



**Pathway
SkillsZone**

Powered by Pathway Group

Getting started:

Learner Guide

0121 707 0550 | pathwaygroup.co.uk | [@pathwaygroup](https://twitter.com/pathwaygroup)



pathwaygroup.co.uk/learn-develop-grow

LEARN, DEVELOP

GROW

LEARN, DEVELOP, GROW

MONTHLY NEWSLETTER

DEC, 2022

Pathway Group Awards 2022
Recognising the Achievements & Contributions of #TeamPathway

CELEBRATING THE ACHIEVEMENTS & CONTRIBUTIONS OF #TEAMPATHWAY

Recognising the achievement and contributions of key team members in a combined nomination and selection process for the Team Pathway Awards.

The winning staff members were predominately about the impact and encouraged other staff members to follow suit. A huge congratulations to all the shortlisted finalists and the winners; it was agreed that they had done above and beyond, and they were appreciated for their dedication and support to the cause and purpose of Pathway Group of Changing Lives through Skills and Work.

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DEVELOP Pathway Group Changing lives through skills and work

NEW PLANS, NEW CHALLENGES!

WITH THE BAME APPRENTICESHIP AWARDS

INSPIRATION FOR THE 6TH BIRMINGHAM AWARDS

THE BAME APPRENTICESHIP AWARDS

READ MORE



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Safaraz Ali

CEO of Pathway Group

Congratulations on starting your journey with Pathway Group

You will now be registered for your chosen programme and have a Vocational Tutor assigned to you who will guide you through all aspects of your training and development.

As a Pathway Group learner, you will be guided to complete assignments, projects and build a portfolio of evidence to demonstrate that you have the required knowledge and understanding that meets the national standards – and you will get a certificate to prove it!

Your Vocational Tutor is always on hand to take any queries or concerns you have, but throughout this guide, you will be introduced to some of the other key people you may meet or hear from as you go through your programme.

Thank you for choosing Pathway Group.

What to expect from this guide...

This is your comprehensive guide to navigating your learning journey with us. Here's what you can expect:

- **Course Insight:** Get a detailed overview of your course, including its objectives, content, and outcomes. Understand what you'll be learning and how it aligns with your goals.
- **Responsibilities:** Learn about your role as a learner, including attendance expectations, active participation, and upholding academic integrity. Discover how your commitment contributes to a vibrant learning community.
- **Support Services:** Explore the academic and technical assistance available to you. Find contact information for tutors, mentors, and help desks, ensuring you receive the guidance you need.
- **Learning Resources:** Access information about the textbooks, online materials, and tools required for your studies. Discover how to make the most of these resources to excel in your coursework.
- **Assessment and Feedback:** Understand the methods of assessment, from assignments to exams. Learn how feedback will help you improve and grow throughout the course.
- **Communication Channels:** Find out how communication will be conducted, including updates, announcements, and interactive platforms. Stay connected with instructors and peers.
- **Graduation Pathway:** Gain insights into how your course contributes to personal and professional development. Learn about the certification process upon successful completion.
- **Community Engagement:** Discover opportunities to connect with peers, join clubs, attend workshops, and engage in extracurricular activities that enrich your learning experience.
- **Your Voice Matters:** Understand the importance of providing feedback. Learn how your suggestions can shape improvements in the course and overall learning environment.

**We're committed to your success
and growth.**

**This guide is your companion as
you embark on a transformative
educational journey with us.**

Our Responsibilities

- Act with uncompromising integrity and honesty
- Create a supportive learning environment.
- Respect privacy and confidentiality
- Provide fair assessment and feedback
- Support personal and professional development
- Value customer service and professionalism
- Operate without discrimination
- Promote equality, diversity and inclusion
- Maintain a safe and inclusive learning space
- Promote transparency across all channels
- Take ownership, accountability and responsibility
- Foster partnership working for all stakeholders
- Ensure effective and timely communication
- Continuously review and improve our services
- Actively seek and act on feedback and suggestions
- Encourage lifelong learning



