

# UKTD

## Employer Guide **to successful Apprenticeships with UKTD**



Education & Skills  
Funding Agency



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# 1. Welcome to UKTD

Thank you for choosing UKTD as your training provider. You have made an excellent choice in selecting work-based apprenticeships that are a cost-effective way of developing the skills within your business.

Our aim at UKTD is to ensure that every learner's apprenticeship journey is an enjoyable and fulfilling one. Whether it is to build and strengthen their current skills or to begin a new career path, we are here to help them achieve their goals. Our dedicated Tutors and Safeguarding Team will always be on hand to encourage, support and guide them throughout their qualification and beyond. UKTD Tutors are highly skilled and committed to delivering the best quality training, and we pride ourselves on our expertise and knowledge of the hairdressing industry.

We also look forward to working with you and helping you to enhance your business, with a range of training solutions and opportunities to develop your workforce through the apprenticeship route.

Apprenticeships enable young people to learn at work with professional support from our UKTD Tutors. All apprenticeships are funded by the government through the ESFA (Education and Skills Funding Agency). From May 2017 19+ learners are still funded by the Government, but employers are required to pay 10% towards the cost of their apprenticeship. For further information and details please ask your UKTD Tutor or Regional Manager.

Safeguarding - UKTD are committed to promoting the safety and wellbeing of all our learners and will work with you and your staff to ensure that learner safety is paramount. Further information and guidance regarding safeguarding can be found at Section 13 of this guide - "Safeguarding your Apprentice".

If you have any questions or require further information about a qualification, please visit our website on [www.uktd.co.uk](http://www.uktd.co.uk) or discuss with your UKTD Tutor. Please also request our brochure to find out more.

We look forward to working with you, your staff and your apprentices.

## Useful contact details for you to add

|   |  |  |
|---|--|--|
| UKTD Tutor                              |  |  |
| Internal Quality Assurer (Skills Coach) |  |  |
| Regional Manager                        |  |  |

## Our Vision

Our vision is to be a leading training provider in the UK offering innovative and high quality learning experiences for both learners and businesses. Guided by our core values, we are focused on excellence and aim to elevate apprenticeships to the highest possible levels of attainment. Our developing partnerships with employers are key to achieving this aim and to ensuring that every learner has the opportunity to reach their full potential in a safe and supportive place to work and learn.

## Mission Statement

UKTD aims to seize opportunities to further develop the support and commitment of the employers we work with in the delivery of apprenticeships. Our collaborative and inclusive approach to work-based learning and apprenticeships is expanding our employer base and we seek to further develop this nationally.

## Company Values

The shared values that we are guided by are:

**Safeguarding, Prevent, Equality, Diversity & Inclusion** – UKTD employees are committed to building a culture of safety and doing everything we can to reduce risk and keep learners safe, well informed and aware. This is placed at the top of our priorities and at the heart of our business and we look to employers to support us in achieving this key objective.

**British Values** - Democracy, Individual Liberty, Rule of Law, Mutual Respect and Tolerance. UKTD embraces these values and they form part of our curriculum and the example we aim to set. As all our learners are on a work-based learning (WBL) programme, everyday life at work provides opportunities to understand and develop these values. Learners also have the opportunity, through our questionnaires and awareness activities, to tell us what they think of their training and express their opinions and beliefs without fear.

**Transparency** – To be an open and transparent organisation, keeping people informed via our website, marketing materials, and most importantly through the Information, Advice and Guidance (IAG) that we provide. Through open dialogue with our customers, we welcome feedback and recognise the value this has to our business in helping us to improve how we work and the services we offer.

**Quality** - Quality and raising standards are paramount in everything that we do. Through our partnerships with employers we aim to offer high quality programmes that both challenge and stretch our learners throughout their chosen apprenticeship.

The quality of teaching and learning at our placements is a top priority and, with robust quality checks and ongoing support, we are committed to achieving excellent provision for all of our learners.

**Innovation** – Innovation is at the heart of everything we do, from designing and delivering training solutions that raise the profile of work-based apprenticeships, to incorporating new ways of making our programmes relevant in an ever-changing landscape.

**Value** – We provide training solutions for employers and learners designed to meet their needs, offering excellent value both financially and materially. From the feedback we have received from learners and businesses, our training has had a considerable positive impact on companies and careers. We aim to continue this with the new standards, placing good value products and services at the core.

**Experience** – Our managers and staff have extensive knowledge and experience and are kept up to date through their Continuing Professional Development (CPD), standardisation and regular training. We have 20 years' experience of WBL and the industries we work with and we understand the value of excellent relationships with employers to encourage and support the best possible training and delivery models.

**Competitiveness** – As an organisation with ambitions for further expansion, UKTD is highly competitive; focusing on high levels of retention, achievement and outcomes for all. We see quality and the understanding of our business partners' needs as fundamental to achieving this goal.

**Recognition and Celebration** – Celebration of our shared achievement is important and motivating for us all. Additionally, we actively encourage participation and involvement in pursuing both learner and employer excellence, through the achievement of national and local awards.

## **Our objectives are to:**

- Ensure that Safeguarding/Prevent and Equality, Diversity and Inclusion are at the heart of everything we do and employers are fully aware of both their and our safeguarding responsibilities
- Incorporate an ethos of British Values at UKTD and support staff, learners and employers to recognise how this can be achieved in everyday life
- Ensure that a minimum of 85% of learners complete on or before their completion date and progress to higher level qualifications

- Ensure that our information and data forecasts identify gaps where learners may experience obstacles in terms of their ambitions, progress and achievement
- Raise the quality of training delivered by UKTD staff and employers, to ensure that learners receive consistently high quality provision that exceeds programme requirements
- Challenge staff and learners to reach their full potential and be ambitious for higher levels of achievement and the attainment of other life goals
- Build long-term relationships with employers and meet their needs to upskill their staff and grow their businesses, whilst transforming the lives of young people
- Achieve and maintain a minimum 'Good' Ofsted grade through high quality provision and full awareness of our strengths and areas for improvement; acting fast to eradicate and correct any compromise in performance or strategy
- Continue to be a Matrix accredited provider and ensure that the information, advice and guidance (IAG) that we provide to our learners, employers and staff supports and achieves our vision and key performance targets
- Achieve Investors in People Gold Standard accreditation through challenging and supporting staff to excel in all they do and to recognise where training, support and development is required
- Become the leading provider of hairdressing apprenticeships for salons throughout the UK by July 2020

### **To do this, UKTD will:**

- Ensure we place our learners; information, advice and guidance; and teaching, learning and support at the centre of everything we do
- Ensure the quality of teaching and learning at our placements provides consistently good provision and, where this is not the case, swift action is taken
- Ensure we monitor all aspects of our programmes, including: teaching and learning; learner progression from unique starting point and throughout the programme; safeguarding, British values and equality, inclusion and diversity; Functional Skills and additional learning support needs

- Ensure all staff have relevant qualifications and support to deliver the whole range of requirements of our programmes
- Promote staff development through training, monthly reviews and appraisals
- Provide impartial information, advice and guidance to learners at all stages of their learning journey, including pre-learning, induction, in-learning and post-learning on exit
- Respond rapidly to data and trends and ensure effective action is taken to redress any concerns in performance or delivery
- Offer high value training and support for employers and learners, ensuring that a minimum of 20% off-the-job training takes place each week for all learners
- Understand the needs of our employers and learners through regular surveys and one-to-one conversations
- Develop relationships with employers and industry networks to further understand and address their needs
- Increase online learning and support through use of webinars, YouTube, social media and our virtual learning environment
- Continually improve our systems to support the development pathways available for learners, employers and staff
- Further develop integrated electronic systems for admin and support
- Encourage and enable learners and employers to celebrate their achievements.

## 2. Top tips for employers

1. Ensure you are aware of Safeguarding and Prevent legislation (see Section 13 of this handbook for further information and guidance).
2. Give your apprentice a great induction (our UKTD Tutor will help): make them feel part of your team from the start and don't forget Safeguarding - ask for help if you need it.
3. Give your apprentice lots of opportunities to learn and practise the skills from the UKTD Pathway and Awarding Body Standards, to ensure timely completion and readiness for end point assessment.
4. You must allow time for apprentices to meet with their UKTD Tutor, up to 3 hours every 3 or 4 weeks, for practical and Functional Skills training, theory and assessment.
5. Check your apprentice's progress on OneFile e-portfolio and sign it off every month. This will enable you to track your apprentice's ongoing progress.
6. Attend regular reviews with your apprentice and UKTD Tutor; at least every 3 months or as needed.
7. Help your apprentice complete their course on time.
8. Celebrate your apprentice's achievements in order to keep him/her motivated.
9. Encourage staff to progress from one qualification to another and build their skills. UKTD offer a wide range of higher level qualifications.
10. Pay at least the apprenticeship wage and if possible the minimum wage or living wage.
11. Make sure your learner has a safe workplace and look after their general welfare. Report any injury or accident to us immediately.
12. Complete the feedback surveys to tell us and the Education and Skills Funding Agency (ESFA) what you think.
13. Ask us to help you find another apprentice or trainee (see Section 4 on page 11 - Recruiting an apprentice).
14. Tell us about any vacancies you may have as soon as possible, so we can assist with vacancy matching.



### 3. What are apprenticeships?

Apprenticeships are jobs which enable young people and adult learners to earn a wage while they train at work and gain a recognised qualification.

Depending on the type of work chosen, an apprenticeship will take about 2 years to achieve a Level 2 in Hairdressing and up to another 2 years to achieve Level 3.

The content of all apprenticeships is set by your industry. You can add content to meet your business needs and make the apprenticeship bespoke and challenging for your apprentice, and there are additional units to choose from as well.

