



Omnibus  
Training  
Solutions

# Learner Handbook

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## Who's who?

### Your Assessor

Their role is to:

- Ensure you are taking the most appropriate qualification to enable you progress and achieve your goals.
- Look at any previous training you have done and use this to help meet the requirements of your qualification.
- Assist you in completing the relevant records and paperwork needed.
- Plan your learning with you.
- Teach, observe and support you as you work towards achieving your qualification, assess the evidence of learning you produce and help you to reference this to the qualification standards for your award.
- Provide information advice and guidance to help and support you to achieve your qualification.
- Give you constructive and positive feedback on your work and progress.
- Give you their contact details so that you will be able to get their help and support when you need it.
- Conduct reviews of your progress and complete review forms which you will be asked to sign to confirm your agreement with what has been written. You will be given the opportunity to say what your views are and these will also be recorded on the form.

### The Internal Verifier (IV)

Their role is to:

- Ensure that all assessors follow the assessment specification given by the awarding body in a consistent and fair manner.
- Ensure Omnibus's documentation and learners' achievement records meet the standard required by the awarding body.
- Support you and your assessor throughout the learning process.
- Monitor your progress.

### The External Verifier (EV)

The External Verifier is appointed by the awarding body. They make sure that we do our jobs fairly. They may wish to see or speak to you. Your assessor will let you know if they do.

### The Awarding Body

This is the organisation that produces the standards you have to achieve. You will be registered with them and will be given a registration number issued by them. They will issue your certificate when you have achieved your qualification.

### Key Omnibus Contacts

Role	Name	Phone	E-mail Address
Assessor/Tutor			
Internal Verifier (IV)			
Administrator	Lianne Tagg	0203 006 7259	<a href="mailto:admin@omnibustd.com">admin@omnibustd.com</a>
Safeguarding Officer	Danielle Griffiths	0203 006 7258	<a href="mailto:danielle@omnibustd.com">danielle@omnibustd.com</a>

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Health and Safety Officer	Natalie Collins	0203 006 7284	<a href="mailto:natalie@omnibusltd.com">natalie@omnibusltd.com</a>
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## Assessor Visits

The visits from your assessor are planned in advance, so please advise them at the earliest opportunity if, for some reason, you will not be at your workplace as arranged.

Should you need to contact your assessor between visits, please contact them directly on 0203 006 7259 or if you are unable to contact your assessor, please ring Omnibus's Administrator.

## Attendance at Work

You are required to attend work in line with your company policy and the times and days agreed in your employment contract.

If you are ill or unable to attend work, please notify your line manager as soon as possible. If you are ill for more than a day, then please keep your manager up to date and make sure you understand your company's policy for absence through illness; please refer to your line manager for details.

## Feedback

You will have the opportunity to complete feedback surveys during your course to comment on the quality of your learning experience. Your comments will be analysed and used to feedback into our continuous improvement programme.

Your feedback is extremely valuable to us in order to help us to offer the best service possible!

## Equality and Diversity

### What does Equality and Diversity mean?

Omnibus aims to create learning conditions where all learners are treated on the basis of their merits, abilities, learning style, learning needs and potential without regard (except where the law makes special provision) to their:

- Ethnic/national origin
- Culture
- Gender
- Marital status or family circumstances
- Disability or any learning difficulty
- Unrelated criminal record
- Socio-economic background
- Religious or political beliefs/opinions
- Age
- Sexual orientation

Nobody should be denied a fair chance of success by the actions of others. All of us have a responsibility to ensure that people are treated fairly, with respect and dignity.

Omnibus will support any learner or staff member who is subjected to discrimination, harassment or bullying and we will discipline those who do discriminate unlawfully or who harass or bully others through our company procedures.

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## What are your rights?