Learner Responsibilities

- **Attendance Expectations**

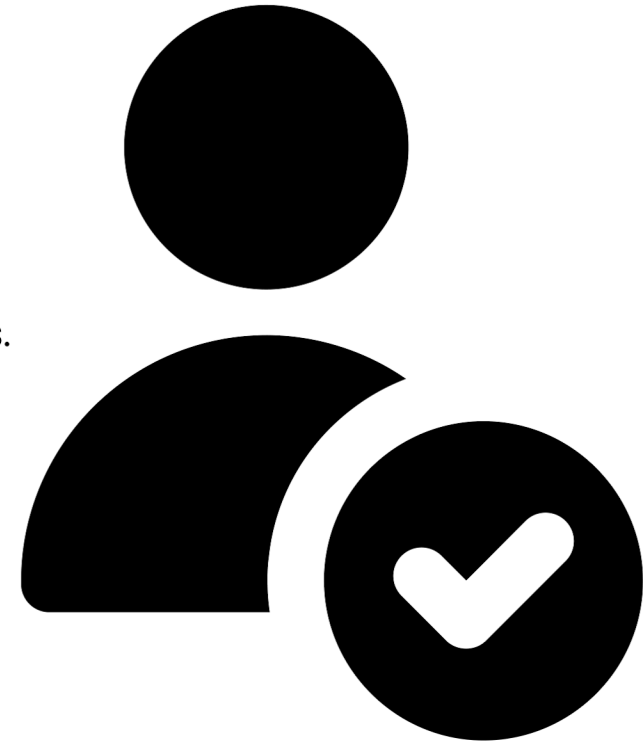
- Regular attendance is crucial for success.
- Attend all scheduled classes, lectures, and practical sessions.
- Notify instructors in advance if you are unable to attend due to valid reasons.

- **Active Participation**

- Engage actively in class discussions, group activities, and assignments.
- Contribute constructively to the learning environment by sharing your insights.

- **Academic Honesty**

- Maintain the highest standards of integrity in all academic work.
- Properly attribute sources and avoid plagiarism in assignments and projects.
- Uphold ethical conduct during exams and assessments.



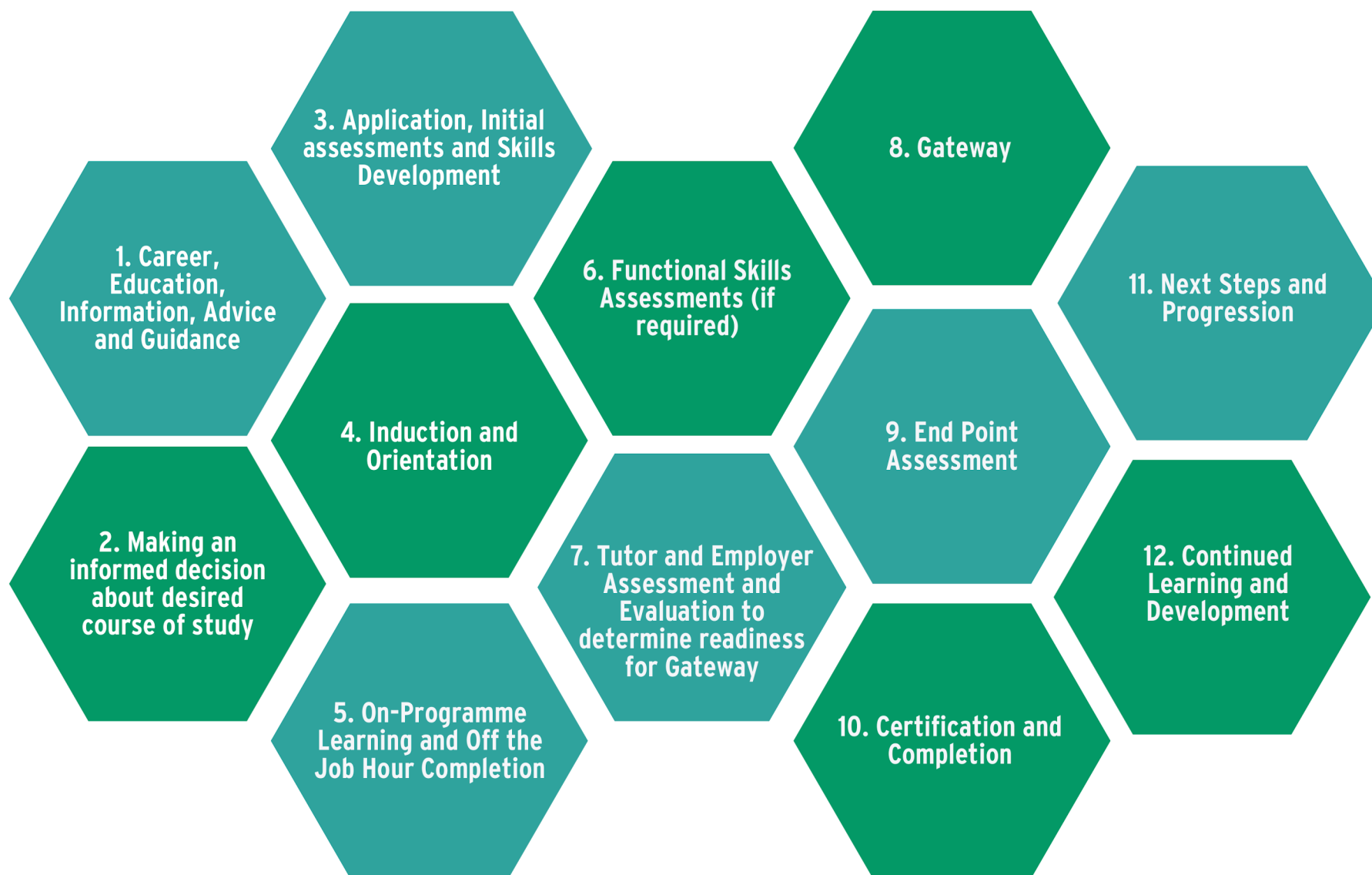
Remember, your commitment to these responsibilities not only contributes to your growth but also enhances your overall learning experience.

