



LEARNER INDUCTION HANDBOOK

2022-2023





Dear Learner,

Welcome to FCGE, where we pride ourselves on putting our learners first.

provider with a great track record in ensuring that all our learners grow, develop and achieve their full potential.

I hope you find this handbook useful as you begin your studies at our centres. We want you to experience the best possible learning environment and I am sure that you will enjoy our learning, teaching and support facilities.

We are very much looking forward to working with you to help you shape your future and, as many of our former learners tell us, there's no greater level of support and friendliness anywhere else. We work closely with our learners to shape all aspects of Education life.

Whatever your choice of programme, I am confident that you will enjoy your time with us and will find it rewarding in many ways. You will make good friends at FCGE and have an opportunity to share your experiences with others.

Best of luck with your studies and do have a thoroughly enjoyable year ahead.

M. Noorani
Principal FCGE.



FCGE VISION, MISSION, VALUES & CULTURE

Our Vision:

To be London's leading Training Provider: delivering excellence

Our Mission:

Preparing learners well for their future, in an outstanding learning environment and inclusive community.

Values & Culture:

We are:

•Inclusive and diverse

"Equality is more than a goal in itself; it is a pre-condition..." Kofi Annan

•Passionate about our roles and responsibilities

"Nothing great in the world has ever been accomplished without passion." Christian

Friedrich Hebbel

•Continually improving

"There is only one corner of the universe you can be certain of improving and that is

yourself." Aldous Huxley

•High achieving

"Achievement is the knowledge that you have studied and worked hard and done the best that is in you. Success is being praised by others. That is nice, but not as important or satisfying. Always aim for achievement..." Helen Hayes

•Reducing our environmental impact

"The greatest threat to our planet is the belief that someone else will save it." Robert Swan

•Delivering community and social value



"In communities where people build ships for their children to fish from, quality is never a problem." J. A. Dever

Committed to health, safety, and wellbeing "the greatest wealth is health." Virgil

Creative and innovative the future belongs to people who see possibilities before they become obvious." Theodore Levitt

•A listening organisation

"Learn to listen then listen to learn." Ian Usher

•We test our approaches with the question

"Would we be happy for friends and relatives to be learners at our institution?"

LEARNER CHARTER

The learners at FCGE are our most important people. We are committed to ensure that we offer:

- equality of opportunity
- high-quality education, guidance, and support
- clear information on opportunities for progression to further study
- helpful information and guidance on future career prospects

You are entitled to:

- equal access to services and facilities in an environment free from discrimination, bullying or harassment and supports diversity
- a high-quality education in a nurturing environment designed to help you learn
- a prompt and courteous reply to your enquiries
- a comprehensive induction to FCGE and your choice of course
- ongoing pastoral support and guidance, support for learning and



feedback on progress while studying your course

- access to guidance on career opportunities and information about further courses
- confidentiality of personal information and access to information held about you

You are obliged to:

- Abide by organisation rules and regulations and behave in accordance with the Learner Code of Conduct.
- Participate fully in the learning and assessment process.
- Engage with classes regularly and be on time. This includes online sessions.
- Observe health and safety regulations.
- Comply with the FCGE.'s Equality Policy, treat others with consideration and respect and
work with FCGE staff to advance equality and diversity.

LEARNER SUPPORT

FCGE POLICIES & PROCEDURES

Appeals – Assessment

All learners have the right to appeal against the outcome of an assessment.

Grounds for Appeal

1. If you are dissatisfied with the result of an assessment
2. If you are dissatisfied with the number of re-assessment opportunities offered
3. If you are dissatisfied with the time allowed for assessment
4. If your assessment performance has been affected by ill health (A medical certificate should support an appeal on the grounds of ill health)

Appeal Stages



Initiated only after an unsuccessful appeal to the class tutor.

