



# WELCOME TO TRAIN TO GAIN



## **Six Steps to Success**

Your guide to getting the most out of Train to Gain

### **Training. It's what we do best.**

Providing learning programmes for individuals, employers and young people.

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## What's in it for me?

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You may have left school with no qualifications at all, or you may have learnt all your skills on the job. One thing is certain though, whatever your current level of skills, you will need more in the future.

Acquiring new skills and qualifications is a great way to advance your career, but there are also financial benefits. For most people, a future with a larger income is in our hands if we invest time in learning. Based on statistics from the *Labour Force Survey*, investing some of your time and money in learning could increase your annual salary by up to £2,000 - £3,000.

So learning a new skill could increase your earnings by £10,000 to £15,000 on average over five years – and perhaps even more in the longer term.

Now you've taken the important step to secure your future, take a few minutes to read through this simple guide about what you can expect from Train to Gain.

Your Training Provider is one of a group of companies who are part of a consortia managed by BCTG. We have put together this booklet to highlight some of the main information about your course.

If you have any questions regarding your course, you should firstly contact your Training Provider; afterwards, if you need further information you can contact us here at BCTG on **08000 321 222**, or visit our website at [bctg.org.uk](http://bctg.org.uk)

**Good luck with your learning!**



## Six Steps to Success

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### What can I expect from Train to Gain?

#### Step One

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##### Helping to identify your development needs

The first step in developing your own personalised training programme is to identify the specific skills and knowledge you need to develop to improve in your job role, and also to achieve your NVQ.

This usually involves discussing your job role and what you need to achieve with somebody from your Training Provider. It is possible that you will need some training in units of the NVQ. If you feel you would benefit from some support with your reading, writing or numeracy skills, make sure you let your Training Provider know, so they can arrange help in this area.

Once you are both happy with your training needs, the Training Provider will write up your Individual Learning Plan; this maps out your goals, target dates and steps you need to take to achieve them.

#### Step Two

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##### Introducing you to your training

You will receive some form of induction training to your Train to Gain programme. This may be as part of a group or perhaps one-to-one with your Trainer or Assessor. The detail of the induction will vary dependent on the NVQ course you are following, but usually it will cover things like:

- \* What's involved in your NVQ award
- \* What training and support you can expect during the course
- \* Your rights and responsibilities whilst you are on Train to Gain
- \* How your progress will be assessed and reviewed
- \* What to do if you are unhappy with any part of your course

## Step Three

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### Information Advice & Guidance

During your Train to Gain programme, you will be offered information and advice about the programme, and if you encounter any problems, you will be given advice on how these can be sorted out. This extra support will be provided either by your Training Provider, or by one of BCTG's specially trained staff. Whoever offers this extra service, you can be sure that they have been trained to a nationally recognised standard called 'Matrix'.

This support is optional so you do not need to take it, but it's there in case it's needed.

## Step Four

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### Training and learning

This is a key part of your course. You may receive training as part of a group at your place of work or on the Training Provider premises, or you may be supported one-to-one by your Trainer or Assessor. You will usually be set tasks or work by your Trainer or Assessor to be completed by the next time you meet. It's important to try to meet these deadlines if you are to progress successfully in your NVQ.

## Step Five

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### Reviewing and assessing your progress

From time to time, your Trainer or Assessor will review the progress you are making towards achieving your overall goals. This is a good opportunity for you to tell them how you feel you are really progressing, and how things could be changed to make it easier for you. Each review may be slightly different but usually covers things like:

- \* The progress you are making, any areas that are working well and anything that needs more work
- \* Any changes or updates that need to happen to your learning plan to take account of your progress and meeting target dates
- \* Whether and anything unusual has happened that could affect your health & safety
- \* Whether you are happy you're are being treated fairly, and know your rights and responsibilities regarding equal opportunities

## Step Six

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### Achieving and progressing on

When you have completed all the required work towards your NVQ qualification, you will be awarded a formal certificate by a qualification awarding body. This means that you have met the required national standard. It may take a few weeks for your certificate to arrive, so please be patient.

Once you have completed your qualification, there could be further opportunities to progress onto other learning. As you get towards finishing your award, where appropriate, your Training Provider will provide you with information on what to do next.

If you do want to do more, it's important that you discuss these options with your employer to be sure your ideas fit in with their plans.

## What are my responsibilities?

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Individuals undertaking Train to Gain courses are required to

- \* Conduct themselves in a courteous manner with respect to other learners and employees
- \* Attend any on or off the job training as planned. If this is not possible, notify the Training Provider and employer at the earliest opportunity
- \* Complete any assignments or tasks set by your Trainer or Assessor on time, if this is not possible, notify your Trainer or Assessor at the earliest opportunity
- \* Notify your Training Provider immediately If you feel you need any additional support with your course
- \* Return any materials or property loaned to you by the Training Provider on completion of your course.