#### Earning while learning

Apprentices do real jobs in the real working world, so they are paid while they learn.

They will:

- earn a salary
- get paid holidays
- be paid while learning
- receive training and gain qualifications
- potentially be able to progress to degree level

Apprentices usually work for at least 30 hours a week and **must** receive the minimum wage for their age. Employers are responsible for wages and other employment costs and apprentices must receive a written contract of employment.

From April 2018, all apprentices under 19, or over 19 and in their first year of an apprenticeship, will be paid a minimum of £3.70 per hour and will receive this for the time they spend working, plus the time spent training so that's £137 a week for a 37 hour week. If an apprentice is aged 19 or over and has completed their first year, they must be paid at least the minimum wage rate for their age.

For further details and information, please visit [www.gov.uk/national-minimum-wage-rates](http://www.gov.uk/national-minimum-wage-rates).

Apprentices must also have an apprenticeship agreement and commitment statement with their employer, which we can supply.

As the training provider, we will have a contract with you as the apprentice's employer, and each party will be responsible for ensuring that the apprentice progresses and achieves on time.

## **Apprenticeship qualifications**

Apprenticeships are available at Level 2, 3 and Higher (degree) level. Ask your UKTD Tutor if you would like help finding apprentices for all areas of your business.

Apprentices will also have opportunities to do other qualifications that can enhance both their vocational qualification and your business at the same time. Our UKTD Tutors will be able to assist with this.

## **Why choose an Apprenticeship?**

Research carried out on behalf of the National Apprenticeship Service gave the following results:

- 96% of employers that take on an apprentice report benefits to their business
- 72% of businesses report improved productivity as a result of employing an apprentice
- 92% of employers who employ apprentices believe apprenticeships lead to a more motivated and satisfied workforce
- 77% of employers believe apprenticeships make them more competitive

Employers have also said that apprentices bring fresh, innovative and creative ideas into a business, raise employee morale and reduce staff turnover.

An average apprenticeship completer increases productivity by £214 a week. These gains include increased profits, lower prices and better customer service.

Apprentices will gain valuable industry experience, work-based knowledge and a recognised qualification all at the same time. The experience gained during an apprenticeship can give learners the edge as they progress. This is particularly so for hairdressing apprentices, as they have the opportunity to build their own clientele within the salon. It can be a great starting point and help them build their confidence while at the same time boosting their CV.

## **Apprenticeship Incentive Payments for Employers - from May 1<sup>st</sup> 2017**

Apprenticeship Incentive Payments for employers of up to £1,000 are available for apprentices aged 16 to 18, providing you have fewer than 50 employees.

Incentive payments are paid in 2 instalments: £500 after the learner has completed 13 full live training weeks on programme (payable within 20 weeks of the programme start date) and £500 once the learner has completed 12 months of their programme (payable by 14 months of the programme start date).

UKTD as your training provider will claim this for you.

## 4. Recruiting an apprentice

### **Recruit an Apprentice Service**

If you want to recruit an apprentice, UKTD will help you advertise the position for free on the National Apprenticeship Service's Recruit an Apprentice website. This will help you to identify candidates who match your criteria. Almost half a million people use Recruit an Apprentice and Find an Apprenticeship to search and apply for vacancies.

The system enables vacancies to be seen and applied for nationally by thousands of potential learners who register on to the system, making it easy to attract and recruit.

We will also promote your vacancy and assist with job matching free of charge.

To place an advertisement FREE OF CHARGE please contact:

[nina.tomlin@uktd.co.uk](mailto:nina.tomlin@uktd.co.uk) or Tel: 01442 230130.

## 5. The Learner Pathway

### Overview of an apprenticeship

Every apprentice follows a learning journey to develop skills and knowledge for success in their chosen career. The following chart provides an outline of the main stages involved. Their UKTD Tutor will provide a copy of the pathway.

Each step of the journey is on the OneFile e-portfolio assessing tool, used by UKTD to guide learners through each step of their journey. OneFile's e-portfolio can be accessed anywhere, at any time - via the internet. This allows for the delivery of qualifications in a flexible and efficient way.

New standards require each apprentice to receive a minimum of 20% off-the-job training as part of their working week, to support their ongoing learning.

Each learner will be individually assessed and have their own unique starting point on the programme. Part of this process will be to take into account any previous relevant teaching, learning and skills that they have acquired.

All learners will be challenged to develop and reach their full potential during the programme, and this will not only include practical and theory skills but also Functional Skills and other aspects that will enhance their personal development.

#### **Apprentice Starts Work and Completes a 3 Month Trial**

- Sign-up paperwork completed
- Initial assessment by UKTD Tutor
- Individual Learning Plan completed and signed off
- Apprenticeship induction including Employment Rights and Responsibilities, Equality and Diversity, Prevent and Safeguarding - self-study then starts



#### **4 Weekly Vocational Skills Visits by UKTD Tutor**

- Assessment of learner's practical skills
- Vocational knowledge, theory, values and behaviours
- Individual Learning Plan reviewed and signed off on OneFile
- Tasks agreed for following month
- Signed-off by learner on OneFile



#### **4 Weekly Functional Skills Teaching**

- When the programme starts, a UKTD Tutor will commence the delivery of Functional Skills
- Signed-off by UKTD Tutor and the learner on OneFile
- Additional Functional Skills support when required



#### **Workplace Quarterly Review with UKTD Tutor**

- Every 3 months the apprentice, employer and UKTD Tutor will review progress, identify any additional learning needs and put extra support in place if necessary
- Signed-off by UKTD Tutor, learner and employer on OneFile



#### **Apprenticeship Completion**

- When all elements of the apprenticeship have been completed successfully and signed off by the Tutor, UKTD will, on behalf of the employer and learner, arrange the End Point Assessment. The awarding body (e.g. City & Guilds) will then supply certification as required.
- The UKTD Tutor will discuss options to continue learning with both the apprentice and employer.



#### **Celebration of Achievement**

- This is an opportunity to take a picture, post it on Facebook and share with family, friends and UKTD
- Celebrate with colleagues in a suitable way
- Progress to another qualification to continue career development

## 6. Practical training guide

| Months     | Practical Skills  | Knowledge Requirements  |
|------------|---|---|
| <b>1-4</b> | <p>Shampoo, condition and treat the hair and scalp</p> <p>Styling and finishing hair techniques:</p> <ul style="list-style-type: none"> <li>- Straight blowdry using flat brush and straighteners</li> <li>- Curly blowdry using round brushes, incorporating tongs</li> <li>- Finger/diffuser blowdry using attachment</li> </ul>  | <p>Massage techniques used for shampooing and conditioning</p> <p>Different products used for conditioning (surface conditioner, penetrating conditioner and scalp treatments)</p> <p>Ingredients used for different hair and scalp conditions</p> <p>Science of shampooing, how water and shampoo act together to cleanse the hair</p> <p>Hair and scalp conditions</p> <p>Contra-indications to shampooing services</p> <p>Factors</p> <p>Science of styling and finishing hair – the physical effects of styling, finishing and setting hair</p> <p>How humidity affects the hair</p> <p>Product knowledge used for styling and finishing hair</p> |
| <b>4-8</b> | <p>Advising and consulting with clients</p> <p>Setting &amp; dressing hair techniques:</p> <ul style="list-style-type: none"> <li>- Wet setting hair using setting rollers secured with pins</li> <li>- Dry setting hair using heated rollers or Velcro rollers</li> <li>- Hair up techniques</li> <li>- Pin curls</li> <li>- Plaiting/braiding/knots and twists</li> </ul> | <p>Tests, head and face shapes, effective communication</p> <p>PH scale</p> <p>Factors</p> <p>Hair, skin and scalp diseases and disorders</p> <p>The structure of the hair and skin. The hair growth cycle</p> <p>Client records</p> <p>Hair classification and</p>   |

|              |  |  |
|--------------|--|--|
|              | <ul style="list-style-type: none"> <li>- Adding hair to enhance the style</li> </ul>   | <p>characteristics</p> <p>Product knowledge used for setting and dressing hair</p> <p>On and off base setting techniques</p> <p>Wrap setting</p> <p>Spiral curling</p>   |
| <b>8-12</b>  | <p>Colouring and lightening hair techniques:</p> <ul style="list-style-type: none"> <li>- Regrowth tint</li> <li>- Full head tint</li> <li>- Full head quasi</li> <li>- Highlights (sliced and woven)</li> <li>- Changing depth and tone /neutralising tones and resistant hair</li> </ul> | <p>Science of colouring and lightening hair</p> <p>Products used in the salon</p> <p>Techniques</p> <p>Contra indications</p> <p>Factors</p> <p>Tests</p> <p>Natural hair colour, melanin – Eumelanin and pheomelanin</p> <p>Colour star</p> <p>Effects of colouring and lightening products on the hair</p> <p>Pre-softening, pre-pigment and pre lightening hair</p> <p>Colour and lighten hair problems</p> <p>PH of colour and lighten products</p> <p>Colour problems</p> |
| <b>12-16</b> | <p>Cutting hair techniques:</p> <ul style="list-style-type: none"> <li>- One length</li> <li>- Uniform layer</li> <li>- Long graduation</li> <li>- Short graduation</li> <li>- Creative restyling</li> </ul>   | <p>Head and face shape</p> <p>Factors</p> <p>Tools and equipment</p> <p>Cutting angles</p> <p>Cutting techniques:</p> <p>Layering, texturising, tapering, disconnection, razoring, scissor over comb, freehand, club cutting</p> <p>Cutting problems</p>   |

|                     |  |   |
|---------------------|--|---|
| <p><b>16-21</b></p> | <p>Optional</p> <p>Chose one to study:</p> <p>Perming hair</p> <p>Relaxing</p> <p>Hair extensions</p> <p>MOCK END ASSESSMENT</p> | <p>Perming and relaxing knowledge:</p> <p>Sectioning techniques (basic, directional and brick)</p> <p>Products used for perming (barrier cream, pre perm treatments, chemical re-arranger, perm lotions i.e acid and alkaline, neutralisers and post perm treatments).</p> <p>Contra indications</p> <p>Factors</p> <p>Tests</p> <p>Perming, relaxing and hair extension problems</p> <p>Gain experience for the end point assessment</p> |
| <p><b>21-24</b></p> | <p>GATEWAY AND MOCK END ASSESSMENT</p> <p>PLANNING FOR END ASSESSMENT</p> <p><b>END POINT ASSESSMENT</b></p>                     | <p>RECAP ON ALL PRACTICAL AND KNOWLEDGE</p>   |



## 7. Natural progression

### **Hair Professional (Hairdressing & Barbering) Level 2**

City & Guilds Hair Professional Level 2 in Hairdressing and Barbering builds a foundation for learners. Once learners have achieved Level 2 they can progress to Level 3, which will enable them to further develop creative skills and knowledge.