Stage	Appeal to
First	Centre Manager
Second	Operations Manager
Third	Managing Director
Fourth	Awarding body/ Ofsted/ Funding agency



Evidence and information to support an appeal

The Appeals Committee will only meet to consider an appeal when it has sufficient information or evidence to make an informed decision. If an appeal does not contain sufficient information or evidence, you may be advised to resubmit the appeal with the supporting evidence within seven working days. The Appeals Committee may also request information on, and take into consideration, any of the following: attendance, progress, general conduct, guidance and disciplinary records.

Appeals/ Disciplinary

Any learner being disciplined for a breach of the Learner Code of Conduct, the organisation rules and regulations or Health and Safety, will be issued with a copy of the FCGE disciplinary procedures, including information on how to appeal.

Honesty and Integrity in Assessment

The guidance on copying, plagiarism and honesty and integrity in assessment is designed to help you with your course work. Where an Assessor identifies or suspects that a learner has breached the organisation guidelines, the Assessor, in consultation with the Curriculum Manager, is authorized to implement any or all of the following actions:

1. The learner will be deemed to have failed to attain competence
2. The learner will not be reassessed
3. The learner will be withdrawn from the unit
4. Invoke the learner disciplinary procedures

Learners may make an appeal through the Learner Disciplinary Procedure.



Engagement and Progress

Your learner funding payments could be withheld or withdrawn if your engagement is below policy guidelines. You should be engaging regularly and making good progress on your programme of study. If your engagement falls below the required level, you might be suspended, and you may be withdrawn.

Clothing/PPE

At all times your clothing should be suitable and appropriate to the activity you are undertaking. Please do not wear clothing that might be considered threatening e.g., hoods or caps that cover your face.

Complaints

We want to offer you the best service possible. However, if you have a complaint or a suggestion for improvement, please speak to the member of staff directly involved, or to your Course Tutor. If you are unable to do this, you can complete a formal complaint form, available from Reception. Complaints on the grounds of race discrimination should be made in writing to HR Department and marked private.

We value your feedback and the 'You said . . . together we did' notice boards around the centres

highlight some of the actions that we have taken in response to learner feedback.

Conduct

You are expected to conduct yourself in an orderly way and to co-operate with any reasonable request by a member of FCGE staff. By signing your enrolment form, you agree to be bound by the Learner Code of Conduct and 5E rules and regulations.



If you breach the organisation rules and regulations on conduct, computer use, health and safety or academic matters, you could be disciplined, and you may be suspended or withdrawn from your course. You have the right of appeal.

The following activities are strictly prohibited:

- interfering with fire equipment, fire doors or fire alarms
- use or possession of intoxicating liquor, drugs, hazardous substances, or offensive weapons on FCGE premises
- harassment, bullying, cyber-bullying, behaviour or language that is intimidating or threatening, sectarian, sexist, racist, ageist or homophobic
- willful action which could place any person in danger or could result in an accident
- use of Internet or email, including social networking media, to access, download or send offensive materials, photographs, statements, or pornographic material
- use of mobile phones/cameras to capture images without permission anywhere in the organisation building or on the FCGE grounds
- theft, vandalism, or violence of any kind, including gender-based violence
- smoking in any area other than the designated smoking shelter
- sticking gum to furniture, dropping litter, spitting
- gambling in any form

Use of Computers, FCGE Network, Internet, Web Portal

You will be issued with a login that allows you to access FCGE PCs.

The Code of Conduct on Computer and Internet Use has been designed to protect both you and other users from inconvenience, loss, distress and possible disciplinary or criminal proceedings. You



will be required to confirm that you have read, understood, and will abide by these regulations. Any infringement may result in your access to one or all of the following being withdrawn: FCGE's PCs, the Internet and email.

The following are broad guidelines and should be read along with the Code of Conduct on Computer and Internet Use:

- always log on and log off
- keep a backup of your work - in case of viruses or equipment failure
- leave your workstation clear when you've finished
- be aware that you may be monitored while you're using a computer or accessing the Internet
- only use the Internet for course work, job search or careers search
- wash or sanitise your hands prior to and after using workstations
- clean the workstation after use

Make sure you do not:

- use your login to give access to another learner
- move equipment or disconnect cabling
- open .exe files
- alter settings
- load software
- send or receive pornographic material, computer viruses or offensive material which would contravene legislation or constitute a criminal offence
- use the Internet to hack into other internal or external computer systems



- connect your own computer equipment to FCGE network

Copyright

FCGE retains copyright on all materials provided for your course of study. Course notes and exercises should not be copied or sold to a third party. You should not use the photocopiers or other organisation's resources to copy materials illegally. Guidelines are located beside all photocopiers.