Under Omnibus's **Equal Opportunities Policy** you have the right to:

- Be treated fairly throughout all aspects of your contact with Omnibus
- Be treated with respect and dignity by all members of Omnibus
- Learn in an environment which is free from discrimination, bullying and harassment and is supportive of equal treatment of all and conducive to learning and sensitive to your needs

**If you do feel that you are being treated unfairly you should discuss this with your assessor or contact the Omnibus Safeguarding Officer:**

**Danielle Griffiths Tel: 0203 006 7259**  
**e-mail: [danielle@omnibusltd.com](mailto:danielle@omnibusltd.com)**

## Safeguarding Learners

- Omnibus is committed to safeguarding the welfare of its learners and expects all staff to share this commitment.
- We believe every learner should be valued, safe and happy. We want to make sure that learners we have contact with know this and are empowered to tell us if they are suffering harm.
- We want learners who use or have contact with this organisation to enjoy what we have to offer in safety.
- We will achieve this by having an effective safeguarding procedure following national and local guidance.
- If we discover or suspect a learner is suffering harm, we will notify social services or the police in order that they can be protected, if necessary.
- The safeguarding policy and procedures apply to all staff, volunteers and users of Omnibus, and anyone carrying out any work for us or using our premises.
- We will review our safeguarding policy and procedures at least every year to make sure they are still relevant and effective.

## Learner Safeguarding Induction; Keeping you safe while you learn

At Omnibus we recognise our duty and responsibility to safeguard and promote the safety of children, young people and vulnerable adults.

### What is abuse and when are you at risk?

#### Physical Abuse:

May involve hitting, shaking, throwing, poisoning, burning, scalding, drowning or suffocating. It may be done deliberately or recklessly, or be the result of a deliberate failure to prevent injury occurring.

#### Emotional:

Occurs where there is persistent emotional mal treatment or rejection so as to cause severe and persistent adverse effects on the child's or young person's behaviour and emotional development.

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**Neglect:**

Persistent or severe failure to meet a child or young person's basic physical and/or psychological needs, which is likely to result in the serious impairment of their health or development.

Ignoring physical or medical care needs, failure to provide access to appropriate services or the withholding of necessities of life.

**Sexual Abuse:**

Involves a child or young person being forced or coerced into participating in or watching sexual activity. It is not necessary for the child to be aware that the activity is sexual and the apparent consent of the child is irrelevant.

**Financial Abuse:**

Improper or illegal use of a person's money, financial transactions, property, bank account or other belongings.

**Discriminatory Abuse:**

Racist or sexist abuse, and abuse based on a person's disability, and other forms of harassment, slurs or similar treatment.

**WHO DO I CONTACT?**

**If you are worried or feel you are being abused contact your Assessor or Omnibus's Safeguarding Officer:**

**Danielle Griffiths**  
**Tel: 0203 006 7259**  
**e-mail: [danielle@omnibusltd.com](mailto:danielle@omnibusltd.com)**

**Anti-Bias and Anti-Discriminatory Practice**

Omnibus is committed to both the principle and the practice of equal opportunities. This means that all learners are welcomed and valued and given every encouragement to develop their skills, knowledge and learning ability to their maximum potential regard less of race, gender, sexuality, class, disability or learning needs.

We would like all members of our community to be treated with respect and the company is completely opposed to all forms of racism, sexism and discrimination of any kind. We wish to promote good relations between people from different backgrounds and circumstances. We value the variety of language and experiences which enrich our training organisation.

Any examples of discriminatory behaviour will be dealt with under the company's disciplinary procedure.

All teaching and learning strategies will promote anti-discriminatory practice and the resources used will reflect our community.

**Fair Assessment Policy****Introduction**

Omnibus aims to provide fair assessment for all learners on qualification based programmes. Assessment practice will be open and consistent within the codes of practice and regulations laid down by the relevant awarding bodies.

All assessments must be conducted rigorously and accurately and, where appropriate, in accordance with the awarding bodies published criteria and standards.