### **Hairdressing Apprenticeship Framework Level 3**

City & Guilds Level 3 Diploma in Hairdressing is an ideal choice after having completed Level 2. This will enable learners to further develop creative skills and knowledge.

### **Barbering Apprenticeship Framework Level 3**

City & Guilds Level 3 Diploma in Barbering gives the opportunity to enhance and refine skills which have been learned through either substantial industry experience or through a Level 2 qualification in the industry.

### **Additional Enhanced Skills for all Apprenticeship Programmes**

Apprenticeships are about more than the achievement of gaining vocational skills. They also develop learners in the areas of helping them improve their personal life skills. Our Tutors are here to support your apprentice in achieving their own aspirations, as well as supporting and improving your business.

Perhaps your apprentice would benefit from receiving support in building self-confidence and self esteem; or improving their communication skills and how to deal with difficult customers; or developing their own personal work skills? We can offer enhanced training opportunities to all our learners and here are just a few:

- Effective communication
- Career progression
- Keeping safe
- Working as part of a team
- Introduction to Health and Safety awareness in the workplace
- Dealing with problems in the workplace
- Awareness of Equality, Diversity and Inclusion
- Communicating with others in the workplace
- Improving practical skills and techniques
- Introduction to Continuing Professional Development (CPD)
- Introduction to the benefits of mentoring
- Using tools and equipment
- Teamworking skills
- Independent Living Skills including: managing money and healthy living
- Understanding Safeguarding and Prevent

## **Extension Activities**

As part of our ongoing programme development at UKTD, we also offer employers and learners the opportunity of building extension activities into our standard programmes.

These activities are particularly beneficial for learners who feel that they would like to be stretched further and are capable of undertaking additional learning and skills development. Chosen activities would be discussed and agreed between yourself, the learner and your UKTD Tutor.

## **Award in Education and Training (AET) Level 3 (Private Qualification)**

Level 3 AET is for people who want to be a teacher, tutor or trainer and need to be able to plan, prepare and implement learning for a specialist area. This course is run over 3 days with up to 6 weeks to complete the assignments.

## **Information, Advice & Guidance Level 3 / 4 (Private Qualification)**

This qualification is designed for anyone providing advice and guidance in a professional or voluntary role. Units can include: Establish communication with clients for advice and guidance; Develop interaction with advice and guidance clients; Liaise with other services; Facilitate learning in groups; and Understand the importance of legislation and procedures.

## **TAQA (Private Qualification)**

Level 3 Award in Training, Assessment & Quality Assurance is for experienced stylists who would like to become salon based assessors.

Level 4 Award in Training, Assessment & Quality Assurance is a course for experienced assessors who would like to progress to become an Internal Quality Assurer (IQA).

## 8. Our commitment to employers and learners

UKTD aims to give both apprentices and employers the support and guidance they need to succeed.

### **We will:**

- Manage the learning programme for you.
- Support, assess and train on at least a one-monthly basis throughout the learning programme on your premises.
- Ensure the quality of teaching and learning at all our placements is a top priority, with robust quality checks, development and ongoing support.
- Work with you to facilitate the best learning experience for apprentices in their chosen qualifications.
- Work with you to ensure that the work place is a safe environment for the learner.
- Register and certificate learners for both Vocational and Functional Skills parts of the programme and, where applicable, book the End Point Assessment.
- Ensure a minimum of 20% off-the-job training each week, by agreeing a delivery programme between UKTD and the employer.
- Offer a variety of progression routes on to higher qualifications.
- Apply for the employer incentive payment – where eligible.
- Ask for your feedback periodically regarding our delivery and services to ensure that you, your apprentice and your staff are satisfied with the programme and learners are receiving high quality provision.

### **We can also:**

- Train your staff member as an in-placement assessor
- Train staff to become qualified adult education trainers
- Offer additional courses and qualifications

Our training is monitored for quality by the Education and Skills Funding Agency (ESFA) and Ofsted, the Government's agency for quality assurance in education. These agencies regularly survey learners and employers to get their views on the training and assessment process.

## 9. Employer responsibilities

Under UKTD and ESFA terms for apprenticeships, employers are required to:

### **Meet employment conditions:**

- Enter into an Apprenticeship Agreement for a fixed term of at least the full length of the apprenticeship programme for at least 30 hours per week
- Ensure a minimum of 20% off-the-job training is delivered each week during working hours, in consultation with UKTD
- Give your apprentice a Contract of Employment
- Under new ESFA reforms, employers are required to make a 10% contribution towards training for learners over 19
- Pay at least the minimum wage for apprentices
- Assist the apprentice with his/her development as much as possible, to the reasonable satisfaction of UKTD in line with ESFA rules
- Ensure adequate competent supervision at all times
- Record apprentices' workplace attendance and inform UKTD on first day of absence
- Inform your UKTD Tutor of any unauthorised absences
- Make your apprentices aware of Health & Safety and Equal Opportunities Policies

### **Support your apprentice's learning and development**

- Support your apprentice in gaining their training qualifications
- Give appropriate on-the-job work experience and training - including time for off-the-job learning
- Ensure enough time for them to achieve their training objectives
- Allow agreed access to UKTD Tutors for monthly visits for assessment, knowledge and Functional Skills training
- Take part in the regular reviews of your apprentice's progress
- Be involved in your learner's Individual Learning Plan and target setting
- Sign off your apprentice's progress on OneFile every month

### **Comply with Health & Safety & Safeguarding legislation**

- Provide a safe working environment
- Provide Health & Safety induction training
- Work with UKTD to ensure the safety and wellbeing of your apprentice
- Hold current employers and public liability insurance; also vehicle insurance where appropriate
- Provide protective equipment (PPE) in accordance with statute and good occupational practice

## **Individual Learning Plan**

UKTD will agree an Individual Learning Plan (ILP) with each apprentice to cover the whole programme and any additional learning needs. This is a contractual requirement and an integral part of an apprentice's learning programme. It is a working document to ensure that everyone involved in the training is working towards the successful completion of the apprenticeship.

UKTD Tutors are responsible for completing the Individual Learning Plan, available on the learner's OneFile e-portfolio, to which the employer will also have access.

## 10. Learner responsibilities

### **MODELS REQUIRED**

All learners are required to provide models for training sessions in their work place, to practice the skills required towards their Hair Professional Qualification and for assessment with the UKTD Tutor. They may require support from family and friends for this. From the beginning of the course, learners should start to plan with their friends and family, who they can use for training and assessment.

### **INDEPENDENT WORK**

All learners are required to complete independent work as part of their qualification and may need support from their salon to complete the homework that is set. This normally consists of packs using textbooks supplied by UKTD and the internet for research. This is in preparation for the knowledge exams that they are required to sit, as part of each unit they are taking towards their qualification.

### **Equipment learners need access to:**

In order to be able to complete tasks and homework, all apprentices will need regular / daily access to the following:

Smart Phone or iPhone  
Tablet, iPad, laptop or computer  
Internet access

### **JOURNAL**

All learners are required to maintain a journal and record weekly the learning and development they have completed for **20%** of their working week. This is on their e-portfolio on OneFile. They need to record:

- Whenever they complete practical training, including when they have learnt something and continue to practise it to maintain and develop their skills.
- When homework is completed.
- When they revise for exams that are coming up.
- When attending trade shows i.e. Salon International.
- Courses they have attended.
- When representatives go to their work place from the salon's chosen manufacturers e.g. Goldwell, L'Oreal, Wella, Schwarzkopf, NXT, GHD.

### **EMERGENCY CONTACT DETAILS**

All learners will be asked to provide Emergency Contact details for two people, in case an emergency situation should arise. The information required would be the person's name, home phone number, mobile phone number and email address.

All information will be kept confidential and shared only on a need-to-know basis.

## 11. Information, Advice & Guidance (IAG)

- along the way

### Our IAG Service



At UKTD we are committed to delivering quality Information, Advice and Guidance (IAG) as part of the holistic service that we provide.

Our aim is to ensure that all learners have access to ongoing impartial IAG to support their educational, occupational and career choices, as well as help with any pastoral concerns they may have.

The following Learner Journey shows the different stages and levels of guidance and support that we can provide along the way.

