviews to provide input on your progress, how you have been able to apply what you learn and to support your next steps.

Course feedback.

At BPP we are determined to ensure that your programme is the best that it can be, that everyone enjoys their time with us and that each learner can clearly see the impact our teaching has on their personal and professional development. The best way to ensure that we always meet this goal is to get your views, so we will seek your feedback at regular intervals.

We will look to get your feedback in different ways and at different points in your learning journey. We may seek your feedback through short surveys in the classroom or online.

We understand that, as professionals who are also studying, you have huge pressures on your time, and so we will try and keep our feedback requests as infrequent and brief as possible. We will only ask questions that enable us to get the information we need to understand your experience of the programme, to help us make improvements.

We urge you to participate in all feedback opportunities. They are a vital way in which we stay in touch with the views of you and your peers, and we will use them to test the effectiveness of our programmes. We will then make improvements to our programmes, processes and systems, based on your feedback, and keep you informed via The Hub to ensure you are part of the process.

Engagement.

There are a number of opportunities for you to engage with BPP and other learners during your time with BPP.

Our Virtual Campus, BPP Community

This replicates the social aspect of attending a physical campus for learners and aims to help you to better engage with the vibrant community of BPP students and staff. On the Virtual Campus you can:

- Connect and interact with BPP students, learners, alumni and staff
- Join groups to interact with others depending on their interests
- Attend professional development webinars to upskill
- Have fun and join in with quizzes and competitions
- Join in with activities to stay fit and healthy

We have put on weekly activities which all learners can join. These include:

- Great BPP Quiz
- Virtual Zumba
- Fitness Class
- Yoga and Virtual Zumba
- Mindfulness Meditation

You can also access BPP's new set of "Career Skills" which are crucial for you as an apprentice to develop to help you progress within professional work. They have been developed in collaboration with our programme leads to enhance your studies and develop key skills.

Your welfare and wellbeing is important to BPP and we are keen to support you in any way that we can, please join us on **community.bpp.com**

Apprenticeship awards

The BPP Professional Apprenticeship Awards are an annual event where we celebrate the success of your achievements. The categories include "Apprentice of the Year", "Apprentice Champion of the Year" and "Employer of the Year". Nominations are open each year in line with National Apprenticeship Week for nominations, through our newsletter and Virtual Campus.

Apprentice Champion Group

We have a network of apprentice champions across a range of apprenticeships and locations. They meet regularly to discuss all things apprenticeships, events and initiatives – they also produce content for the BPP Students' Association Magazine.

If you are interested in finding out more, please contact us at **apprenticenetwork@bpp.com**

Development and study time.

All learners on an apprenticeship are entitled to a minimum of 20% of their working time to be dedicated to their studies.

Your employer has agreed to give you this time and has entered into an agreement with the Education and Skills Funding Agency (ESFA – the government organisation responsible for apprenticeships) and BPP that they will give you the time outlined in your Learning Plan.

The training time may be spent on a wide variety of activities, including:

- Face-to-face or online sessions with BPP
- Coaching sessions
- BPP-directed study (e.g. directed reading from a book or self-study online activities)
- Revision for examinations
- Writing assessment tasks (e.g. for skills and behaviours)

We understand that everyone learns at different speeds and some learners may undertake the activities more quickly than others. Where you have unused hours you can undertake self-directed study, in negotiation with your employer and BPP.

Self-directed study gives you and your employer an opportunity to tailor your studies and to allow you to further develop in areas that are critical to your development and the business needs.

Self-directed study may include:

- Attending conferences
- Shadowing colleagues
- Undertaking additional reading on topics relevant to the apprenticeship

The 20% training time does not have to be taken as one day per week, although some organisations may choose to do it in this way. It can be taken as blocks or in any other way that supports you and your employer to enable you to achieve your learning goals and meet business needs. If you are struggling, you should refer to the section on managing peaks and troughs. If you are concerned that you are not being given the time to undertake your studies, please contact your Coach for support.

What counts towards your time allocation?

Your apprenticeship training can incorporate a range of activities, including:

- Working on your knowledge, which will result in a degree or professional qualification depending upon your programme of study. This could involve attending face-to-face or online lectures, completing assessments or sessions with a BPP tutor
- Evidencing the application of your knowledge within your working day
- Independent study and research
- Shadowing colleagues and being mentored
- Technical training in the workplace
- Learning new tasks and skills in the workplace that are relevant to your Standard

Depending on your role, you could split your 20% time commitment across the course of the week (within working hours), rather than complete everything in one day. This will be agreed through discussion with your line manager.