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Assessment evidence will be judged according to the principles of VARCS:

- **Validity** - evidence must be suitable to the syllabus/standards it is addressing and less than two years old. Previously attained certificates in support of your competency must also fall into this timeframe and be explained by you as to how they link to the current qualification being undertaken.
- **Authenticity** - evidence must reflect your knowledge, skills and understanding. The work of another person must not be submitted as your own. Other sources may be used as long as you appropriately reference these.
- **Relevant** – evidence should be appropriate and relevant to the syllabus/standards it is addressing.
- **Currency** – evidence should show that you are competent now.
- **Sufficiency** – evidence must show consistent performance to the required level over a period of time

The chosen format and method of assessment must be appropriate to the qualification/unit of competence, and any conditions specified by the awarding body. Assessment materials must be presented in clear and unambiguous language and must differentiate only on the basis of your knowledge, skills and understanding. Such materials must be free from any overt or covert discrimination against any individual either in wording or content. You will be assessed in the same manner against the same standards and will not be discriminated against or treated more harshly or more leniently than any other learners.

As part of the induction process all learners will undertake an initial assessment of literacy and numeracy skills. This will be used to inform decisions about any additional support which may be offered to you in the early stages of your course which will improve your skills in these areas.

### **Internal Assessment**

Omnibus will only appoint teaching and assessment staff whose knowledge, skills and understanding are appropriate for the programmes they teach and assess. Staff will maintain their competence by regular staff development activities organised internally or externally.

Assessment must be available to all those who have the potential to achieve the standards required for a particular qualification. However, some learners may need access to alternative means of providing evidence. Such assessment methods must balance the need of the learner against the requirements of the awarding bodies, and care must be taken to ensure that any proposed assessment methods are of equal quality and rigour to those for mainstream learners in order to demonstrate that the learner has achieved the national standards.

Learners may be identified as having particular requirements in relation to, for example, learning difficulties, a visual, hearing or physical impairment, a mental illness, or English as a second language. This means that they will need appropriate guidance and/or support in their development to help them meet the required standards such as:

- Help with communication
- Adapted physical environment
- Information technology
- Confidence building

Omnibus will appoint staff qualified to support learners in these circumstances, and/or advise the learner on how to obtain additional help before they embark on their qualification. For example a learner who has English as a second language may find an external ESOL course is a more appropriate first step.

Following all assessments, written or oral feedback must be given to you as soon as possible. Feedback should be as helpful as possible to you, confirming what has gone well and giving clear guidance on what you need to do in order to improve on your performance.

Assessment will be internally verified in accordance with Omnibus's procedures. Formative assessment will take place twice if time allows and must be conducted by reference to the awarding body national standards covering the required skills, knowledge and understanding. Omnibus's Internal Verification strategies will be used at all internal verification interventions to ensure quality, consistency and fairness, and these strategies

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will be reviewed annually. Summative assessment will only take place when the assessment process is complete in accordance with awarding body requirements and as deemed complete by the assessment staff.

## External Assessment

External assessment will be administered strictly in accordance with instructions issued by the relevant awarding bodies. Learners may be selected for interview by External Verifiers to ensure that consistent fair practice is being used by Omnibus's assessment staff.

## General Information

### What happens if you leave halfway through your programme?

We hope that this does not occur and we will do our best to ensure that you complete your programme and achieve your award. However we do realise that sometimes things happen that leave you with no alternative. All we ask is that you are honest with us and let us know the reasons you are thinking of leaving before completing your course.

### What happens when you finish your programme?

Upon completion of your learning programme, your course workbook or evidence portfolio will be quality checked by an Internal Quality Assurer. Should any deficiencies be identified these will need to be addressed before the certificate confirming the successful completion of your qualification can be requested.

Until such time as this Internal Quality Assurance process has been completed it may be necessary to recall learners in order to address any deficiencies with the learning delivered or evidence collated in the portfolio.

Upon completion of the internal quality assurance process, your qualification certificate will be claimed and forwarded to you.

## Information Support and Guidance

Throughout your training you will be given information, support and guidance to ensure you get the most from your course. However if you are experiencing problems you should inform your assessor.

### Getting the most from your training

Tips to remember:

- Be punctual
- Attend regularly
- Use initiative and common sense
- Ring your assessor **before** if you are going to be absent or late
- Ask if you are unsure of anything regarding your qualification

## Learners Discipline Code

Physical or verbal abuse – this will not be tolerated and will lead to withdrawal from the programme.