Please note that in addition to the above, your Training Provider or employer may ask you to meet additional company responsibilities.

If you are unhappy about any part of your Train to Gain Programme, firstly raise the matter with your Trainer or Assessor, then the Training Provider directly. If you need additional help, please contact BCTG on **08000 321 222**, or via our website at **[bctg.org.uk](http://bctg.org.uk)**



## What can I do next?

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Successfully completing your course gives you a wide range of options for progressing onto other types of learning. Now you've already made the commitment to learning, keeping going is the easy part!

### **NVQ Level 2 Training – equivalent to 5 GCSEs (A-C Grade)**

If you have just completed a Skills for Life award, such as literacy or numeracy, the next step is to move up to a Level 2 NVQ in the skills needed for your current job.

The good news for your employer is that most people can be eligible for funding to cover the costs of the NVQ Level 2 training, and possible help to cover wage replacement costs.

### **NVQ Level 3 Training – equivalent to 2 A Levels**

If you have already completed a Level 2 award, then progressing onto a Level 3 course can be the way to go. Dependent on the job you currently do, there could be an opportunity to progress and take on some more responsibility, which will mean that you could eventually complete a Level 3 award in your skill area.

It is important you talk to your employer first to identify if it is possible for you to work towards a Level 3 award, then get in contact with your Training Provider who can give you more details.

Again funding may be available if you meet the eligibility criteria.

### **NVQ Level 4**

For some people already in a management role, it may be possible to jump straight from a Level 2 award to a Level 4. If you think this is the right option for you, talk to your employer and Training Provider. Again, funding may be available to help with the costs if you are eligible.

**It's important that before you decide on any of the steps above, you talk to your employer to see how your ideas fit in with their plans and how they impact on the business.**

**If you need more information on your next steps talk to your Training Provider or call us at BCTG on 08000 321 222.**

## Know your rights – a few useful things

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### Disability Discrimination

The Disability Discrimination Act says a disabled person is someone with 'a physical or mental impairment which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities'. Examples include cancer, diabetes, multiple sclerosis and heart conditions; hearing or sight impairments, or a significant mobility difficulty; and mental health conditions or learning difficulties. People in these circumstances and some others (such as people with a facial disfigurement) are likely to have rights under the Disability Discrimination Act (DDA) to protect them from discrimination. However, only the courts can say if a particular individual is defined as disabled under the legislation.

### Age Discrimination

Unlawful age discrimination happens when someone is treated unfavourably because of their age, without justification, or is harassed or victimised because of their age.

The following are examples of age discrimination:

- \* An employer refuses to offer a job to a young candidate, even though the candidate has the skills and competencies required for it. The employer sees the position as one of authority and does not feel the young candidate will be respected or taken seriously because of his age. This is an example of direct discrimination.
- \* An employer insists that all candidates for a job have to meet a physical fitness test (that younger candidates can meet more easily) even though the fitness standard is not required for the job in question. This is indirect discrimination.
- \* An employee has been consistently passed over for promotion, and is not allowed to attend meetings unaccompanied, because she looks young for her age. Her manager, who is ten years older than her, feels that she is too 'wet behind the ears' to be given more responsibility, despite the fact that she has the right qualifications and five years' experience in her role. This is an example of direct discrimination.

## Sex Discrimination

Unlawful sex discrimination happens when someone is treated unfairly because of their gender. Women, men and transsexual people can all experience sex discrimination.

Sex discrimination also includes treating someone less favourably because they are married or in a civil partnership; for example, by not hiring married women.

## Religion & Faith

Under human rights and anti-discrimination legislation, you have the right to hold your own religious beliefs or other philosophical beliefs similar to a religion. You also have the right to have no religion or belief. Under the Equality Act 2006, it is unlawful for someone to discriminate against you because of your religion or belief (or because you have no religion or belief):

- \* in any aspect of employment
- \* when providing goods, facilities and services
- \* when providing education
- \* in using or disposing of premises, or when exercising public functions

Under British anti-discrimination and human rights legislation, you are also entitled to practise your religion or belief, express your views and get on with your day-to-day life without experiencing threats or discrimination.

## Sexual Orientation

Your sexual orientation means the general attraction you feel towards people of one sex or another (or both). Most people are generally attracted to:

- \* people who are the same sex as them, or
- \* people who are the opposite sex to them, or people of both sexes

Legal protection from discrimination on the basis of sexual orientation applies to everyone, whatever their sexual orientation.