#### PRIOR TO PROGRAMME

SALON CONTACT UKTD FOR INITIAL IAG AND HELP WITH FINDING AN APPRENTICE, VIA THE 'FIND AN APPRENTICE' WEBSITE



SALON CONTACT UKTD WHEN APPRENTICE IS APPOINTED



EMPLOYER ENGAGEMENT TEAM VISIT – INTERVIEW, INITIAL ASSESSMENT AND IAG SUPPORT



REGIONAL MANAGER VISITS SALON TO COMPLETE LEARNING CONTRACT AND CHECK TRAINING PROVISION



TUTOR VISITS TO COMPLETE SIGN UP AND INDUCTION; INDIVIDUAL LEARNER PATHWAY AND INDIVIDUAL LEARNING PLAN; INCLUDING ANY ADDITIONAL LEARNING NEEDS TUTORING PLAN

#### ON-PROGRAMME

REVIEWS AND ONGOING IAG TO IDENTIFY PROGRESS AND ENSURE LEARNER'S PERSONAL DEVELOPMENT NEEDS ARE BEING MET BY TUTOR



WELLBEING SUPPORT AND WELFARE – ADDITIONAL SIGNPOSTING TO EXTERNAL SERVICES AND SAFEGUARDING TEAM



COMPLAINTS – REGIONAL MANAGERS



TRADE SHOWS, ON THE JOB TRAINING AND COMPETITIONS – THROUGH THE SALON TRAINERS AND UKTD TUTORS



HAVE YOUR SAY AND GET INVOLVED – LEARNER/EMPLOYER SURVEYS



EXAMS AND COMPLETION OF PROGRAMME TO ENTER THE GATEWAY FOR END POINT ASSESSMENT AFTER PROGRAMME

### **AFTER PROGRAMME**

CERTIFICATION AND AWARDS



EXIT INTERVIEW, COURSE REVIEW AND ADVICE AND GUIDANCE ON PROGRESSION OPPORTUNITIES – TUTOR



ONGOING ADVICE AND GUIDANCE ON PROGRESSION OPPORTUNITIES THROUGH DESTINATION TRACKING OF LEARNER FOR 24 MONTHS POST PROGRAMME



SIGN UP FOR ADDITIONAL TRAINING OR NEXT LEVEL APPRENTICESHIP

**If you have any questions or concerns, we are all here to help.**



## 12. NUS Apprentice extra card



### About the NUS Apprentice extra card

NUS Apprentice extra provides discounts in-store and online on many favourite brands, to help apprentices make their hard earned cash go a little further.

Run by the National Union of Students, the money raised selling the discount cards is used to help fund the new National Society for Apprentices, which will represent the needs of all vocational learners.

The card costs £11 for 12 months and will give discounts and deals to apprentices in stores and online, including: Amazon, Pizza Express, MacDonald's, Asos, The Gym, New Look, Topshop, Topman and many more. A full list of deals can be found online.

How can an apprentice apply:

Go onto: <http://www.apprenticeextra.co.uk/buy-now.aspx>

Follow the stages when clicking on '*buy now*'

Don't forget to list UK Training and Development (UKTD) as the learner's place of study.

Once an apprentice has followed these stages, their card will be sent to them within 7 working days.

Enjoy!

## 13. Safeguarding your Apprentice

UKTD Employer's Guide to the  
Safeguarding and Wellbeing of all Apprentices

- including what is meant by 'Prevent' and how we  
can help protect young people from  
Radicalisation



## **Safeguarding responsibilities**

UK Training & Development Ltd is committed to safeguarding and promoting the welfare of all learners including children, young people and adults at risk (formerly referred to as vulnerable adults).

Employers also have a responsibility to the learners they employ and, as such, UKTD recognises that we have a duty to support you, your staff and learners in understanding these responsibilities. We will do this through giving guidance, ongoing support and training.

As the employer of an apprentice, it is important that you understand your responsibilities and what safeguarding means to you and your learner.

The following information should provide answers to some of the questions you may have. However, if they are not answered here, please do get in touch with us using the contact details provided at the back of this booklet.

## **What does safeguarding mean?**

Safeguarding learners has been around for a long while and is covered by a wide range of legislation, but was brought together by the Safeguarding Vulnerable Groups Act 2006. This legislation provides additional definitions for safeguarding adults at risk and this guidance covers children, young people and adults at risk.

Safeguarding is in place to promote the welfare of all learners by protecting them from all types of abuse or neglect.

Employers have a responsibility to provide a safe working and learning environment. Safeguarding looks at keeping young people and at risk adults safe from a whole range of potential harm and should be promoted by all staff.

Safeguarding also looks at preventative action and not just reactive.

UKTD's Apprenticeship Training Services Agreement requires employers to follow UKTD policies and procedures in Safeguarding and the Prevent Duty for all apprentices who are undertaking a UKTD apprenticeship programme.

## Why do we need extra arrangements?

It depends on what policies you already have in place as part of your company's policies and procedures, but for many employers it is likely that there will be no extra arrangements to cover safeguarding. Any learners employed by you and undergoing training with UK Training & Development are covered by this legislation, and employers have a duty to ensure that this is met within the workplace as well as throughout the learner's training.

## Why is safeguarding necessary for employed learners?

Training Providers of government funded training such as UKTD have a safeguarding duty and are required to ensure the safety and welfare of all learners. Employers delivering apprenticeships within their workplace are also responsible for the wellbeing and safety of all learners.

As part of our duty of care, we will talk to you about what you can do to ensure that your learners are not exposed to threats of danger or abuse.

It is the responsibility of employers to ensure that employees who work alongside learners are free from convictions, are of sound character and judgement and will not pose any threat or danger to learners.

Should a concern arise, one of our Designated Safeguarding Officers will carry out further investigation and provide appropriate support, advice or contacts to support the learner.

## As an employer, what are your responsibilities?

- To understand what is meant by safeguarding and promote the welfare and wellbeing of all learners
- To be aware of your statutory duties towards the welfare of children, young people and adults at risk
- To be familiar with UKTD guidance and expectations including following [The '5 Rs'](#) safeguarding reporting arrangements in Section 14 of this document
- To understand what is meant by **PREVENT** and the signs to look out for, which may indicate that a person is being radicalised.

## What constitutes a safeguarding concern?

A safeguarding concern may include one or more of the following:

### Examples:

Sexual abuse, child sexual exploitation, inappropriate relationships  
Grooming, exposure to harmful online material, sexting  
Physical and emotional abuse or neglect  
Domestic violence, gang activity or youth violence  
Inappropriate behaviour by staff  
Bullying, online bullying, peer-on-peer abuse, financial abuse  
Self-harm, risky behaviour  
Unsafe activities and environments  
Being involved in crime, child criminal exploitation  
Forced marriage, honour-based violence, gender-based violence, FGM  
Radicalisation, extremist behaviour or ideologies  
Substance misuse  
Homelessness or unsuitable housing  
Victimisation due to race, sexuality, faith, gender or disability  
Neglect by care givers or self-neglect  
Any form of abuse

Abuse is defined as behaviour towards a person that either deliberately or unknowingly causes that person harm, or endangers their life or their human or civil rights. It can be passive or active and can also be a one-off or something that is repeated, so it is important to be aware.

## What should you do if you suspect or are told about harm?

- All staff working closely with young people or adult at risk learners should understand and be alert to the possibilities of harm or abuse of any kind.
- If any member of staff has a safeguarding issue brought to their attention, they must treat it as a matter of urgency and contact our Designated Safeguarding Team as soon as possible, by phone or using the [safelearner@uktd.co.uk](mailto:safelearner@uktd.co.uk) email address.
- Staff should only inform and not investigate or offer advice. They can listen to the learner's concerns and then need to report the incident to a UKTD DSO following the guidance set out in Section 14 – [The '5 Rs'](#)

- Remember the main priority for all of us is to protect learners from harm and to ensure that every measure is in place to protect them.

## UKTD Designated Safeguarding Team (DSOs)

| Designation                                     | Name   | Contact Details  |
|---|--|--|
| Lead Safeguarding Officer                       | Helen Blackbourn   | 07875 665934<br><a href="mailto:helen.blackbourn@uktd.co.uk">helen.blackbourn@uktd.co.uk</a> |
| Local Safeguarding Officers & Regional Managers | Helen Blackbourn (East Midlands)                                   | 07875 665934<br><a href="mailto:helen.blackbourn@uktd.co.uk">helen.blackbourn@uktd.co.uk</a> |
|   | Michelle De-Ath (South East & South West)                          | 07791 617816<br><a href="mailto:Michelle.de-ath@uktd.co.uk">Michelle.de-ath@uktd.co.uk</a>   |
|   | Tracey Holden (North West & West Midlands)                         | 07392 873584<br><a href="mailto:tracey.holden@uktd.co.uk">tracey.holden@uktd.co.uk</a>       |
|   | Debby Cramphorn-Arnold (East of England)                           | 07875 665781<br><a href="mailto:debby.arnold@uktd.co.uk">debby.arnold@uktd.co.uk</a>         |
| Dedicated Safeguarding Email Address            | <a href="mailto:safelearner@uktd.co.uk">safelearner@uktd.co.uk</a> |  |

All UKTD Tutors receive recognised ETF safeguarding training plus annual refresher training and can give advice, support and guidance to both learners and employers.

## Our Prevent Duty - protecting children from radicalisation

All teaching and training providers have a responsibility to comply with the Prevent Duty, which is about safeguarding people and communities from the threat of terrorism. Part of this duty is to ensure that our learners have a good understanding of British Values and the risks and threats of radicalisation and extremism. This needs to form part of the curriculum and prepare learners for the world in which they will be working and for the services they will be providing.

In order for us to carry out our duty of care responsibilities effectively, we need to work closely with employers to safeguard our learners and to provide additional information, support and guidance where it is required.

All UKTD staff receive Prevent training and if you have any questions or concerns please let your UKTD Tutor know and they will be able to report these concerns to their local Designated Safeguarding Officer (DSO).

The Prevent duty is not about preventing learners from having political and religious views or concerns, but it is about supporting them to use those concerns or act on them in non-extremist ways. UKTD is committed to working alongside employers and doing all we can to help protect our learners from the risk of being radicalised.