Booking Appointments/Meetings

Users can use the telephone and/or request a face-to-face meeting. Learners will be encouraged to book appointments where they require to access support services including advice or IT support.

If you have any matter you wish to raise regarding health and safety, then please advise your Line Manager/ Course Tutor and they will arrange to address it for you.

Equality and Inclusion

We are committed to eliminating unlawful discrimination, harassment, and victimization, to advancing equality of opportunity and to fostering good relations. We will ensure that each person who comes to FCGE is treated fairly and equally. No individual will receive less favorable treatment than another on the grounds of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation or marriage or civil partnership status. Selection criteria and procedures will be reviewed regularly to ensure that they operate on the basis of fairness, equality of opportunity and anti-discrimination.

The Equality Policy extends to all those who engage with FCGE: associates; partners; customers; contractors and suppliers.



While staff or learners are with FCGE, we are determined to ensure that everyone has equal access to choices and opportunities for study or personal or professional development and that no one is discriminated against as a result of any action, intentional or otherwise.

Discrimination/Harassment/Bullying

FCGE is committed to creating an environment free of discrimination, harassment, and bullying, where everyone is treated with dignity and respect.

Discrimination, harassment or bullying in any form, including cyber-bullying, whether involving learners or staff, won't be tolerated. Bullying may take the form of exclusion, ridicule, teasing, suggestive comments posted on social networking websites, touching or assaults. If you feel that you are being harassed, bullied, or discriminated against, you should contact your Course Tutor or the Centre Manager/ Safeguarding Officer as soon as possible. They will listen and give you support. All allegations of bullying and harassment will be investigated and, if appropriate, disciplinary action may be taken.

Inclusiveness

FCGE is committed to ensuring that opportunities for learning are made available to the widest range of prospective learners, with appropriate support for those who need it. Where it is within its power and allowed by law, FCGE will take positive action to promote choice, opportunity and progression for staff and learners and to modify and extend arrangements generally to accommodate the needs of



individuals and groups. FCGE is committed to promoting and facilitating lifelong learning.

We aim to:

- identify the learning needs of our local community and design and deliver relevant courses
- foster aspirations of attainment and encourage individuals to reach their full potential, irrespective of circumstances
- provide relevant and useful information to prospective learners about the courses and support we can provide
- provide suitable facilities and arrangements to enable learners to achieve success in learning
- be accessible, helpful, and welcoming to current and prospective learners
- participate in networks which share a common purpose in planning training and arranging support for individual learners

We are committed to ensuring that disabled people and those with additional support needs are treated fairly. All reasonable adjustments to provision will be made to ensure that learners who have a disability or learning need are not substantially disadvantaged. We want to be a disability- friendly organisation. Please help us to achieve this by:

- Bringing to our attention any potential discrimination against disabled people and ensuring that we know about any reasonable adjustments we could make to give disabled people a fair deal at FCGE.
- letting us know about your disability and/or learning need and what assistance or reasonable adjustments we can make for you to help you apply for a course/during your studies.

LGBTQ+



FCGE seeks to be a community where everyone is treated with respect, fairness and understanding. We recognise the complexity of current issues around LGBTQ+ rights, same-sex marriage, and gender identity. We are committed to performing all our tasks as a caring and diverse community where any instances of harassment and discrimination are reported and investigated. If learners experience or observe any mistreatment based on sexual orientation or gender identity, they can report it to their Course Tutor or speak to the Safeguarding Officer or centre Manager.