Staff at Omnibus strive to work with individual learners and hope that most concerns are dealt with quickly and efficiently.

It is our ethos that all learners are given a chance to improve and will be supported to achieve this.

## Rights and Responsibilities

At Omnibus there have to be some guidelines to ensure that everybody can enjoy and benefit from their studies. Hopefully everyone will recognise the need for these and will not have any difficulty following them. In return Omnibus recognises that there may be occasions when you have a concern about some aspect of

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your course. Concerns regarding any aspect of your qualification should be raised with your assessor or Omnibus's Operations Manager.

## HEALTH AND SAFETY

### Health and Safety

Everyone at work is expected to take reasonable care of their own and others' health and safety.

Your employer should give you a copy of their **Health and Safety Policy**, which relates to the Health and Safety at Work Act and should provide you training in the following areas:

- Lifting and handling
- The use of personal protective clothing
- COSHH (control of Substances Hazardous to Health)
- RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995)
- Risk and hazard spotting
- DSE (Display Screen Equipment)
- Fire procedures and evacuation procedures
- First aid
- Food hygiene



### Accident Reporting

Any accident requiring medical attention should be reported to the work immediately. All accidents and near misses should be reported to the First Aider at the earliest opportunity.

### Who do I contact if I have a problem?

If you are concerned about Health and Safety in your workplace and you cannot resolve it by talking to your employer, you can call your Assessor who will then contact **Omnibus's Health and Safety Officer**:

**Natalie Collins**  
**Tel: 0203 006 7259**  
**e-mail: [natalie@omnibusltd.com](mailto:natalie@omnibusltd.com)**

### Plagiarism and Malpractice Policy

Omnibus Training has a Plagiarism and Malpractice Policy which aims to define plagiarism or malpractice in the context of assessment and certification for qualifications.

Omnibus requires assessors to ask learners to declare that their work is their own. Omnibus and its learners must also provide a written declaration that the evidence is authentic and that the assessment was conducted under the requirements of the assessment specification as laid down by the awarding bodies. Attempting to or actually carrying out any plagiarism activity is not permitted by Omnibus. Plagiarism activities will also encompass the following:

- Using published work without referencing
- Using un-published work that is not the learner's own
- Copying published work but with minor paraphrasing
- Copying work from other learners or allowing your own work to be copied
- Collaboration in a workshop or teaching setting is allowed but the resulting work must be individual to the learner
- Taking another person's computer file

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- Submitting another person's work as one's own
- The use of unacknowledged material published on the web
- Purchase of model assignments from whatever source
- Misuse of assessment material and submitting it as your own work
- Altering and/or using another person's certificates as your own
- Any form of cheating

Omnibus will use the learner induction to inform learners of Omnibus policies including plagiarism and malpractice, and the learner and assessor will be asked to sign a document at the end of the award to confirm that the work for the award is the learner's own.

### **Plagiarism not supported by Centre Staff**

The following are examples of plagiarism not supported by Centre Staff. This list is not exhaustive and other instances of plagiarism or other malpractice may be considered by Omnibus at its discretion:

- Assessors or other staff producing work for the learner which would influence the outcome of the assessment. This does not include observation, discussion or questions with the learner, making notes or writing reports for use as evidence
- Producing falsified Witness Statements
- Facilitating or allowing impersonation
- Misusing the conditions for special learner requirements, for example where learners are permitted support such as amanuensis. This is permitted up to the point where the support has the potential to influence the outcome of the assessment
- Allowing one learner's work to be used by another
- Falsifying any records to be used to give a learner an advantage
- Fraud of any sort

If Omnibus discovers or suspects anyone of plagiarism or malpractice, the individual will be made fully aware in writing at the earliest opportunity of the nature of the alleged offence, and of the possible consequences should the allegation be proven. If Omnibus is alleging plagiarism or malpractice, then the individual will be given the opportunity to respond in writing within two working weeks. Omnibus will also inform such individuals of the avenues for appeal should a judgement be made against them.