People involved in your programme

- **Vocational Tutor** - Assesses competency, provides coaching to develop knowledge, skills and behaviours, reviews progress and delivers teaching and learning sessions to meet the needs of the learners.
- **Internal Quality Assurer (IQA)** - Play a crucial role by ensuring the quality and consistency of assessment processes and outcomes. Their primary responsibility is to monitor, evaluate, and improve the assessment practices conducted by assessors.
- **External Quality Assurer (EQA)** - to independently review and verify the quality of assessment processes and outcomes conducted by the internal assessors and IQAs, ensuring alignment with external standards and regulatory requirements.
- **Job Coach** - collaborating with support employer services to offer additional assistance, to work alongside you within your workplace, helping in the cultivation of necessary skills for seamless integration into your team.
- **Functional Skills Tutor** - Facilitate the development of essential practical skills in areas like numeracy, literacy, and digital proficiency, enabling you to apply these skills effectively in real-life contexts and enhancing your overall competency. These tutors design tailored learning experiences that cater to individual needs, ensuring learners acquire the fundamental skills necessary for success in their personal and professional endeavours.
- **Employer** - Providing training, mentorship, and practical experience, fostering your professional growth and skill development within a real-world work environment.
- **Careers Adviser** - provide guidance and support in making informed career decisions by assessing your skills, interests, and goals and offering information about educational and vocational pathways.

Starting a qualification is an exciting and challenging undertaking. We've summarised some of the main aspects of your journey:

Your learning journey



Careers Education Information, Advice and Guidance will be embedded throughout the programme.

Careers Education Information, Advice & Guidance (CEIAG)

Throughout your programme, we are committed to embedding comprehensive Careers Education Information, Advice, and Guidance to empower you to a successful future.

From the moment you join our programme, CEIAG is woven into the fabric of your learning experience. We understand that your educational journey is intimately connected with your career aspirations, so we ensure that CEIAG is seamlessly integrated at every step.

Whether exploring different subject areas, honing your skills, or delving into coursework, CEIAG remains a constant companion, helping you align your academic endeavours with your professional goals.

Our tutors and careers advisors are readily available to offer insights, guidance, and personalised advice, ensuring that you make informed decisions about your future pathways.

CEIAG is not just an occasional service—it's an integral part of our commitment to providing holistic education that equips you with the tools to navigate your journey from the classroom to the world beyond.

You can request time with our careers advisor at anytime, before, during and after your programme by visiting our website:

pathwayskillszone.co.uk/careers-advice



Induction and Orientation

Prepare for a thorough initiation into your qualification through our comprehensive induction process. This orientation equips you with vital information to kickstart your program and navigate Pathway's guidelines, policies and procedures effectively.

During this induction, our goals are simple yet impactful:

- **Connect and Introduce:** Meet your tutor, peers, and support staff to establish crucial relationships within our learning community.
- **Understand Course Dynamics:** Grasp the ins and outs of your course content, expectations, and available learning resources.
- **Navigate the Qualification:** Gain insight into your qualification's structure and your journey ahead in the learning process.
- **Off-the-Job Hours:** Understand the significance of off-the-job hours in your training, how they contribute to your learning, and how to make the most of them.
- **Manage Time and Skills:** Receive guidance on managing study time efficiently and developing study skills for success.
- **Prioritise Safety:** Learn about safety measures and how to ensure your well-being throughout your learning experience.
- **Access Support:** Discover where to find additional information and resources to assist you throughout your educational journey.

This induction paves the way for a successful and fulfilling learning experience, setting you up for growth and achievement.



Skills assessments and initial assessments

You will engage in a skills conversation with your Vocational Tutor, focusing on the themes covered in your qualification's curriculum. This dialogue aims to establish your current starting point, guiding the customisation of your teaching and learning experiences.

Additionally, you'll perform initial assessments encompassing maths, English, and digital skills. These evaluations will take place on the Skills Forward platform. You will receive your login details in an email.

