



NVQ Information & Induction Booklet

Unit 5 & 6 Globe Court
Denaby Lane Industrial Estate
Denaby Main
Doncaster
DN12 4LH

Company Registration No: 7716351



How Do NVQ's Work?

NVQ's are nationally recognised, lifelong qualifications and demonstrate your competence & application of knowledge within your chosen field.

Learners will provide evidence of their competence through a variety of ways:

- Observation in the work place by the assessor
- Witness statements and witness interviews from their line manager & colleagues
- Professional discussion with the assessor
- Written or oral questions, to suit the learner preference
- Photographic / video evidence

These will be discussed to set up an assessment plan that works for yourself and your chosen occupational area, so you are clear on how you can successfully achieve your NVQ.

Working towards these qualifications will enhance your prospects of:

- In-work progression, such as an increase in workplace responsibility, promotion or pay rise.
- Access to an apprenticeship in your chosen occupation
- Opportunity to undertake additional training and gain the qualifications to enable you to progress within the company
- Securing long term employment within the sector

The Enrolment Process

In order to register on your chosen qualification you will be required to complete the standard enrolment process with one of our assessors. This can be carried out face to face or remotely via video link. This process will take approximately 1 hour and will confirm your personal details & existing qualifications to ensure that you are progressing on the correct pathway.

Your assessor will set a date for their first site visit and give you instructions and targets to complete within this period.

<https://www.constructionandplantassessments.co.uk/construction-nvqs/>

CSCS

You maybe undertaking an NVQ to upgrade your current CSCS card, for more information how to book and prepare for this test please follow:

<https://www.constructionandplantassessments.co.uk/cscs/>

CPCS

<https://www.constructionandplantassessments.co.uk/courses/construction/cpcs/>

Quality Assurance Process

Awarding bodies (NOCN, CSkills) approve organisations to carry out assessments of qualifications.

These organisations might be colleges, training centres or companies and they are called Assessment Organisations.

Assessment Organisations employ specialists to carry out the assessment. They are called assessors. It is an assessor's job to decide if the candidate is competent to the standards within the NVQ and if the work evidence is up to industry standard. Once the assessor is happy with all the evidence that has been collected and ensured it is valid, authentic and sufficient, your NVQ portfolio will be passed onto the Internal Quality Assurance (IQA) team to check that the marking/decisions made by the assessor are consistent and in line with official guidance on NVQs.

The Awarding Bodies, External Quality Assurer (EQA) ensures that all training centres are working to the same standards, and will audit the Assessment Organisations and candidates portfolios to ensure they are providing a quality service and that assessment decisions are valid and reliable.

NOCN: <https://www.nocn.org.uk/support/nocn-group-policies/quality-assurance/>

Malpractice/Plagiarism

Our Commitments

As an organisation that certifies learning and achievement, CPA is committed to ensuring the credibility of the qualifications we deliver, along with upholding our responsibilities to learners, employers, and our awarding organisations. Plagiarism amounts to falsification of work, and cheating will not be tolerated.

Examples of plagiarism include:

- Buying a paper from an internet source and submitting it as your own
- Getting someone else to do the work for you
- Giving false information about the source of information used in work
- Copying sections of work from a friend
- Copying/pasting information from textbooks/the internet
- Submitting others work/evidence as your own

You will be required to sign a declaration to authenticate any work submitted, and are confirming that this is your own work

Associated Policies

Social Media Policy (P&P 006)

Complaint's Procedure (P&P 019)

Data Protection & GDPR (P&P 009)

Learner Disciplinary Procedure (P&P 018)

Plagiarism and Malpractice (P&P21)

These are available from

<https://www.constructionandplantassessments.co.uk/about-us/>

Expectations : What you can Expect from CPA

- A prompt response to your initial enquiry/appeal
- Honest, fair and impartial advice and guidance
- A named training tutor
- A comprehensive induction programme to prepare you for work and training
- Provision of a safe learning and working environment in line with the principles underpinning the Health & Safety Policy
- Provision of appropriate Health & Safety training in accordance with the Health & Safety Policy
- A well planned programme of study, skills development and assessment leading to the award of appropriate trade related qualifications
- Regular programme review sessions, organised by your training tutor, involving your workplace supervisor, to ensure that you remain focused and on track to achieve your goals
- Access to advice and information, on a confidential basis if necessary, on any programme related or personal matter and appropriate follow up support to assist you to resolve the problems you are experiencing
- A speedy response to any problem you tell us about and support for you in dealing with it, in confidence, if necessary
- Access to our complaints procedure in order to obtain a suitable resolution of your problem if we fail to deliver adequately against any of the above commitments

What CPA Expects from you:

- You co-operate fully with your tutor/assessor, workplace employees and any other CPA staff member
- You take full personal responsibility for your own learning by attending regularly & punctually at CPA & at your workplace & that you work hard to achieve your qualifications
- You seek help with any problems that might affect your work or might result in you failing to achieve all of your qualifications
- You work safely in accordance with the Health & Safety Policy and ensure that you do not through your actions or inactions cause the health and safety of others to be placed at risk
- You respect the differences in culture, ability, race, gender or sexual orientation of colleagues and others
- You actively support the promotion of equality of opportunity by refraining from exhibiting behaviour or participating in jokes that degrade others, but instead challenge behaviour and ensure that it is reported to the appropriate personnel
- You take pride in supporting and promoting the reputation and good name of CPA and by your good example encourage others to do likewise
- You tell us quickly if you feel that we are failing or have failed to deliver any aspect of the service we have promised or if you or any colleagues are experiencing problems with the service we are providing
- To respect and use appropriately, welfare facilities that are provided for your use
- To refrain from entering unauthorised areas and using tools which you have not received sufficient training

Health & Safety

Health & Safety is of prime importance to Construction & Plant Assessments Ltd, who will seek to conduct its business in such a way as to avoid harm to its learners and all others who may be affected directly or indirectly by its activities under the following:-

- Code of Conduct – General H&S Rules
- Working Environment – Housekeeping
- Fire Prevention & Safety
- First Aid – Accident Recording
- Work Equipment
- Manual Handling
- DSE – Display Screen Equipment
- PPE – Personal Protective Equipment
- Electricity
- Hazardous Substances
- Violence and Aggression
- Alcohol and Drugs
- Safety Signs and Signals
- Road Vehicles – and similar work vehicles
- Noise/Hand Arm Vibration

Equal Opportunities

Construction & Plant Assessments Ltd is committed to providing a training environment in which learners are able to realise their full potential and to contribute to its business success irrespective of their gender, race, disability, sexual orientation, marital status, part time status, age, religion or belief. This is a key value to which all learners are expected to give their support.

Appeals & Grievances

Stage 1

The applicant/learner, or his/her representative, should put their appeal in writing, addressed to a CPA Manager within ten days.



Stage 2

CPA Manager will acknowledge receipt of the appeal within three working days, requesting clarification or further information as required.



Stage 3

CPA Manager will ensure that the appeal is fully investigated and a considered response sent to the applicant/learner, normally within ten working days of the appeal being received; if, for some reason, the matter cannot be resolved within ten working days, the applicant/learner will be informed of the delay, the reason for that delay and a date by when it is intended that an appropriate response can be provided

Safeguarding Vulnerable Adults Policy

Safeguarding is an all encompassing term used to describe many aspects of life including:

- Learner health, safety & wellbeing
- Protection of adults at risk
- Bullying
- Harassment and discrimination including racist abuse
- Abuse and neglect
- Safety from sexual exploitation, female genital mutilation & forced marriage
- The use of physical intervention
- Meeting the needs of learners with medical conditions
- First aid
- Alcohol, drug & substance misuse
- Internet safety
- The security safety of the place of learning

Construction & Plant Assessments Ltd has a duty of care which encompasses learners that are based on or off-site and all staff are responsible for supporting our safeguarding policy.

In the event of a Safeguarding issue your Designated Safeguarding Officers at CPA are:

Designated Safeguarding Officer:

David Russell

Deputy Safeguarding Officers:

Craig Wordsworth (Director) & Lindsey Russell

The safeguarding team can be contacted during office hours on 01709 868181

Construction & Plant Assessments Ltd will work within the legal framework in safeguarding & promoting the welfare of vulnerable adults at all times.

CPA will operate within the following key principles when it relates to safeguarding:

- All people will be treated with respect & with courtesy by staff & learners in an environment that is free from harassment or discrimination.
- All training rooms, communal areas, facilities & equipment will comply with legislative Health & Safety standards.
- CPA will work with learners & other agencies to promote a safe and healthy culture.
- CPA will develop partnerships to proactively protect young people & vulnerable adults from risk of abuse or neglect.
- Staff will be trained and will have a clear understanding of personal safety & good safeguarding practices.

- CPA will work with learners to promote their own personal health, well-being & safety including their safety on the internet.
- Learners will receive confidential advice, guidance & support for a range of issues that they may face.
- They will be signposted to external agencies where specialist support is required.

Data Protection

Information held by Construction & Plant Assessments Ltd will only be used in connection with your qualification & only shared with appropriate organisations concerned with the funding or award. Registration & certification documentation received for all candidates by Construction & Plant Assessments Ltd will be opened for checking before being passed on as soon as practicable.

COVID-19

CPA staff & assessors are adhering to current government guidelines to ensure the safety of staff and candidates.

Policies and Procedures

A comprehensive list of Construction & Plant Assessments Ltd policies and procedures can be viewed at:-
www.constructionandplantassessments.co.uk/about-us/

Our Service To You

If you have any concerns or comments with regard to any aspect of your programme which cannot be addressed by your trainer or assessor please contact Craig Wordsworth on 01709 868181.



NOTES

WE WANT TO KNOW WHAT YOU THINK, YOUR FEEDBACK IS IMPORTANT TO US

We are always looking for ways to improve our training & to do this we need your help. Please scan the QR code to access our feedback form. The details you provide will help us improve & enhance training in the future