## **What is radicalisation?**

Radicalisation can be defined as the process where someone is led to adopt extreme political, social and/or religious ideals and aspirations. This can happen to anyone at any time; however one of the biggest platforms where it takes place is via the internet and social media. Young people in particular are so comfortable using social media that they may not be alert to the potential risks of sharing information about themselves online, or being drawn into extremist ideologies that go outside the mainstream attitudes of society and/or undermine contemporary ideas and expressions of freedom of choice.

The risk of radicalisation can affect anyone and is the product of a number of factors. Identifying this risk requires that we exercise our professional judgement and seek further support and advice if needed. It may be combined with other vulnerabilities or may be the only risk identified.

Potential indicators may include:

- Use of inappropriate language
- Possession of violent extremist literature
- Behavioural changes
- The expression of extremist views
- Advocating violent actions and means
- Association with known extremists
- Seeking to recruit others to an extremist ideology

However, if a learner does display one or more of these indicators this does not mean that the learner will necessarily be at risk of radicalisation, but they may be.

If you are unsure or have any concerns, please contact a UKTD DSO.

***Should you feel that a learner, yourself or any members of the public are in immediate danger, report this to the police immediately.***

## British Values and our role

Ofsted requires all schools, colleges and training providers to '*promote the fundamental British values of democracy, rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs*'.

At UKTD we recognise the positive contribution we can make towards helping our learners have a good understanding of these values and how they form an important part of our culture in modern Britain. We encourage discussions with learners and embed these values into all qualification areas that we deliver.

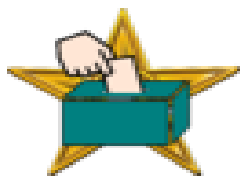
British Values are closely linked to equality of opportunity for all. At UKTD we promote inclusion, respect, fairness and the rights of individuals. We oppose and challenge prejudice, discrimination, harassment and unfairness of any kind, treat people as individuals and do all we can to support learners in reaching their goals.

Working together with employers is an important part of helping our learners gain an understanding of these values and relate to them in their everyday lives.

The following fundamental British Values were first set out by the Government as part of the Prevent Strategy in 2011:

- Democracy

Democracy is the belief in freedom and equality between people. It literally means 'Rule by the people' and we typically do this by voting to elect representatives to speak on our behalf. Being a democratic country means that we can make our voice heard, debate and discuss issues safely, be involved in decision-making and bring about change through our voting.



Examples in the workplace might be: [knowing your views count](#); [making decisions as a team](#); [staff suggestion schemes and feedback questionnaires](#); [electing staff representatives](#); [collaboration and having an input into training decisions](#)

- The Rule of Law

All people and organisations, including elected governments and officials, are subject to and accountable to the same laws. No-one is above the law and it should be applied equally and fairly to everyone. People are innocent until proved guilty and laws are there essentially to protect our rights.



Examples in the workplace might be: [having and adhering to policies and procedures to ensure a safe and professionally run working environment](#); [everyone following the same rules equally](#); [feeling safe and protected](#); [knowing what is expected](#)



- Individual Liberty

This is our individual right to express ourselves and our views in a way that is free from unjust control, coercion or the violence of others, including the government. Examples are freedom of speech and freedom of choice, although these still need to be within the law and contractual agreements.



Examples in the workplace might be: choosing our hair style or work clothes (within company dress standards); being able to express our views responsibly; having the freedom to choose from a range of training and career path options

- Mutual Respect and Tolerance

Achieving mutual respect and tolerance in our culturally diverse society is possible when we can value our differences and recognise that we do not all share the same beliefs and values. We may not agree with another person's beliefs or opinions, but we can respect them and not try to impose our own.



Examples in the workplace might be: being considerate towards our colleagues; understanding customers' needs so that we can give them the best service; respecting individual and cultural differences and not judging or stereotyping


## Free training for employers, mentors and trainers

As your chosen Training Provider, UKTD will provide advice, guidance and support in developing your apprentices and supporting your business.

As part of UKTD's commitment to ensuring the safety and wellbeing of all our learners and the employer's commitment to training and wellbeing, we are requesting that at least one member of your staff undertakes the responsibility of safeguarding contact and that the learner understands that if they experience any issues or problems, they can speak to this staff member as needed.

If you are happy to designate a member of staff to this role, please contact [safelearner@uktd.co.uk](mailto:safelearner@uktd.co.uk) to request further information and additional training.

## These organisations also offer free advice, information and support

|   |  |
|---|--|
|    | <p><b>Childline</b> – “A safe place to talk - Online, On the Phone, Anytime”<br/>Call free on 0800 1111 or get in touch online<br/><a href="https://www.childline.org.uk">https://www.childline.org.uk</a></p>   |
|    | <p><b>NSPCC</b> – Contact their helpline if you are worried about a child<br/><a href="https://www.nspcc.org.uk/what-you-can-do/report-abuse">https://www.nspcc.org.uk/what-you-can-do/report-abuse</a></p>  |
|    | <p><b>Mind</b> – Offer information and support on a range of subjects that affect mental health<br/><a href="https://www.mind.org.uk/information-support/guides-to-support-and-services">https://www.mind.org.uk/information-support/guides-to-support-and-services</a></p>                  |
|    | <p><b>Samaritans</b> – “Whatever you're going through, call us free any time, from any phone”<br/>Call free on 116 123<br/><a href="https://www.samaritans.org/how-we-can-help-you">https://www.samaritans.org/how-we-can-help-you</a></p>   |
|  | <p><b>Shelter</b> – Offer help with housing or homelessness advice and support<br/>Free Helpline for Expert Housing Advice - 0808 800 4444<br/>Free Emergency Helpline – 0808 164 4660<br/><a href="https://england.shelter.org.uk/get_help">https://england.shelter.org.uk/get_help</a></p> |
|  | <p><b>Refuge</b> - Offer emotional support and help women escape abuse<br/>Free 24-Hour National Domestic Violence Helpline - 0808 2000 247<br/><a href="http://www.refuge.org.uk/get-help-now">http://www.refuge.org.uk/get-help-now</a></p>  |

## Support for Young People

We have also included additional information pages at the back of this booklet from the following websites. (Please see Appendix A)

|   |  |
|---|--|
|  | <p><b>YoungMinds</b> – Promote good mental health to children and young people and offer information on feelings and symptoms.<br/>Parents Helpline – call 0808 802 5544<br/><a href="https://youngminds.org.uk/find-help">https://youngminds.org.uk/find-help</a></p> |
|  | <p><b>The Children's Society</b> – “We listen. We support. We act. Because we believe no child should feel alone.”<br/><a href="https://www.childrenssociety.org.uk/">https://www.childrenssociety.org.uk/</a></p>   |

**If someone is in immediate danger or harm, call the Police on 999**

## 14. The '5 Rs'

### The steps to take if a learner discloses information

A helpful way to remember what steps to take is to use the '5 Rs'

#### i) Recognise

UKTD staff and employers should be concerned about a child, young person or at risk adult (formerly vulnerable adult) if he or she displays signs of abuse and/or neglect, or where they may have disclosed harm to others.

Concern about safeguarding issues will include any area where the health, physical or emotional wellbeing of a child, young person or adult is at risk. This could also include alcohol or drug dependency, bullying etc.

#### ii) Respond

If a learner discloses that he or she has been abused in some way, the steps to take are:

- Listen without making judgements
- Stay calm
- Try not to ask questions, but if you have to, make sure they are open-ended to clarify understanding and not probe or investigate
- Do not give an opinion or offer advice
- Do not promise confidentiality - explain that you may need to talk to someone else
- Reassure the learner that they have done the right thing
- Record what the learner said, using their words where possible. Sign and date the record
- Inform a local UKTD Designated Safeguarding Officer (DSO) or Lead DSO as soon as possible and pass on the written record
- Maintain confidentiality and do not discuss with others

#### iii) Report

Report all concerns to your local Designated Safeguarding Officer (DSO) immediately. However, if this is not possible, you may report non-urgent suspected safeguarding concerns via the Safe Learner email address: [safelearner@uktd.co.uk](mailto:safelearner@uktd.co.uk) and one of the safeguarding team will contact you.

In an emergency situation or out of hours, you can report an incident to the Police (if immediate action is needed) or contact your local area MASH (Multi Agency Safeguarding Hub) for advice and guidance. The **Hertfordshire MASH contact number is 0300 123 4043** and we have also included a list of Safeguarding Reporting Services contact numbers at the back of this guide (Appendix B).

In the event that emergency contact has been made with the Police or an external agency, please report the incident on a UKTD Safeguarding Incident Report (SIR) form and send to the safe learner email address: [safelearner@uktd.co.uk](mailto:safelearner@uktd.co.uk). You will find a copy of the SIR Form at Section 19 of this guide.

#### iv) [Record](#)

Make a written record of what has been alleged using the key phrases and words that the individual has used. You are not expected to remember every detail, so do not try to make notes during the conversation, but write up immediately afterwards. This record should then be passed to the DSO without delay. All notes should ideally be made on a UKTD Safeguarding Incident Report (SIR) form.

The incident may be of a serious nature and in such cases you should take notes as accurately as possible (ideally word for word) then sign and date the report and send it directly to the [safelearner@uktd.co.uk](mailto:safelearner@uktd.co.uk) email address.

#### v) [Refer](#)

It is not your responsibility to investigate or make judgements on suspected instances of risk or harm. That is a matter for UKTD's Lead Safeguarding Officer and Managing Director to follow up with the relevant external agencies, if required. UKTD's Safeguarding Procedure will be followed.

In emergency situations where immediate action is needed to safeguard the health or safety of an individual, the emergency services should be involved and the incident reported to UKTD's Lead Safeguarding Officer (Lead DSO).