Even if you have exemptions for maths and English, rest assured that we will nurture these skills throughout the program. Concepts will be seamlessly integrated into your learning journey, bolstered by feedback to ensure continuous growth.



On-programme Learning

Central to your educational journey is on-programme learning, where you fully engage in classes, lectures, and practical sessions, immersing yourself in education's vibrant fabric. By actively participating in group activities, you share insights, perspectives, and moments of discovery with peers, fostering a collaborative spirit that enriches your educational experience through exchanging ideas.

A key aspect to your programme involves regular meetings with your dedicated Vocational Tutor. These meetings are designed to provide support and push the boundaries of your learning, challenging you to achieve your full potential. A significant part of the journey includes acquiring new workplace skills, competencies, and knowledge that align with your vocational aspirations.

Our teaching approach is dynamic, combining both face-to-face and virtual engagement through interactive live sessions. This blended approach ensures that you have a well-rounded and adaptable learning experience.

As part of your growth, your Vocational Tutor will conduct planned observations of your competence, offering valuable insights and guidance to enhance your development further.

Submission deadlines for assessments will be communicated to you, requiring you to submit work that demonstrates your competence and knowledge.

Your ePortfolio system serves as a platform to provide evidence of your accomplishments. Furthermore, the Tripartite Review marks a pivotal juncture, offering an opportunity to discuss your advancement, the practical application of your new knowledge, skills, and behaviours, and how they manifest in your practices. This comprehensive approach ensures that your journey is not only about learning but about transforming that learning into impactful actions.

Tripartite Reviews

Tripartite meetings in further education involve three essential participants: you, your vocational tutor, and your line manager.

These meetings are all about working together to support your growth and success. You bring your goals, questions, and progress while your vocational tutor guides your learning based on your needs.

Your line manager adds real-world insights to connect your learning with practical experiences. These meetings create a powerful collaboration where everyone's expertise comes together to ensure your education matches both industry requirements and your personal development.

Tripartite meetings are designed to make your learning journey better. They allow you, your vocational tutor, and your line manager to discuss how things are going, address any challenges, and talk about your plans for the future.

These meetings go beyond normal classroom discussions by combining academic, vocational, and practical aspects. They help you get the right support at the right time, making your learning experience more effective.

In short, tripartite meetings are all about teamwork – making sure your education fits your goals and connects with real-world skills for your success.



Assessment

Assessment methods in our program are thoughtfully designed to offer a well-rounded understanding of your knowledge and skills. We believe a holistic assessment approach ensures a complete evaluation of your capabilities. From traditional written assignments to practical projects, presentations, and even group activities, our range of assessment methods accommodates various learning styles and strengths.

This diversity not only provides you with the opportunity to showcase your proficiency in different ways but also equips you with versatile skills essential for real-world scenarios.

Reflective Growth through Varied Approaches:

Our assessment methodology extends beyond conventional boundaries. It includes innovative approaches like observation of practice, where your skills are observed in real-life contexts and reflecting on your practical proficiency. Additionally, reflective practice encourages you to critically analyse your experiences, promoting insightful learning from your journey.

Expert witness testimonies provide validation from experienced professionals and also recognise your capabilities. Professional discussions sharpen your analytical abilities, while workbooks and question-and-answer sessions deepen your understanding. This multi-faceted approach ensures that your learning experience isn't confined to textbooks; it embraces diverse methods to foster growth and proficiency.

Preparation Unlocks Success:

Effective preparation lies at the core of successful assessments. Engage deeply with your materials, practice with purpose, and participate actively to reinforce your comprehension.

Our resources are designed to facilitate your excellence, ensuring you're well-prepared for every assessment scenario. Whether revisiting core concepts, practising practical applications, or seeking clarifications during Q&A sessions, your preparation journey empowers you for assessment success.

Remember, your preparation not only enhances your academic achievements but also hones skills that transcend the classroom and have real-world impact.



Plagiarism

Plagiarism is a serious breach of academic integrity, where one presents another person's work, ideas, or words as their own without proper attribution.

As a responsible learner, it's crucial to uphold ethical standards by avoiding plagiarism at all costs. This involves citing sources accurately when using external information and crediting the original creators. Your commitment to originality and honesty not only preserves your integrity but also fosters a culture of respect for intellectual property. By acknowledging the contributions of others, you contribute to a vibrant academic community built on trust and collaboration.

Your Responsibility in Avoiding Plagiarism:

As a learner, you play a pivotal role in maintaining the academic integrity of your work. This entails conducting thorough research, carefully citing sources, and properly referencing.

Whether it's a written assignment, project, or presentation, always attribute ideas and information to their rightful owners. Embrace your creative potential by engaging with sources to inspire your unique insights without compromising authenticity.