Following proven allegations for plagiarism or malpractice against an individual, Omnibus will take the necessary steps with regard to the continuing employment of that person.

### **Omnibus Appeals and Complaints Procedure**

Your assessor will provide you with help and advice with regard to the requirements of your award. This may take the form of giving you assignments and/or activities to check your understanding. The training that you receive from Omnibus will be individually planned to suit your needs.

We hope that all feedback given to you will be constructive and clear and will encourage you to complete the work for your award as effectively as possible.

If you are not happy with any aspect of your programme we will do our best to help you deal with the issue. This may mean talking to your assessor on your behalf to help overcome the problem.

Your assessor will do their best to support you, however we do appreciate that there may be times that issues arise that you would prefer not to discuss with your assessor.

If for any reason you disagree with a decision made by your assessor you have the right to appeal that decision. How to do this is written below.

### **What you can do if you don't agree with your Assessor's decision**

If you feel that you have been unfairly treated or you do not agree with an assessment decision that has been made you should follow the procedure below:

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- You should express your concerns directly to your assessor, stating what the problem is so that the assessor can explain their decision to you.
- If an agreement cannot be reached, you can arrange to discuss the issue with your Internal Verifier.
- If an agreement cannot be reached at this stage you should contact the Lead Internal Verifier in order to reach an agreement.

If the disagreement cannot be resolved at this stage the awarding body appeals procedure should be followed. (See next page).

I have read and understood the Omnibus Appeals Procedure and will abide by this process in the event of a dispute.

Learner (print name):

Assessor (print name):

Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

Print Name: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

### **Awarding Body Appeals Procedure**

#### 1. Grounds for Appeal

- a) Factors unknown to the internal/external verifier at the time which may or may not affect the outcome of the examination/moderation.
- b) A complaint has been upheld which affects the outcome of the assessment.

#### 2. Procedures for Making an Appeal

- i. An appeal must be lodged with the awarding body within 6 weeks of the Learner receiving the result/outcome on which they were appealing.
- ii. The appeal must be made using the awarding body form available from Omnibus
- iii. All supporting evidence from the Learner i.e. medical certificates, supporting statements/affidavits must accompany the completed awarding body form.
- iv. There may be a charge fee which must also be sent with the completed form which is refundable if the awarding body is at fault.
- v. Once all the required documentation and fee have been received, the awarding body will aim to investigate the appeal within 28 days. In extenuating circumstances the awarding body may need to re-negotiate this timescale with the appellant.

#### 3. Procedures for Dealing with an Appeal

- i. Upon receipt of the enquiry at awarding body offices of a request form a form must be sent to the appellant within 24 hours.
- ii. Upon receipt of form, plus fee (if required), the documentation for the appeal must be submitted to the Director of Quality Assurance (or in his/her absence the Chief Executive) who will then:-
  - a) Ensure that the reason for the appeal conforms to the grounds of appeal
  - b) Request any necessary additional information from witnesses, assessors tutors etc.
  - c) If necessary re-negotiate a new time scale with the appellant
  - d) Convene an appeals panel from members of the Quality Assurance Committee.
  - e) Organise that all relevant documentation is sent to members of the appeals panel in advance of the meeting.

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- iii. Following the meeting the Appeals Panel, the Director of Quality Assurance will inform the appellant, study/assessment centre of the outcome of the appeal. The result will also be reported to the next meeting of the Quality Assurance Committee.
- iv. All meetings of the Appeals Panel must be providing minutes and be kept on file along with any documentation submitted with the appeal for a period of 5 years.

### Awarding Body Complaints Procedure

Procedures for Dealing with Complaints:

All complaints whether written, oral, identified or anonymous will be investigated. The designated Complaints Officer for the awarding body should be the Director of Quality Assurance.