There may be periods of time where there is an expectation to dedicate more than one day each week towards your programme, for example, during an exam period, if this is applicable to your programme. These expectations will be clearly highlighted in your Learning Plan, and your Coach will be able to support you to ensure you are meeting your required hours at any given time.

How is your time commitment measured?

For each of the modules within your programme we have allocated a set number of hours. You will discuss the use of these hours with your Coach during your formal progress review meetings. You will be provided with a template to log your 20% off-the-job training hours.

Managing peaks and troughs

BPP understands that you are working as well as studying, and every job has its peaks and troughs. Your BPP Coach will work with you and your employer to manage any difficulties, so that you can continue on the programme and achieve your learning goals.

Managing peaks and troughs requires everyone to work together. If we identify a peak period where you may not be able to undertake study because of the pressures of work, your BPP Coach will work with you and your employer to identify when and how you can undertake your guided learning hours outside of that peak. This will likely involve additional days before or after the peak, if the peak is identified late. But if it is identified early it may involve small calibrations of a few extra hours per week, throughout the year.

Support.

Safeguarding

At BPP we understand it can be hard to balance studying, working and home life. We take the wellbeing and welfare of all our learners very seriously. We have a dedicated BPP Safeguarding Team, who work directly with you, as well as other BPP teams and external agencies to ensure your safety. Sometimes, life can get in the way, becoming a barrier to learning whilst having an impact on your wellbeing. Our Coaches are trained to recognise when you may not be feeling yourself and are in need of support. They may contact the BPP Safeguarding Team and ask them to reach out to you to check in and see if you need any support. You can also contact Safeguarding to have a non-judgemental chat about how you are feeling and what may be causing you distress. We encourage you to let us know if you are worried about a fellow learner too.

What is safeguarding?

Safeguarding is defined as the protection of learners and the promotion of their welfare. The main aims of safeguarding are:

- Protection from maltreatment or significant harm
- Preventing impairment of health or development
- Ensuring all learners have the opportunity to experience circumstances consistent with safe and effective care

Examples of the types of concern the Safeguarding Team support include, abuse, bereavement, self-harm, homelessness or becoming homeless, honour-based violence, peer-on-peer abuse, gang violence and addiction.

Need advice on safeguarding?

If you are concerned about your safety online or would like support on how to maintain safe online working practices, please contact the Safeguarding Team on safeguarding@bpp.com

Keeping Safe Online

We understand the importance of maintaining a healthy work/life balance and the challenges that studying and working can bring. This is especially important when you are asked to work at home and you are spending a lot of your time online. You will have access to online safety materials through The Hub.

British Values and Prevent Duty

As part of understanding British Values and the Prevent Duty, every learner must complete the Education and Training Foundation modules available via etflearners.org.uk/login/index.php. This should take no longer than an hour to complete, and is a mandatory part of your programme. Your Coach will check you have completed this, in the first progress review, and have meaningful discussions on the various topics covered.

If you would like to discuss anything related to British Values or Prevent please contact safeguarding@bpp.com

Equality and diversity at BPP

We are committed to promoting equality and tackling any discrimination that creates barriers to learning, ensuring fair access to learning facilities for learners and staff as part of our duty under the Equality Act 2010. We do not compromise on quality and always take account of the diverse nature of local, national and international populations.

Diversity groups

If you would like to find out more, connect with other like-minded individuals, or contribute to one of our Diversity groups, don't hesitate to contact us at inclusion@bpp.com

Some of the things we assist with:

- Celebrating a range of cultures, ethnicities and backgrounds
- Peer to Peer support networks
- Feelings of isolation and getting used to unfamiliar surroundings
- Speak confidentially about diversity issues with a member of staff
- Working with others
- Consult with learners in focus groups and listen to your feedback
- Raise awareness of the learners' perspective with all staff at all levels
- Hold diversity events
- Provide opportunities for learners to network with peers and access professional diversity networks
- Encourage learners to see how engaging with and understanding diversity is essential for your career

Learning support

We are proud of our accessible and inclusive learning facilities. Available to all learners who disclose a learning difficulty or disability, we have a dedicated Learning Support Team that provides information, advice and guidance, and supports you with your mental health and wellbeing. The team are knowledgeable, friendly and everything is completely confidential.

Our experienced Learning Support Team offers a wide range of support for sensory difficulties, mobility difficulty, ADHD, Asperger syndrome, mental health, dyslexia, dyspraxia and general health problems.