Upholding these principles reflects your dedication to learning and shapes you as an ethical contributor to the educational environment. Just to remind you, your efforts in avoiding plagiarism contribute to a rich learning atmosphere where ideas flow freely, and knowledge is shared responsibly.

Appeals Process

Pathway Group values transparency and fairness, which is why we have an established appeals procedure to address any concerns you may have.

If you believe that a decision affecting your academic progress or rights has been made unfairly or inappropriately, you have the right to appeal. The appeals procedure is designed to provide a structured process for voicing your concerns and seeking resolution.

You will receive a copy of the Appeals Procedure at the beginning of your programme; you will need to sign that you understand the procedure and return this to your vocational tutor. You can expect clear communication at each stage, ensuring you are informed about the progress and outcome of your appeal.

This procedure reflects our commitment to accountability and maintaining an environment where your rights and well-being are upheld.



Quality Assurance

At Pathway Group, our utmost priority is delivering education and training of the highest quality. Our commitment to fostering knowledge, skills, and behaviours that enrich your programme and contribute substantially to your organisational impact and professional advancement is equally vital.

Our dedicated quality team adopts a tailored approach to your learning journey to fulfil this vision. Collaborating closely with you, your Vocational Tutor, and other stakeholders, they meticulously assess your progress. This meticulous evaluation ensures that your education and support align perfectly with your unique requirements.

This comprehensive approach encompasses reviewing your ePortfolio, observing your Vocational Tutor's teaching methods, and engaging in direct conversations with you to gain deeper insights into your Pathway Group experience.

The awarding organisation may also engage with you periodically for similar evaluative purposes. Together, these efforts embody our unwavering commitment to your growth, knowledge enrichment, and professional excellence.

pathwaygroup.co.uk/quality-assurance



Prior learning and achievement

You might have already completed qualifications that grant you direct exemptions from specific sections of your course.

For instance, if you've attained GCSE grades in English, mathematics, and ICT, you could be exempt from Functional Skills. Alternatively, if you've demonstrated competence through school or college qualifications, you might have exemptions in other areas.

Your Individual Learning Plan (ILP) will outline any exemptions applicable to your course. To avoid repeating content you've already covered, you've either provided your Vocational Tutor with your original certificates or granted them access to your Personal Learning Record (PLR).

This approach ensures you can advance to higher levels in certain course segments. Before enrolment, you'll engage in a skill scan conversation with your Vocational Tutor aligned with your study focus. This dialogue informs the tailored teaching you'll receive throughout your program, optimising your learning experience.



Ensuring Equal Access and Support for Diverse Needs

If you have a disability, health condition, or specific learning difficulty, you may require certain facilities, assistive technology, or support services to ensure you can fully benefit from your training. This might encompass accommodations for alternative exam or assessment arrangements.

The Equality Act 2010 mandates that your educational provider make 'reasonable adjustments' to meet your needs. Some of these reasonable adjustments can apply to the areas highlighted below:

- Autism, Aspergers, ADHD, and related conditions.
- Visual impairments or blindness.
- Hearing impairments or deafness.
- Learning difficulties.
- Mental health conditions.
- Physical impairments.
- Specific learning difficulties, such as dyslexia, dyspraxia, or dyscalculia.
- Speech, language, and communication impairments.
- Medical conditions.

We are dedicated to ensuring that all learners have equal access to education and the opportunity to thrive. If you require specific accommodations, please reach out to our support services so we can discuss and implement suitable adjustments for your needs. Your success is important to us.

Special Requirements Declaration

Do you have a disability or special requirement?

If yes please state disability or Special Requirements:

Please state any Additional Learning Support (ASL) you require:

Learner
Name:

Date:

Signed:
(DocuSign)

Your Wellbeing

At Pathway Group, your well-being and safety are of paramount importance. We are committed to fostering an environment where you can thrive both academically and personally. Our dedicated well-being and safeguarding initiatives are designed with your best interests at heart, ensuring your journey with us is educational but secure and fulfilling.

Supporting Your Well-being:

We understand that a positive learning experience goes beyond the classroom. Our support extends to your overall well-being and mental and emotional health. If you ever face challenges or need someone to talk to, our team of professionals are here for you.

We provide guidance, resources, and a listening ear to help you navigate any difficulties that may arise. Your well-being is a priority, and we're here to ensure you have the tools to manage stress, maintain a healthy work-life balance, and succeed in all aspects of your educational journey.

Ensuring Your Safety:

Your safety is non-negotiable. We maintain strict protocols to ensure your learning environment is secure, inclusive, and free from harm. Our commitment to safeguarding means providing comprehensive training to our staff and creating a network of individuals dedicated to your protection. If you ever encounter a situation that raises concerns, please don't hesitate to let me know.