If a crime is taking place, has just occurred, or is suspected, the police must be contacted immediately and UKTD's Lead Safeguarding Officer and Managing Director should be informed.

## 15. Why choose UKTD as your training provider?

### Other programmes available

- Apprenticeship Standards
- Apprenticeship Frameworks
- Advanced Apprenticeships
- Information, Advice and Guidance
- TAQA L3 & 4 & Award in Education and Training L3
- Management L5 and Team Leading L3
- Functional Skills (English, Maths & ICT)
- Bespoke Hairdressing, Cutting and Barbering Workshops
- Functional Skills, CV writing
- Private bespoke courses: please ask for further details

### Awards and standards achieved

- OFSTED provider
- Matrix accredited for Information, Advice & Guidance services to both employers and learners
- ESFA approved provider of training for young people and adults
- City & Guilds accredited training organisation
- HABIA Endorsed Provider
- 2016 Apprenticeships 4 England (Bronze Award)
- 2016 Winner Business Creativity FSB Hertfordshire Business Award

### Achievements of UKTD

UKTD latest achievement rates for 2016/2017 are as follows:

|  |        |
|--|--------|
| ➤ Overall company performance              | 75.83% |
| ➤ All programs advanced apprenticeship     | 84.51% |
| ➤ 16-18 (advanced apprenticeship)          | 84.62% |
| ➤ 19+ (advanced apprenticeship )           | 84.48% |
| ➤ All programs intermediate apprenticeship | 72.19% |
| ➤ 16-18 (intermediate apprenticeship)      | 70.54% |
| ➤ 19+ (intermediate apprenticeship)        | 75.44% |

- UKTD currently works with over 300 employers in a range of vocational areas.
- We actively encourage all learners to progress to higher qualifications and continue with their career development.
- The vast majority of all learners continue in employment after achieving their apprenticeship and make a major contribution to the business.
- UKTD currently attracts Levy and non Levy paying employers throughout our areas of operation.

- UKTD is a specialist provider and one of the most successful hairdressing providers of work-based learning, with over 20 years of experience.
- UKTD has a team of highly qualified staff for teaching and assessment, to ensure an excellent and consistent standard for all learners.
- UKTD actively encourages and supports employer steering groups in relation to qualification changes and government proposals.

The government's Common Inspection Framework (CIF) is at the heart of our company and programme design (for more information on the CIF go to: [www.ofsted.co.uk](http://www.ofsted.co.uk))

## 16. Using technology for learning and online safety

**UKTD is developing how we use technology to support learning in the following ways:**

- OneFile e-portfolio contains the learner's Individual Learning Plan, assessment tasks and other activities.
- The OneFile e-portfolio also has a dedicated resource area where learners can access learning materials.
- Using a range of social media allows learners and employers to share achievements and information.
- Our website provides information on courses and other opportunities for learners and employers.

### Helping learners to Stay Safe Online



As part of our ongoing commitment to safeguarding and promoting the welfare of all learners, we ask employers to work with us in helping learners to stay safe online.

#### Top 10 Tips for Staying Safe Online:

**Created by Safety Net Kids - <http://www.safetynetkids.org.uk>**

1. Don't post any personal information online – like your address, email address or mobile number.
2. Think carefully before posting pictures or videos of yourself. Once you've put a picture of yourself online, most people can see it and may be able to download it – it's not just yours anymore.
3. Keep your privacy settings as high as possible.
4. Never give out your passwords.
5. Don't befriend people you don't know.
6. Don't meet up with people you've met online. Speak to your parent or carer about people suggesting you do.
7. Remember that not everyone online is who they say they are.
8. Think carefully about what you say before you post something online.
9. Respect other people's views, even if you don't agree with them it doesn't mean you need to be rude.
10. If you see something online that makes you feel uncomfortable, unsafe or worried, leave the website, turn off your computer if you want to and tell a trusted adult immediately.

If you experience **ANY** form of cyber-bullying please inform your UKTD Tutor or contact us via the Safe Learner email address: [safelearner@uktd.co.uk](mailto:safelearner@uktd.co.uk).

## 17. Additional useful information

| Issue                                | Website   | Link/telephone number   |
|--------------------------------------|---|---|
| Safeguarding                         | Please refer to our 'Safeguarding Reporting Services' list at the back of this booklet (Appendix B) | Your local area MASH (Multi Agency Safeguarding Hub) for advice and guidance or contact UKTD's Designated Safety Officers   |
| Useful links for Prevent and Channel | See Local Authority / Prevent Coordinator   | <a href="http://www.lta.gov.uk/about">www.lta.gov.uk/about</a><br><a href="http://www.gov.uk/government/publications/channel-guidance">www.gov.uk/government/publications/channel-guidance</a> or contact your UKTD Designated Safety Officer |
| Internet safety                      | See link  | <a href="http://www.saferinternet.org.uk">www.saferinternet.org.uk</a><br><a href="http://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/online-safety">www.nspcc.org.uk/preventing-abuse/keeping-children-safe/online-safety</a>    |
| Any apprenticeship issues            | Gov.uk  | <a href="http://www.apprenticeships.org.uk">www.apprenticeships.org.uk</a><br><a href="http://www.gov.uk/topic/further-education-skills/apprenticeships">www.gov.uk/topic/further-education-skills/apprenticeships</a>                        |
| Tools and guidance for business      | Gov.uk  | <a href="http://www.gov.uk/browse/business">www.gov.uk/browse/business</a>  |
| Employment issues                    | Gov.uk<br>ACAS  | <a href="http://www.gov.uk/browse/employing-people">www.gov.uk/browse/employing-people</a><br><a href="http://www.acas.org.uk">www.acas.org.uk</a>  |
| Help resolving employment issues     | ACAS<br>Helpline  | <a href="http://www.acas.org.uk">www.acas.org.uk</a><br>0300 123 1100   |
| Pay & work rights issues             | Gov.uk<br>Helpline  | <a href="http://www.gov.uk/pay-and-work-rights">www.gov.uk/pay-and-work-rights</a><br>0800 917 2368   |
| Health and Safety issues             | HSE Information:<br>Health and Safety at work.  | <a href="http://www.hse.gov.uk">www.hse.gov.uk</a>  |
| Tax guidance                         | HM Customs and Revenue  | <a href="http://www.hmrc.gov.uk/">www.hmrc.gov.uk/</a>  |
| Data guidance                        | Information Commissioner's office   | <a href="http://ico.org.uk">http://ico.org.uk</a>   |
| Discrimination                       | Gov.uk<br>Discrimination  | <a href="http://www.gov.uk/discrimination-your-rights/types-of-discrimination">www.gov.uk/discrimination-your-rights/types-of-discrimination</a>  |



## 18. UKTD contact numbers

| Job Title                               | Telephone No:  |
|---|--|
| Reception – General Enquiries           | 01442 230130   |
| Finance Department                      | 01442 915827   |
| Funding Compliance                      | 01442 915826   |
| Lead Designated Safeguarding Officer :  | Helen Blackburn – 07875 665934   |
| Local Designated Safeguarding Officers: | <u>Helen Blackburn</u> – 07875 665934<br>Regional Manager<br>(East Midlands)<br><br><u>Michelle De-Ath</u> – 07791 617816<br>Regional Manager<br>(South East & South West)<br><br><u>Tracey Holden</u> – 07392 873584<br>Regional Manager<br>(North West & West Midlands)<br><br><u>Debby Cramphorn-Arnold</u> – 07875 665781<br>Regional Manager<br>(East of England) |

## 19. SIR Form: (Safeguarding Incident Report)

### **Part 1 Report** (Raising a concern for the 1st time)

Name of UKTD Tutor/Employer:

Name of Learner:

Learner ULN:

Name of Placement:

Learner Age:

Start Date:

Completion Date:

Is learner on target:

Who raised the concern, this may not be the learner and could be yourself:

Name:

Date:

Time:

Your UKTD Designated Safety Officer:

Has the matter been reported to them?

**Please indicate below in detail the concern raised by the learner or the cause for concern you have observed that could impact on the learners wellbeing or safety:**

## **SIR (Safeguarding / Wellbeing or Prevent Incident Report)**

**If the learner is in immediate danger of harming themselves or others around them please contact the police immediately.**

If the situation you are reporting requires support and advice, please contact your DSO or the Lead DSO for immediate support and guidance. Please then complete the remainder of this report recording all of your actions.

**Print Name:**

**Signature:**

**Position:**

**Date:**

### SUPPORT FOR YOUNG PEOPLE

#### 1. YoungMinds Website

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<https://youngminds.org.uk/find-help/your-guide-to-support/need-to-talk/>

Making sure young people get the best possible mental health support and have the resilience to overcome life's difficulties.

**Parent Helpline: 0808 802 5544**

(Monday to Friday 9.30am – 4pm, free for mobiles and landlines)

#### Information and support – contact details and website links

##### Childline

- [www.childline.org.uk](http://www.childline.org.uk)
- If you're under 18 you can confidentially call, email or chat online about any problem big or small
- Freephone 24h helpline: 0800 1111
- [Sign up for a childline account](#) on the website to be able to message a counsellor any time without using your email address. Chat 1:1 with an [online advisor](#)

##### The Mix

- [www.themix.org.uk](http://www.themix.org.uk)
- If you're under 25 you can talk to The Mix for free on the phone, by email or on their webchat. You can also use their phone counselling service, or get more information on support services you might need.
- Freephone: 0808 808 4994 (13:00-23:00 daily)

##### Youth Access

Get connected with the right support services and organisations in your area. For anyone aged 11-25.

Visit their [website to find your local service](#).

### [Samaritans](#)

24 hour confidential listening and support for anyone who needs it. (Adults included.)