Speak to your Coach as soon as possible if you have a learning difficulty, disability or health issue, so that our Learning Support Team can plan for your studies and make any adjustments well in advance.

The Learning Support Team works closely with the Examinations Team to ensure that adjustments are implemented in your assessments.



Disclosure and confidentiality

All information disclosed to BPP or discussed with a member of the Learning Support Team will be dealt with in the strictest confidence. It will only be shared with staff at BPP and, where specialist support is provided, with our specialist support staff at Barry Bennett Ltd, on a 'need to know' basis. You will be invited to complete a Disclosure Form so you can restrict who the information is shared with.

We will not share your information with your employers without your consent.

We can also offer information and advice about how to disclose a disability, a learning difficulty or other health issue.

Wellbeing and mental health

Your wellbeing is important and we appreciate that you may just want to discuss your feelings. If you are experiencing low moods, depression, anxiety or have an existing mental health condition, or just want someone to talk things through, do not hesitate to contact the Learning Support Team. We can offer our experience, and support you through the challenges which study and employment naturally present.

Learner Advice

BPP has an online Learner Advice Team who can help with arranging accommodation, financial issues, health services, travel and transport, and general welfare issues. The Advice Team is contactable on **advice@bpp.com**

Counselling services

Taking the first step in deciding to talk to someone about your concerns can feel awkward and anxious at first – but making that decision is the beginning of your journey towards a more positive chapter in your life. Please contact Learning Support by emailing **learningsupport@bpp.com** and ask for the details of the service.

Five steps to learning support:

1. Contact the Learning Support Team by emailing **learningsupport@bpp.com**
2. Complete a Disclosure Form
3. Discuss your support and send us a Doctor's Note or Educational Psychologist's Report*
4. We produce a Learning Support Agreement – outlining your support
5. We arrange your support – on programme and for exams

Care leavers

At BPP we understand that leaving the support and care you are familiar with can be a daunting experience. Coupled with taking the big step into starting a new job or course, this has already required you to be resilient and demonstrated your strength of character.

Our Learning Support Team is there to assist you with the transition and support during your studies. Please contact us and we will ensure that you are met with a friendly face, a point of contact and the support and guidance you require.

Functional skills

English and Maths

At BPP, we will ensure you acquire all the Knowledge, Skills and Behaviours necessary to succeed in your chosen profession, whilst developing your English and Maths.

Apprenticeships have mandated English and Maths requirements at level 1 or 2. If you do not already have a GCSE or A Level (or equivalent) in English and/or Maths, our dedicated team will deliver a programme of study to support you in achieving this. This will consist of self-study resources, webinars and additional support from the programme team. Once you are ready, you will sit an examination. For all apprenticeships you must pass the examination before going through the Gateway, and your Coach will be able to advise you if this is a requirement for your specific programme.

You must be given additional time to study mandated English and Maths, over and above the 20% training time for your apprenticeship studies. Your employer is aware of this, and if they are not giving you the time to complete your English and/or Maths study, you should contact your Coach for support.

BPP is also committed to helping learners go above and beyond their initial, mandated starting points in English and Maths. This means that during your programme, you will have opportunities to practise, develop and receive feedback on your English and Maths skills. For some programmes, e.g. accountancy and actuarial, you will be developing your Maths skills as a natural part of your programme and you will receive feedback in the classroom on problem questions to help you understand.

For other programmes, the opportunities will be subtle, and it may be through correcting spelling, punctuation and grammar on written work, for instance. All programmes have a specific strategy to assist learners in the development of English and Maths. If you would like to know more, please ask your Coach who can tell you how your programme is supporting your development.

If you or your Coach identify that you are facing particular challenges in relation to English and/or Maths, particularly where they are becoming a barrier to progress on your apprenticeship programme, you may be referred to our dedicated Functional Skills Team. BPP has a range of materials and sessions that we deliver to support learners to improve their English and Maths.

Please contact **functionalskills@bpp.com** for more information on the services we offer. All discussions will be in confidence and will not be reported to your employer without your consent.

*Educational Psychologist's Reports - We have a network of Educational Psychologists who can provide a formal diagnosis for dyslexia and other specific learning difficulties if you think you may be dyslexic or you have an existing report that is out of date. Please contact the team for details. Doctor's and Other Medical Notes - Doctor's notes and medical letters from consultants can be provided as evidence for a wide range of health and medical conditions. These should be recent, dated and clearly outline the condition and its effects.



For more information,
visit **bpp.com** or call **03300 603 100**

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