Your safety is our concern, and together, we'll work to maintain an atmosphere where everyone feels respected, valued, and secure. Remember, your well-being and safety are our shared priorities, and we're here to support you every step of the way.

Safeguarding

At Pathway Group, we are committed to safeguarding you from all forms of abuse, ensuring your safety and well-being are never compromised. Abuse can take various forms, including physical, emotional, domestic violence, sexual, financial, institutional, modern-day slavery, neglect or self-neglect.

It's crucial to remember that you should never endure any form of abuse silently. If you ever experience or witness abusive behaviour, seeking support is paramount. Our dedicated safeguarding team is here to listen, understand, and take action to ensure your safety.

The Power of Reporting:

Reporting any concerns or instances of abuse is not only an act of self-care but also a responsibility towards the safety of your peers and the entire learning community. By reporting abusive behaviour, you contribute to creating a secure and respectful environment for everyone.

Remember, your voice matters, and seeking support and reporting are essential steps in fostering a community where everyone feels safe, respected, and empowered.

Health & Safety

Ensuring your health and safety is a core commitment as you embark on your learning journey with us. We have established comprehensive health and safety measures to provide a secure and supportive environment.

Your role in upholding these standards is vital. Adhering to health and safety guidelines safeguards your wellbeing and contributes to the well-being of your peers and the entire learning community.

Whether during practical sessions, group activities, or independent study, it's crucial to follow safety protocols and wear appropriate protective gear as instructed.

You can familiarise yourself with emergency procedures, evacuation routes, and specific guidelines, allowing you to respond effectively in unexpected situations. Your responsible actions and cooperation with tutors and peers contribute to maintaining a secure and harmonious learning atmosphere.

In addition to physical well-being, we value your mental health as an integral part of your learning experience. If you encounter challenges that impact your health, whether physical or emotional, don't hesitate to seek support. Open communication is key to addressing concerns promptly and effectively.



Online Safety

In today's interconnected world, mastering online safety is crucial to ensure your digital journey is enriching and secure. Here's how you can take charge of your online experience:

1. Guarding Your Personal Information: Protecting your details is paramount. Refrain from sharing sensitive information like your address or phone number with strangers online. Be selective about accepting friend requests and prioritising connections with individuals you know personally. Remember, the digital realm can be deceptive, so caution is key.

2. Navigating Radicalisation and Unwanted Influence: Online platforms can sometimes promote harmful ideologies. Stay vigilant and mindful of any attempts to impose radical views on you. If you encounter such situations, promptly report them to trusted adults or authorities. Your voice matters, and by speaking up, you contribute to a safer online environment.

3. Mindful Sharing and Privacy: Think twice before sharing pictures, information, or personal experiences online. Once shared, digital content can spread rapidly and be challenging to retract. Prioritise content you're comfortable sharing with a broader audience, as it could have far-reaching consequences.

By practising these online safety principles, you're protecting yourself and fostering a digital community that thrives on trust, respect, and responsible engagement.

Remember, your digital presence reflects your values and character, so make every click count toward a safer and more positive online landscape.

Understanding Prevent Duty and Channel: Safeguarding Our Community



The Prevent Duty aims to prevent individuals from being drawn into radicalisation or extremist activities that could potentially harm themselves or others. Channel, on the other hand, is a support program that offers guidance to those at risk of radicalisation.

As responsible learners, it's crucial that you engage with these concepts to contribute to the safety of our community. To enhance your awareness and understanding of Prevent Duty and Channel, you must complete the Prevent training available using the link below.

Prevent Strategy

[gov.uk/guidance/prevent-duty-training](https://www.gov.uk/guidance/prevent-duty-training)

This training equips you with insights to recognise signs of radicalisation and empowers you to take appropriate actions. By engaging in this training, you actively contribute to maintaining a secure and inclusive educational space for all. Your proactive participation plays a pivotal role in upholding the values of respect, tolerance, and safety within our learning community.

By staying informed and engaged with the Prevent Duty and Channel concepts, you actively contribute to creating an environment where everyone can learn and thrive without compromise. Your commitment to completing this training showcases your dedication to the well-being of our community, promoting a safe and supportive atmosphere for all learners.

British Values



"Underpin what it is to be a citizen in a modern and diverse Great Britain, valuing our community and celebrating the diversity of the UK."