[jo@samaritans.org](mailto:jo@samaritans.org) Phone 116 123 (24 hours)

### [Headmeds](#)

Straight talk on mental health medication for young people. Read about others' experiences and get answers to those 'awkward' questions.

### [B-eat](#)

The UK's eating disorder charity. They have online support groups and a helpline for anyone under 18.

Phone 0345 634 7650 (4pm – 10pm 365 days a year). Email [fyp@b-eat.co.uk](mailto:fyp@b-eat.co.uk)

### Drugs and alcohol

#### [Frank](#)

Confidential information and advice about drugs and substance abuse, whether it's for you or someone else.

**0800 7766 00** (24 hours, won't show up on your phone bill)

### Legal advice

#### [Children's Legal Centre](#)

Legal advice and representation for children and young people, plus information about your legal rights as a child.

### LGBT

#### [Stonewall](#)


The UK charity for gay, lesbian, bisexual and transgender people and their allies. They offer information and support.

Phone 0207 593 1850 (Mon-Fri 9.30-5.30)

## Feelings and Symptoms


Feeling different from usual or noticed a change in your behaviour? Find out about some common feelings and mental health symptoms, how to cope, and where to go to get help.

<https://youngminds.org.uk/find-help/feelings-and-symptoms/?page=1#listing>



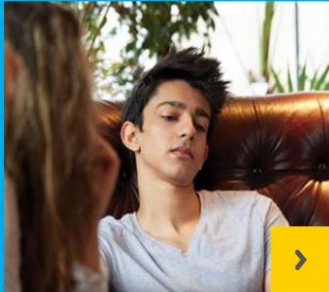
**Abuse**

Abuse is always wrong and it can be very difficult to talk about but you're never alone. If you're worried about abuse, find out what it is and who can help you.




**Anger**

We all feel angry sometimes, often when there's a good reason. Uncontrolled anger can be harmful, but you can learn to manage it.




**Bullying**

Bullying affects over one million young people every year, and anyone can be bullied. You can stand up to the bullies and we'll help you do it.



**Death and Loss**


It's natural to feel sad, depressed, anxious and angry when someone close to you dies. We can help you find support as you come to terms with your loss.



>

### Eating Problems


Everyone eats differently but if you take eating to extremes you could have an eating problem. But you're not alone. Find out how eating becomes a problem and what you can do if you're affected.



>

### Problems at School


Some of us enjoy school, some of us find it tougher. If you've got a problem with school, there are ways to get help.



>

### Self-harm


Self-harm is difficult to talk about but it's a common problem and you can beat it. Find out what self-harm means and what to do if you think you're affected by it.



>

### Sleep Problems

We all sometimes have problems with sleeping, waking, or having bad dreams. If sleep issues are affecting you, we can help you tackle them.



>

### Suicidal Feelings

If you are feeling so down that you can't see a way out, know that others have felt this way and survived. You are not alone and however bad you feel, you can be helped.

## 2. The Children's Society Website

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<https://www.childrenssociety.org.uk/mental-health-advice-for-children-and-young-people/the-advice-resource-vault>

### Resource vault: Advice for young people

#### The Resource Vault

We want young people to get the advice they need, when they need it.

If you want to find out more about a certain mental or emotional health issue that you are worried about, select your age below.

13 – 17 YEAR OLDS

<https://www.childrenssociety.org.uk/mental-health-advice-for-children-and-young-people/the-advice-resource-vault/advice-for-children-age-13-17>

18 – 25 YEAR OLDS

<https://www.childrenssociety.org.uk/mental-health-advice-for-children-and-young-people/the-advice-resource-vault/advice-for-young-people-age-18-25>

#### How we support children and young people

We run therapeutic support, befriending, and counselling and advice services for young people who are in need of mental health support.

Across the country, we deliver [services](#) that are children and young people led, using face-to-face and online support.

We want children of all ages and abilities to get involved in our work, and to make decisions about the types of support they receive.

You can see what services are close to you on our [map](#).



### Mental health work in schools

Our mental health and emotional well-being in schools work focuses on creating emotionally healthy schools. Our programmes in schools make sure that they support students' good emotional health and young people and families who need our help.

### Specialist support for teenagers

Some children and young people need additional support. We provide specialist support delivered by qualified professionals who have lots of experience supporting teenagers. We have different ways of working that include group work and befriending that can help you work through issues that are worrying you, this includes domestic violence, abuse or young people seeking asylum.

## Resources and support (The Children's Society)

<https://www.childrenssociety.org.uk/mental-health-advice-for-children-and-young-people/support-for-children-and-young-people/pause-resources>

If you've looked through our advice section and want more help, the below links and organisations will be useful

ssociety.org.uk/mental-health-advice- | Resources and support | Th... x

We have many mental health services across England.

'From the minute you walk in it's warm and welcoming. The centre is relaxing and informal. Staff are wonderful and engaging.' – *Young Person*

### Online support

- **Kooth**: online support until 10pm in the evening
- **Youth well-being directory**: a list of local and national organisations for anyone up to the age of 25
- **Take Time Out**, a guide by YoungMinds, highlights stress busting techniques and nine great ways to help children and young people relax
- **The Mix** provides mental health and well-being resources for young people


### Helplines

You can call **999 in a medical emergency** – if you are seriously ill or injured and your life is at risk.

- **Childline**: 0800 1111 - Childline is a free, private and confidential service where children and young people to help anyone under 19 in the UK with any issue they're going through
- **Child Bereavement UK**: 0800 02 888 40. Child Bereavement UK provide confidential support, information and guidance to families and professionals throughout the UK. Our professionally trained bereavement support workers are available to take calls 9am – 5pm Monday-Friday
- **NHS 111 service**: 111 is the NHS non-emergency number. If you are concerned about a child's health or well-being and need urgent or emergency access to help, you can contact the NHS 111 service. It's fast, easy and free and allows you to speak to a highly trained adviser, supported by healthcare professionals

### For parents, carers and professionals

- **Trauma and young people: A guide for parents, carers and professionals**: This guide helps support children and young people affected by traumatic events or experiences
- **YoungMinds Parent's helpline**: 0808 802 5544 - YoungMinds' Parents Helpline is available to offer advice to anyone worried about a child or young person's behaviour, emotional well-being, or mental health condition up to the age of 25. Support is available Monday to Friday 9.30am – 4pm, free for mobiles and landlines.



Read about other young people who have used our Pause service

SUPPORT FOR CHILDREN AND YOUNG PEOPLE

- **Connect and support hubs**
- **Advice for young people - Visit our resource vault**
- **Resources and support**
- **Services**



## Safeguarding Reporting Services

### Safeguarding Children

#### SAFEGUARDING CHILDREN BOARD WEBSITES

<http://www.safecic.co.uk/your-scb-acpc/55-free-downloads-and-safeguarding-links/61-safeguarding-children-board-links>

| County                             | Contact number        | Alternative contact           | Email  |
|------------------------------------|-----------------------|-------------------------------|--|
| Bedfordshire: Bedford area         | 01234 276168          | Out of hours: 0300 3008123    | <a href="mailto:mash@bedford.gcsx.gov.uk">mash@bedford.gcsx.gov.uk</a>   |
| Bedfordshire: Central Bedfordshire | 0300 300 8585         | Out of hours: 0300 3008123    | <a href="mailto:ask.childrensservices@centralbedfordshire.gov.uk">ask.childrensservices@centralbedfordshire.gov.uk</a>   |
| Bedfordshire: Luton                | 01582 547653          | Out of hours: 0300 3008123    | <a href="mailto:mash@luton.gcsx.gov.uk">mash@luton.gcsx.gov.uk</a>   |
| Berkshire: Bracknell               | 01344 352005          | Out of hours: 01344 786543    | <a href="mailto:mash@bracknell-forest.gov.uk">mash@bracknell-forest.gov.uk</a>   |
| Berkshire: Reading                 | 0118 937 3614         | Out of hours: 01344 786543    | <a href="mailto:ChildrensSinglePointofAccess@reading.gcsx.gov.uk">ChildrensSinglePointofAccess@reading.gcsx.gov.uk</a>   |
| Berkshire: West                    | 01635 503090          | Out of hours: 01344 786543    | <a href="mailto:child@westberks.gov.uk">child@westberks.gov.uk</a> . <b>Out of hours email:</b><br><a href="mailto:edt@bracknell-forest.gov.uk">edt@bracknell-forest.gov.uk</a>  |
| Berkshire: Windsor & Maidenhead    | 01628 683150          | Out of hours: 01344 786543    | <a href="mailto:mash@rbwm.gov.uk">mash@rbwm.gov.uk</a>   |
| Birmingham                         | 0121 303 1888         | Out of hours: 0121 675 4806   | <a href="mailto:cass@birminghamchildrenstrust.co.uk">cass@birminghamchildrenstrust.co.uk</a>   |
| Buckinghamshire                    | 0845 460 0001         | Out of hours 01296 383962     | <a href="mailto:cypfirstresponse@buckscc.gcsx.gov.uk">cypfirstresponse@buckscc.gcsx.gov.uk</a>   |
| Chester: West                      | 0300 123 7047         | Out of hours: 01244 977 277   | <a href="mailto:i-ART@cheshirewestandchester.gcsx.gov.uk">i-ART@cheshirewestandchester.gcsx.gov.uk</a>   |
| Chester: East                      | 0300 123 5012         | Out of hours: 0300 123 5022   | Email address is given after initial phone call  |
| Essex                              | 0345 603 7634         | Out of hours: 0345 606 1212   | <a href="mailto:initialresponseteam@essex.gcsx.gov.uk">initialresponseteam@essex.gcsx.gov.uk</a>   |
| Gloucestershire                    | 01452 426565          | Out of hours: 01452 614194    | <a href="mailto:childrenshelpdesk@gloucestershire.gov.uk">childrenshelpdesk@gloucestershire.gov.uk</a>   |
| Hampshire                          | 0300 555 1384         | Out of hours: 0300 555 1373   | <a href="mailto:childrens.services@hants.gov.uk">childrens.services@hants.gov.uk</a>   |
| Hertfordshire                      | 0300 123 4043 (24 hr) |                               | <b>Professionals only</b> -<br><a href="mailto:protectedreferrals.cs@hertfordshire.gov.uk">protectedreferrals.cs@hertfordshire.gov.uk</a> . <b>Public</b><br><b>Email</b> - <a href="mailto:contact@hertfordshire.gov.uk">contact@hertfordshire.gov.uk</a> |
| Liverpool                          | 0151 233 3700 (24 hr) | Liverpool LSCB: 0151 233 0493 | <a href="mailto:carelinechildrenservices@liverpool.gcsx.gov.uk">carelinechildrenservices@liverpool.gcsx.gov.uk</a>   |
| London - Kensington & Chelsea      | 020 7361 3013 (24 hr) |                               | <a href="mailto:socialservices@rbkc.gov.uk">socialservices@rbkc.gov.uk</a>   |
| London - Kingston & Richmond       | 020 8547 5008         | Out of hours: 020 8770 5000   | Go to website to complete form -<br><a href="http://www.kingston.gov.uk/spa">www.kingston.gov.uk/spa</a>   |