Gender-based Violence Prevention and Support

We believe that all members of FCGE community have the right to prosper and flourish in a safe, supportive, inclusive learning environment free from any form of gender-based violence. FCGE has a Zero-tolerance approach to instances of gender-based violence on the premises of FCGE and all allegations of gender-based violence will be dealt with in accordance with the Learner Code of Conduct and Learner Disciplinary Policy. FCGE has developed a Gender-based Violence Prevention Strategy, Action Plan and Gender-based Violence Prevention and Support Policy.

FCGE will respond sympathetically, confidentially, and effectively to anyone who has been affected by gender-based violence.

General Data Protection Regulation (GDPR)

Your privacy and trust are important to us. The Learner Privacy Notice can be found on our website <https://www.fivee.co.uk/>. The Privacy Notice provides essential information about how FCGE handles your personal information. By processing your data, we are fulfilling our obligations as a Training Provider and as a public



authority in the provision of education in the public interest and to comply with the requirements of the Education (UK) Act 1980, the Equality Act 2010 and other legislation. FCGE is registered with the Information Commissioner's Office, registered number Z9552585.

Health and Safety/Security

Everyone has a responsibility to protect themselves and others from hazards resulting from work or behaviour. It is your duty to follow closely all advice and instruction given by Course Tutors, FCGE staff, on official notices and in the Learner Code of Conduct. You should not attempt to carry out work of a dangerous nature or operate machines unless instructed to do so. Personal Protective Equipment (PPE) should be worn as instructed by the Course Tutor accordingly.

Accidents

If there is an accident which causes injury, it is important that you take the correct actions. You should summon assistance and wait with the casualty for a qualified First Aider or another authorised person. All accidents should be reported to the Tutor in charge. Accidents outside the classroom should be reported to Reception.

Fire/Emergency Evacuation of the Building

In case of fire, follow the instructions on the fire notices. If the alarm sounds, leave the building as quickly as possible by the marked exit route and only re-enter after an all clear has been sounded. Please note the location of the emergency exits. Muster points are clearly signposted in the car park. If you have a mobility difficulty, you should agree your personal evacuation plan with the Learning Development Team. You should leave access roads clear and follow any



instruction from the Fire Wardens. Please do not leave the centers grounds during an evacuation.

Please be advised during an evacuation, exiting the building is a priority so social distancing may not be possible during this time. However, once you have reached your designated muster point then social distancing guidelines must be adhered to.

Emergency Contact

If a member of your family needs to contact you urgently in an emergency, they can phone the centre or, if calling in person, can go to Reception where every effort will be made to contact you in your class.

Safeguarding

FCGE operates policies to safeguard the welfare of the young people and vulnerable adults who attend FCGE. Members of staff have a duty of care to prevent physical, sexual, or emotional abuse and to report any suspicion of abuse. A copy of the policy is available from the HR department.

FCGE has a Safeguarding team. If you have a concern or issue, or would like further information or advice on safeguarding, contact a member of the team:

- Curriculum Manager for Learning Development (QAA) - Head of Human Resources
- Head of Management Information Systems - Guidance and Support Advisor

Safeguarding Coordinator	Contact Number
Sailesh Solanki	079 0495 7799
Amit Shah	075 3863 2161
Alistair North	0208 885 9483



Arati Desai	0208 344 7245
Kevina Gingo	0208 885 9440
Utpal Vaidya	079 3944 4848



Personal Items Mobile phones

Mobile phones should be switched to silent or switched off before entering the classrooms. Please make sure that their use in open public areas does not disturb others. If you are using your mobile phone to take photos, please make sure you have the permission of anyone who appears in the photo.

Property

Please do not leave any bags or personal valuables unattended. If you become aware of any unattended bags or property on 5E premises, you should report this to the main reception as soon as possible. If you suspect or discover a theft of personal or FCGE property, please report it immediately to a member of staff.

It is advisable to have insurance cover for your personal property as FCGE will not accept liability for loss or damage. Lost property should be handed to the centre Manager. Enquiries about lost property should be made to the centre Manager.