Democracy

- Provide a broad knowledge of, and promote respect for public institutions and services
- Teach you how you can influence decision-making through the democratic process and encourage involvement in this process
- Allow you to express your views through forums and feedback

Individual Liberty

- Support you in developing self-esteem, self-awareness and self-confidence
- Encourage you to take ownership of your behaviours, as well as understand your rights
- Challenge stereotypes
- Implement a strong anti-bullying culture

Mutual Respect & Tolerance

- Promote respect for everyone's differences
- Help you acquire an understanding of, and respect for your own, and other cultures and ways of life
- Challenge prejudicial or discriminatory behaviour
- Discuss differences between people, such as differences of faith, ethnicity, disability, gender or sexuality and family situations openly
- Celebrate equality and diversity
- Encourage open discussions in all areas
- Support you in understanding how actions/words can affect others
- Actively support the development of reasoned views about moral and ethical issues
- Develop an inclusive learning environment where everyone is valued and can make a contribution

The Rule of Law

- Ensure expectations are transparent and fair
- Implement our Code of Conduct fairly and consistently
- Help you to respect the law and the basis on which it is made

Safeguarding Leads



Martin Chandler
Designated
Safeguarding Lead

0121 707 0550
07943 212217
martin.chandler@pathwaygroup.co.uk



Sajad Ali
Designated
Safeguarding Lead

0121 707 0550
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Everyone has the right to live, learn and work in safety, free from abuse, harm and neglect.

It's good to talk...



Support

Please speak with a team member if you see or hear something that doesn't seem right.

0121 707 0550 | pathwaygroup.co.uk/safeguard



Report

Recognition & Accreditation

We also maintain connections with external organisations. Occasionally, they might reach out to you. There's no need to be alarmed if you hear from these external entities – they aim to ensure that we provide you with the utmost experience, training, and guidance you deserve. Your well-being and progress remain at the forefront of these interactions.

The Office for Standards in Education, Children's Services and Skills (Ofsted) is responsible for evaluating schools, training providers, colleges, and child carers to ensure they maintain high-quality education and care standards. Occasionally, Ofsted might wish to contact you before or during an inspection. This routine practice ensures that our institution consistently delivers the best education and support for you. There's no need for concern if you hear from Ofsted – their goal is aligned with ours, ensuring your learning experience remains of the highest calibre.

The Education and Skills Funding Agency (ESFA) funds various aspects of your qualifications. Occasionally, they might contact you to ensure your experience is valuable and your programme is progressing as intended. This is part of their commitment to ensuring the quality of education and training you receive. There's no need to worry if you're contacted by the ESFA – their interest lies in enhancing your learning journey and ensuring that your programme aligns with the highest standards.

External Quality Assurers from our Awarding Organisation occasionally visit our institution to assess the training teams, and the evidence gathered, ensuring that the programme standards are being met. These interactions reflect our dedication to maintaining high educational standards and ensuring that your programme experience aligns with industry benchmarks. Please don't worry; these visits and collaborations are routine measures that contribute to the excellence of your learning journey.

Share your Comments, Suggestions, and Feedback

Central to our commitment to delivering an exceptional experience is our compliments, comments, and complaints process. We value all feedback – whether positive or negative – as it aids us in continually improving our services. Your input is important, and we have established efficient channels to address it:

- **Direct Communication:** You can share your feedback directly with our staff members through various means such as phone, text message, in-person conversations, or written messages.
- **Pathway Group Surveys:** Regular surveys will be sent to you via email, and you can also request surveys from our staff members. Your responses in these surveys contribute to enhancing our services.
- **Online Platform:** Visit pathwaygroup.co.uk/feedback to provide your feedback through our online platform conveniently.
- **Social Media Engagement:** Connect with us on our social media platforms @PathwayGroup to share your thoughts, suggestions, or experiences.
- **Suggestion Boxes:** Find suggestion boxes located in our Pathway SkillsZone Centres, where you can drop in your feedback.

We greatly appreciate your involvement in our feedback process, which aids us in delivering services that meet your expectations and make your learning journey exceptional.

pathwaygroup.co.uk/feedback/

ILR Privacy Notice 2023 to 2024 version 1 May 2023

Training providers should ensure that all learners have seen this privacy notice as part of their enrolment process.

This privacy notice is issued by the Education and Skills Funding Agency (ESFA) on behalf of the Secretary of State for the Department of Education (DfE) to inform learners about the Individualised Learner Record (ILR) and how their personal information is used in the ILR. Your personal information is used by the DfE to exercise our functions under article 6(1)(e) of the UK GDPR and to meet our statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009. Our lawful basis for using your special category personal data is covered under Substantial Public Interest based in law (Article 9(2)(g)) of GDPR legislation. This processing is under Section 54 of the Further and Higher Education Act (1992).

The ILR collects data about learners and learning undertaken. Publicly funded colleges, training organisations, local authorities, and employers (FE providers) must collect and return the data to the ESFA each year under the terms of a funding agreement, contract or grant agreement. It helps ensure that public money distributed through the ESFA is being spent in line with government targets. It is also used for education, training, employment, and well-being purposes, including research.