Sexual orientation discrimination includes being treated less favourably because:

- \* you are lesbian, gay, bisexual or straight
- \* people think you are lesbian, gay, bisexual or straight, or you are associated with someone who is lesbian, gay, bisexual or straight, for example a friend, relative or colleague

The law applies to direct and indirect discrimination, as well as to harassment and victimisation.

## Diversity

It is unlawful for a person to discriminate on racial grounds against another person.

The 1976 Race Relations Act is concerned with people's actions and the effects of their actions, not their opinions or beliefs. Racial discrimination is not the same as racial prejudice. It is not necessary to prove that the other person intended to discriminate against you; you only have to show that you received less favourable treatment as a result of what they did.

Under the Race Relations Act, it is unlawful for a person to discriminate on racial grounds against another person. The Act defines racial grounds as including race, colour, nationality or ethnic or national origins.

To bring a case under the Race Relations Act, you have to show you have been discriminated against in one or more ways that are unlawful under the Act.



## Health & safety

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There are a whole range of laws aimed at keeping people safe while they are at work. One important law called the Health & Safety at Work Act 1974 sets out specific rules that employees and employers must follow. These include:

### For Employees

- \* To act safely at all times and take responsibility for their acts and omissions
- \* To use tools, equipment, materials and any substances correctly and safely as instructed
- \* To tell their employer if they find something that is, or has the potential to be a risk or hazard

### For Employers

- \* To ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees
- \* To provide plant, equipment and systems of work that are, so far as is reasonably practicable, safe and without risks to health
- \* So far as is reasonably practicable, to ensure the safety and absence of risks to health relating to the use, handling, storage and transport of articles and substances
- \* To provide information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of his employees
- \* So far as is reasonably practicable, to maintain the workplace in a condition that is safe and without risks to health; and provide access to and exits from it that are safe and without risk
- \* To provide a working environment that is, so far as is reasonably practicable, safe, without risks to health, and provide adequate arrangements for welfare at work

**You can find out more about health and safety regulations by visiting the Health & Safety Executive's website at [www.hse.gov.uk](http://www.hse.gov.uk)**

## Helping us to improve – collecting your feedback

We are keen to ensure that all the training offered by BCTG and its partners fully meet the needs and expectations of learners and employers. To do this we need your feedback on what has worked well, and the areas that needed improvement. We try to collect this feedback in several ways, for instance by telephone, by mail and through our website.

We may call you directly to get your feedback. If we do this, please remember that our staff members will always introduce themselves by name and explain why they are calling. We will always keep the calls short, usually only a few minutes, and if it's inconvenient to talk, please tell us straight away and we will arrange a better time to call back.

If you do not want BCTG to contact you regarding your training, or if we have the wrong contact details, please let us know immediately on **08000 321 222** or email us on **[enquiries@bctg.org.uk](mailto:enquiries@bctg.org.uk)**

As part of this follow up work, you may also be contacted by other organisations such as the Learning & Skills Council, the organisation who funds the training, who are also interested in your feedback.



## Where can I get more information or help?

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### **ACAS** (Arbitration Conciliations Advisory Service)

Information on your employment rights and responsibilities, including issues such as sex discrimination, sexual orientation and equal pay.

[www.acas.org.uk](http://www.acas.org.uk)

### **Citizens Advice Bureau**

Helps people solve their legal, money and other problems by providing free independent and confidential advice.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **Directgov**

Lists the support and advice services that are available nationally.

[www.direct.gov.uk](http://www.direct.gov.uk)

Help to improve your English skills

Direct Gov 'Get On' Helpline – **0800 100 900**

### **Advice in other languages**

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Farsi **0800 093 1116**

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French **0800 093 1115**

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Gujarati **0800 093 1119**

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Punjabi **0800 093 1333**

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Polish **0800 093 1114**

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Somali **0800 093 1555**

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Sylheti **0800 093 1444**

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Urdu **0800 093 1118**

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Welsh **0800 100 900**

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## Acknowledgements

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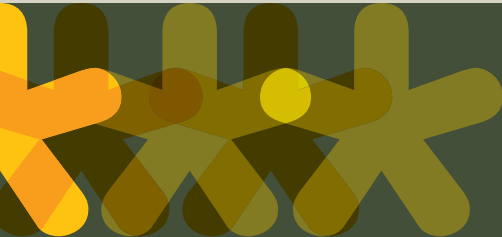
In compiling this guide, BCTG has used materials from a range of sources. These include:

- Learning & Skills Council Train to Gain Service
- OFSTED
- Quality Improvement Agency Excellence Gateway
- The Equality & Human Rights Commission
- Health & Safety Executive



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