Sustainability

FCGE published an action plan which commits us to reducing energy use and carbon emissions. It also commits FCGE to raising awareness among learners about issues to do with maintaining a sustainable environment.

FCGE Sustainability Group monitors energy use and progress towards targets in the Carbon Reduction Action Plan.

Terms and Conditions of Enrolment

Summary Terms and Conditions of Enrolment are available on the FCGE.'s website. A copy of



the full Terms and Conditions of Enrolment is available on request from Learner Enrolment.

THE FACILITIES

Prayer Room

Prayer rooms are accessible to the learners at all centres.

Toilets

There is clear signage on each door. Accessible toilets normally set aside for disability will be fully accessible for use by any person.

Vending Machines and Water Dispensers

Please ensure you wash your hands prior to and after using these facilities.

OTHER SERVICES

Discretionary Crisis Support

Learners experiencing severe financial hardship whilst waiting for their funding application to be processed can apply for discretionary crisis support to cover the temporary hardships.

Authorised Absence

You may be granted an Authorised Absence through your Course Tutor (this will normally be agreed in advance with supporting evidence provided), if any of the following circumstances apply:

- production of a medical appointment card for doctor/hospital/clinic/emergency dentist (please note that pre-arranged dental appointments should be out with class time)
- production of a letter requiring court attendance as juror/witness/defendant
- production of a letter requiring attendance at a probation meeting
- whilst awaiting Disclosure clearance to undertake placement element of course



- non-attendance at a specific class because the unit has already been achieved
- religious holidays, by prior arrangement only
- funeral of a close family member/friend or when leave is granted prior to the funeral
- family emergency (judged at discretion of tutor) half-day or maximum one day
- severe weather and transport breakdown
- Attendance at Children's Hearing, court, meeting related to caring responsibilities or care needs, etc.
- work experience placement
- exam preparation

It is important to make sure you stay on track with attendance in order to ensure the best possible educational outcome.

Self-certification

You can self-certificate a period of absence of up to a maximum of five days i.e., learning week. You submit a self-certificate through email to your tutor. This must be recorded within three days of your return to class. You will be entitled to a maximum of six self-certifications for a 36- week Programme of study (this will be reduced for shorter courses), using a maximum of two in any one academic block of study (12-week period).

Medical Certificates

If you are absent due to a medical reason, you should submit a medical certificate which you can get from your doctor.

Any learner whose accumulated absence exceeds six weeks* during the academic session will normally have their funding suspended



pending further investigation.

Holidays

You should not arrange holidays during learning journey. However, if you do have a pre-booked holiday, you should inform your Course Tutor in advance at induction and make arrangements to complete your course work.

Change of Personal Details

If there are any changes to your personal details - name, address, income, employment or benefit status, course details, etc. - you should let the relevant people know.

To notify a change in your name, address, or telephone number, please update your personal details with your course Tutor.

Withdrawal

It is important to inform the FCGE in writing if you decide to withdraw from your course. You should inform:

- Course Tutor/Curriculum Manager of your section - All learners

Core Skills

All our courses have elements of communication, Maths, information technology, problem solving and working with others. These core skills may be taught as discrete units or may be embedded within vocational subjects. You should aim to increase your core skill profile during your time at FCGE and record the improvement in your Individual Learning Plan. If you are unsure of the current level of your core skills, you can undertake some short tests to give you an



assessment of where you are now and then at the end of your studies.

Induction

You will be given a comprehensive induction at FCGE which will include the issue of your

- learner handbook
- assessment appeals
- how to complain
- timetable, and course induction

Learning Development

We want all our learners to reach their full potential and recognise that some may need additional support to do so because of, for example:

- a visual or hearing impairment or mobility/physical difficulties
- dyslexia
- ill health or mental health issues
- general learning difficulties
- needing to brush up on study skills, spelling, English or numeracy/ Maths
- having had difficulties at school or challenges remembering things easily

FCGE offers free, confidential support and advice if you fall into any of the above groups. No matter what level of course you are studying or whether you are a full- or part-time, day or evening learner, we can discuss ways to support your learning.