We retain your ILR learner data for 20 years for operational purposes (e.g. to fund your learning and to publish official statistics). Your personal data is then retained in our research databases until you are aged 80 years so that it can be used for long-term research purposes. For more information about the ILR and the data collected, please see the ILR specification at@

- <https://www.gov.uk/government/collections/individualised-learner-record-ilr>

ILR data is shared with third parties where it complies with DfE data sharing procedures and where the law allows it. The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting on their behalf) may contact learners to carry out research and evaluation to inform the effectiveness of training.

If you would like to get in touch with us or request a copy of the personal information DfE holds about you, you can contact the DfE in the following ways:

[DfE Online Contact Form](#)

DfE Helpline

0370 000 2288

In Writing to:

Data Protection Officer, Department for Education (B2.28), 7 & 8 Wellington Place, Wellington Street, Leeds, LS1 4AW

If you are unhappy with how we have used your personal data, you can complain to the Information Commissioner's Office (ICO).

In Writing to:

Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. You can also call their helpline on 0303 123 1113 or visit

Date last updated: 23 May 2023

[Information Commissioner's Office \(ICO\)](#)

How to make a complaint to the Department for Education

Please provide us with as much detail as you can to help us investigate your complaint:

- Say what the problem is
- Say what you want to happen
- Provide information on any relevant communication with us on the subject, including, for example, any reference numbers on letters or emails, and the times and dates of any conversations
- Address your complaint to the person responsible if you have their name

You can contact DfE online to:

- submit a question or complaint
- report wrongdoing in the public sector (known as whistleblowing)
- make a freedom of information (FOI) request
- find out what information DfE holds about you (known as a subject access request)

You'll usually get a reply within 15 working days.

Or contact via telephone:

- Telephone: 0370 000 2288
- Monday to Friday, 9:30am to 5pm



Department
for Education

[gov.uk/contact-dfe](https://www.gov.uk/contact-dfe)

[gov.uk/contact-dfe](https://www.gov.uk/contact-dfe)

Photography Consent Form

We're excited to capture the moments that make your learning journey unique and memorable. To ensure your comfort and privacy, we kindly ask you to review and complete our Photography Consent Form. This form grants us permission to photograph or record activities and events during your time with us. Your consent empowers us to share your achievements, experiences, and the vibrant atmosphere of our learning community while respecting your preferences. Your participation in this process is valued, as it allows us to showcase the incredible progress and growth you'll achieve on this educational adventure.

I understand that my image may be used for the following purposes:

- Electronic (including website) and printed information, displays and exhibitions relating to the activity shown in the picture.
- Any similar campaign or related area.

I understand that this image will NOT be used for:

- Anything that may cause offence, embarrassment or distress, e.g. drug/alcohol abuse.

I understand this image may continue to be used until I let you know otherwise.

I have read the statement above. Do you agree with the image to be used? (please indicate below)

- Yes, I give my consent for the picture to be used
- No, I do not give my consent for the picture to be used

Full name:

Contact Number:

Signature:

Date:

Authentication

Authentication holds a significant role in ensuring the integrity and credibility of your learning journey. As you progress through your program, authentication becomes a crucial step in verifying the genuineness of your work. Each time you submit a piece of work, produce evidence, engage in discussions, or undergo observations, the authentication process shows that your contributions are genuine and reflect your efforts. This meticulous approach not only upholds the credibility of your accomplishments but also fosters a transparent and trustworthy learning environment.

Your active participation in the authentication process is important to your learning portfolio. By taking the responsibility to authenticate your work, you confirm the accuracy and originality of your contributions. As you navigate through your program, I want you to know that the authentication process reflects your commitment to your education and the standards of academic and professional honesty.

After your program, revisiting and authenticating your entire portfolio culminates in a comprehensive and credible representation of your learning journey, signifying your growth, skills, and achievements most genuinely.

Declaration

I acknowledge that the authentication process is essential to maintaining the integrity of my learning journey in further education. I understand that each time I submit work, provide evidence, engage in discussions, or undergo observations, the authentication process ensures the authenticity of my contributions.

Full name:

Signature:

Signed:

Portfolio Log In

<https://learning.myncfe.co.uk>

Username:

Password Hint:



Course Details and Contacts

The following form must only be completed after initial induction and all processes of the award have been explained fully to you.

Vocational Tutor
name:

Vocational Tutor
Contact Details:

Qualification name:

Length of
Programme:

Off the Job Hours:

Learner:

Awarding
Organisation:

Vocational Tutor:

Registration
Number:

IQA:

**Good luck with your course,
and we look forward to
hearing great stories about
your development!**



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