Procedures for dealing with complaints should be as follows:

- i. All complaints should be directed to the awarding body's Director for Quality Assurance.
- ii. All complaints will be logged on the appropriate form. Those people making oral complaints will be asked to follow up the call in writing, if they refuse to do this it will be noted on the log form. All complaints whether verbal or written will be acknowledged within 10 days of receipt. Anonymous callers will be told that their complaint will be logged and looked into but they will also be made aware that it is difficult to take action in the absence of concrete evidence.
- iii. Complainants will be encouraged to complete the appropriate form.
- iv. The Director of Quality Assurance is responsible for investigating the complaint and drawing up an action plan for the resolution of the complaint. The action plan is recorded on the appropriate awarding body form.
- v. The Director of Quality Assurance will then inform the complainant in writing of the outcome of the complaint.

A summary of all complaints will be reported to the Quality Assurance Committee on a regular basis.

### Useful Links

Learning Support Website		
Mind Tools	<a href="http://www.mindtools.com/">http://www.mindtools.com/</a>	The Mindtools website offers a wide range of online training help and support.
Excellence Gateway	<a href="http://www.excellencegateway.org.uk/sflcurriculum/">http://www.excellencegateway.org.uk/sflcurriculum/</a>	
Equality and Diversity		
The Equality Act 2010	<a href="http://www.legislation.gov.uk/ukpga/2010/15/contents">http://www.legislation.gov.uk/ukpga/2010/15/contents</a>	
ACAS (Advisory, Conciliation and Arbitration Service)	<a href="http://www.acas.org.uk/index.aspx?articleid=1461">http://www.acas.org.uk/index.aspx?articleid=1461</a>	ACAS is a training and arbitration service for employment and employment disputes
Safeguarding		
NSPCC	<a href="http://www.nspcc.org.uk">http://www.nspcc.org.uk</a> 0808 800 5000, text 88858	Protecting young people
Samaritans	<a href="http://www.samaritans.org">http://www.samaritans.org</a> 08457 90 90 90	Confidential emotional support
Shelter	<a href="http://england.shelter.org.uk/home">http://england.shelter.org.uk/home</a>	Housing support

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<b>Health and Safety</b>		
Health and Safety Executive	<a href="http://www.hse.gov.uk">http://www.hse.gov.uk</a>	Organisation with responsibility for Health and Safety in England
Direct.gov	<a href="http://www.direct.gov.uk">http://www.direct.gov.uk</a>	Government website with useful information about all areas of employment
	Health & Safety	
	<a href="http://www.direct.gov.uk/en/Employment/HealthAndSafetyAtWork/index.htm">http://www.direct.gov.uk/en/Employment/HealthAndSafetyAtWork/index.htm</a>	
	Employment	
	<a href="http://www.direct.gov.uk/en/Employment/index.htm">http://www.direct.gov.uk/en/Employment/index.htm</a>	
	Young People	
	<a href="http://www.direct.gov.uk/en/YoungPeople/index.htm">http://www.direct.gov.uk/en/YoungPeople/index.htm</a>	
	Money, Tax and Benefits	
	<a href="http://www.direct.gov.uk/en/MoneyTaxAndBenefits/index.htm">http://www.direct.gov.uk/en/MoneyTaxAndBenefits/index.htm</a>	
<b>Employment</b>		
HMRC	<a href="http://www.hmrc.gov.uk/individuals/index.shtml">#"&gt;http://www.hmrc.gov.uk/individuals/index.shtml #</a>	
Citizens Advice Bureau	<a href="http://www.adviceguide.org.uk/">http://www.adviceguide.org.uk/</a>	

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**Assessor to return this page to Omnibus Training Solutions Administrator**

**Learner Handbook Checklist**

Please tick to confirm that your assessor has covered all sections in the Learner Handbook:

Welcome to Omnibus	
Who's who?	
Key Contacts	
Equality and Diversity	
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Confidentiality and Security Statement	
Lacking in Progress Protocol	
Plagiarism and Malpractice	
Omnibus Appeals Procedure	
Awarding Body Appeals and Complaints Procedure	

**Date:**

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**Learner name:**

---

**Learner signature:**

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**Assessor Signature:**

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