|                           |               |                             |  |
|---------------------------|---------------|-----------------------------|--|
| Middlesex: Harrow         | 0208 901 2690 | Out of hours: 0208 424 0999 | <a href="mailto:transition@harrow.gov.uk">transition@harrow.gov.uk</a>                   |
| Middlesex: Hillingdon     | 01895 556633  | Out of hours: 01895 250111  | <a href="mailto:lbhmash@hilligdon.gov.uk">lbhmash@hilligdon.gov.uk</a>                   |
| Northamptonshire          | 0300 126 1000 | Out of hours: 01604 626938  | <a href="mailto:MASH@northamptonshire.gcsx.gov.uk">MASH@northamptonshire.gcsx.gov.uk</a> |
| Oxfordshire               | 0345 050 7666 |                             | <a href="mailto:mash-children@oxfordshire.gov.uk">mash-children@oxfordshire.gov.uk</a>   |
| Surrey                    | 0300 470 9100 | Out of hours: 01483 517898  | <a href="mailto:mash@surreycc.gov.uk">mash@surreycc.gov.uk</a>                           |
| Warwickshire              | 01926 414144  | Out of hours: 01926 886922  | <a href="mailto:mash@warwickshire.gov.uk">mash@warwickshire.gov.uk</a>                   |
| West Midlands: Birmingham | 0121 303 1888 | Out of hours: 0121 675 4806 | <a href="mailto:mash@birmingham.gov.uk">mash@birmingham.gov.uk</a>                       |
| West Midlands: Walsall    | 0300 555 2866 | Out of hours: 0300 555      | <a href="mailto:mash@walsall.gcsx.gov.uk">mash@walsall.gcsx.gov.uk</a>                   |
| West Sussex               | 01403 229900  | Out of hours: 033 022 26664 | <a href="mailto:mash@westsussex.gcsx.gov.uk">mash@westsussex.gcsx.gov.uk</a>             |

## Safeguarding Adults

### SAFEGUARDING ADULTS BOARD WEBSITES

<http://www.safecic.co.uk/crb-purchase/55-free-downloads-and-safeguarding-links/60-safeguarding-adults-board-links>

| County                              | Contact Number        |                                 | Email  |
|-------------------------------------|-----------------------|---------------------------------|--|
| Bedfordshire: Bedford area          | 01234 276168          | Out of hours: 0300 300 8123     | <a href="mailto:adult.protection@bedford.gov.uk">adult.protection@bedford.gov.uk</a>   |
| Bedfordshire: Central Bedfordshire  | 0300 300 8122         | Out of hours: 0300 300 8123     | <a href="mailto:adult.protection@centralbedfordshire.gov.uk">adult.protection@centralbedfordshire.gov.uk</a>   |
| Bedfordshire: Luton                 | 01582 547730          | Out of hours: 0300 300 8124     | <a href="mailto:adultsafeguarding@luton.gov.uk">adultsafeguarding@luton.gov.uk</a>   |
| Berkshire: Bracknell Forest         | 01344 351500          | Out of hours: 01344 786543      | Complete enquiry form on website: <a href="http://www.bfsapb.org.uk">www.bfsapb.org.uk</a>   |
| Berkshire: West, Reading, Wokingham | 01635 519056          | Out of hours: 01344 786543.     | <a href="mailto:safeguardingadults@westberks.gov.uk">safeguardingadults@westberks.gov.uk</a>   |
| Berkshire: Windsor & Maidenhead     | 01628 683744          | Out of hours: 01344 786543      | <a href="mailto:access.services@rbwm.gov.uk">access.services@rbwm.gov.uk</a>   |
| Birmingham                          | 0121 303 1234         | Out of hours: 0121 675 4806     | <a href="mailto:ACAP@birmingham.gov.uk">ACAP@birmingham.gov.uk</a>   |
| Buckinghamshire                     | 0800 137 915          | Out of hours: 0800 999 7677     | <a href="mailto:safeguardingadults@buckscc.gov.uk">safeguardingadults@buckscc.gov.uk</a>   |
| Cheshire: West & Chester            | 0300 123 7034         | Out of hours: 01244 977277      | <a href="mailto:i-ART@cheshirewestandchester.gcsx.gov.uk">i-ART@cheshirewestandchester.gcsx.gov.uk</a>   |
| Cheshire: East                      | 0300 123 5010         | Out of hours: 0300 123 5022     | Email address given after initial phone call   |
| Essex                               | 0345 603 7634         | Out of hours: 0345 606 1212     | <a href="mailto:socialcaredirect@essex.gov.uk">socialcaredirect@essex.gov.uk</a>   |
| Gloucestershire                     | 01452 426868          | Out of hours: 01452 614758      | <a href="mailto:socialcare.eng@gloucestershire.gov.uk">socialcare.eng@gloucestershire.gov.uk</a>   |
| Hampshire                           | 0300 555 1386         | Out of hours: 0300 555 1373     | <a href="mailto:hsab@hants.gov.uk">hsab@hants.gov.uk</a>   |
| Hertfordshire                       | 0300 123 4042 (24 hr) | 0300 123 4042 (Urgent Response) | <b>Professionals only -</b><br><b>East Herts:</b> <a href="mailto:seeandsolve.east@hertfordshire.gov.uk">seeandsolve.east@hertfordshire.gov.uk</a><br><b>West Herts:</b> <a href="mailto:seeandsolve.west@hertfordshire.gov.uk">seeandsolve.west@hertfordshire.gov.uk</a><br><b>Public Email:</b> <a href="mailto:contact@hertfordshire.gov.uk">contact@hertfordshire.gov.uk</a> |

|                               |                       |                             |  |
|-------------------------------|-----------------------|-----------------------------|--|
| Liverpool                     | 0151 233 3800 (24 hr) |                             | <a href="mailto:carelineadultservices@liverpool.gscx.gov.uk">carelineadultservices@liverpool.gscx.gov.uk</a> |
| London - Kensington & Chelsea | 020 7361 3013         | Out of hours: 020 7373 2227 | <a href="mailto:RBKCCustomerServices@rbkc.gov.uk">RBKCCustomerServices@rbkc.gov.uk</a>                       |
| London - Richmond             | 020 8891 7971         | Out of hours: 020 8744 2442 | <a href="mailto:adultsocialservices@richmond.gov.uk">adultsocialservices@richmond.gov.uk</a>                 |
| Middlesex: Harrow Council     | 0208 4209453          | Out of hours: 0208 424 0999 | <a href="mailto:safeguardingadults@harrow.gov.uk">safeguardingadults@harrow.gov.uk</a>                       |
| Middlesex: Hillingdon Council | 01895 556633          | Out of hours: 01895 250111  | <a href="mailto:socialcaredirect@hillington.gov.uk">socialcaredirect@hillington.gov.uk</a>                   |
| Northamptonshire              | 0300 126 1000         | Out of hours: 01604 626938  | <a href="mailto:adultcarenc@northamptonshire.gscx.gov.uk">adultcarenc@northamptonshire.gscx.gov.uk</a>       |
| Oxfordshire                   | 0345 050 7666         | Out of hours: 0800 833 408  | <a href="mailto:osab@oxfordshire.gov.uk">osab@oxfordshire.gov.uk</a>   |
| Surrey                        | 0300 470 9100         | Out of hours: 01483 517898  | <a href="mailto:mash@surreyccgov.uk">mash@surreyccgov.uk</a>   |
| Warwickshire                  | 01926 412080 (24-hr)  |                             | <a href="mailto:mash@warwickshire.gov.uk">mash@warwickshire.gov.uk</a>                                       |
| West Midlands: Birmingham     | 0121 303 1234         | Out of hours: 0121 675 4806 | <a href="mailto:acap@birmingham.gov.uk">acap@birmingham.gov.uk</a>   |
| West Midlands: Walsall        | 0300 555 2922         |                             | <a href="mailto:initialintake@walsall.gov.uk">initialintake@walsall.gov.uk</a>                               |
| West Sussex                   | 01243 642121          | Out of hours: 01243 642425  | <a href="mailto:socialcare@westsussex.gov.uk">socialcare@westsussex.gov.uk</a>                               |



For further information, please find us at our website: [www.uktd.co.uk](http://www.uktd.co.uk)

Alternatively you can:

Telephone: **01442 230130**

Email us at: **enquiries@uktd.co.uk**

Or find us on:

Facebook: **UK Training & Development**

Twitter: **@UKTDHemel**



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