



**BEACON**  
Education Partnership

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**LEARNER HANDBOOK**





# BEACON

## Education Partnership

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# INFORMATION, ADVICE AND GUIDANCE (IAG)

## STATEMENT OF SERVICE

### About our IAG service

**This service is here to help you to make informed choices and decisions about courses that you may wish to undertake.**

### What Beacon Education Partnership can offer

A free confidential and impartial information and advice service which covers learning opportunities and qualifications available

Written information on all courses and learning opportunities where appropriate

Guidance on courses offered by other establishments where Beacon are unable to fulfil learner need

Support during your course to assist your learning, personal development and career progression

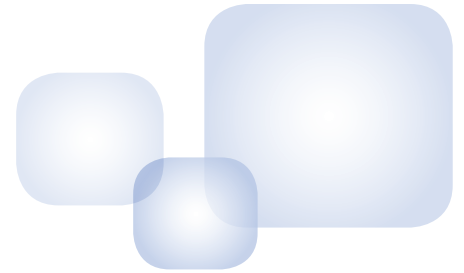
Advice and support to enable you to study effectively if you have additional learning needs

A signposting service to other providers and/or sources of information if we are unable to offer the information, advice and guidance ourselves

Information about Beacon's complaints procedure and all of our other policies and procedures



# INVESTING IN YOUR FUTURE



## How is your course funded?

Beacon Education Partnership works with the Skills Funding Agency, The Student Loan Company, Employers and learners to ensure that your training is funded in the most efficient way possible. Your assessor or tutor will advise you on the best way to fund your training with Beacon.

### Skills Funding Agency

The Skills Funding Agency is a partner organisation of the Department for Business, Innovation and Skills and it exists to fund and promote adult further education and skills training in England.

Through the Skills Funding Agency, the government makes funding available for learners to undertake apprenticeship training in a number of areas. Working in partnership with the Skills Funding Agency and your employer, Beacon will ensure that you utilise all the funding available to you for your training with us.

### 19 + Advanced Learner Loan

If you are 19 or over and undertaking an approved qualification with Beacon you may be eligible for a 19+ Advanced Learner Loan. These loans help you to pay the fees charged by colleges and training organisations. Most learners aged 19 and over, studying at levels 3 to 6 will qualify for a loan.

It's easy to apply, your household income isn't taken into account, there's no credit check and it does not affect any benefits payments you may be receiving. You won't even have to pay anything back until your income is over £25,000 a year.

More information can be found at:  
[www.nationalcareersservice.org.uk](http://www.nationalcareersservice.org.uk)

# SUMMARY OF POLICIES AND PROCEDURES

## Confidentiality

As part of our service we need to keep some personal details about you. These are kept securely but we do have to share them with some agencies such as awarding bodies and funding agencies. We will not share them with anyone else without express permission from you.

## Data Protection

Our centre complies with the requirements of the Data Protection Act 1998

## Equity and Diversity including Disability

We will not tolerate discrimination of any sort. Diversity and differences are valued and respected by Beacon Education Partnership. Equal access of opportunity is given to all of our clients and staff regardless of their ability or disability.

## Health and Safety

The health and safety of our learners and staff is paramount to our service. We will actively promote health, keep everyone safe and protect them from danger.

## Safeguarding Children and Vulnerable Adults

Our staff are trained and supported to respond appropriately and sensitively to safeguarding concerns.

## Marking and Feedback





Learners will be entitled to regular feedback from staff to enable them to understand their progress and achievement. It will facilitate action plans to appraise the learner of remedial action required in order to improve.

## Appraisal and Performance Management

Each member of staff will have an opportunity for appraisal. Associate (freelance) staff members will need to provide evidence of ongoing Continuous Professional Development (CPD) for all sectors in which they work.

## Internal Quality Assurance

This is the key to quality control. IQA includes:

-  Sampling assessments
-  Monitoring assessment practice
-  Unit interviews
-  Standardising assessment judgements



### Appeal against an Assessment Decision

An Appeals Procedure operates within all programmes run by Beacon Education Partnership. There is a clear line of appeal and all learners are given a copy of The Appeals Procedure at the start of their programme.

For more detailed information on these policies and procedures please go to:

[www.beaconeducationpartnership.org.uk/policies](http://www.beaconeducationpartnership.org.uk/policies)  
or you can ask to see paper copies in the office.

### Beacon Education Partnership

85-87 Bayham Street

London. NW1 0AG

Telephone: 020 7788 4007

[student.services@beaconeducationpartnership.org.uk](mailto:student.services@beaconeducationpartnership.org.uk)

# ABOUT BEACON

## Background

Beacon Education Partnership is an established training company specialising in the Healthcare sector. Beacon has been delivering high quality Diploma programmes and Modern Apprenticeships to a diverse range of employers including the NHS since 1998. Beacon has been using its unique experience to deliver high quality qualifications to clients across the UK and as far afield as China.

## Vision

Our vision is to deliver high quality bespoke education, training and development to our learners, ensuring they have the skills and knowledge required to succeed in a constantly changing marketplace.

To ensure that our learners get the best possible experience, we aim to be the market leaders in the quality delivery of health related qualifications. It is our ultimate goal to watch our learners grow and learn as they progress through our courses, achieve their goals and progress their careers.

## Our Team

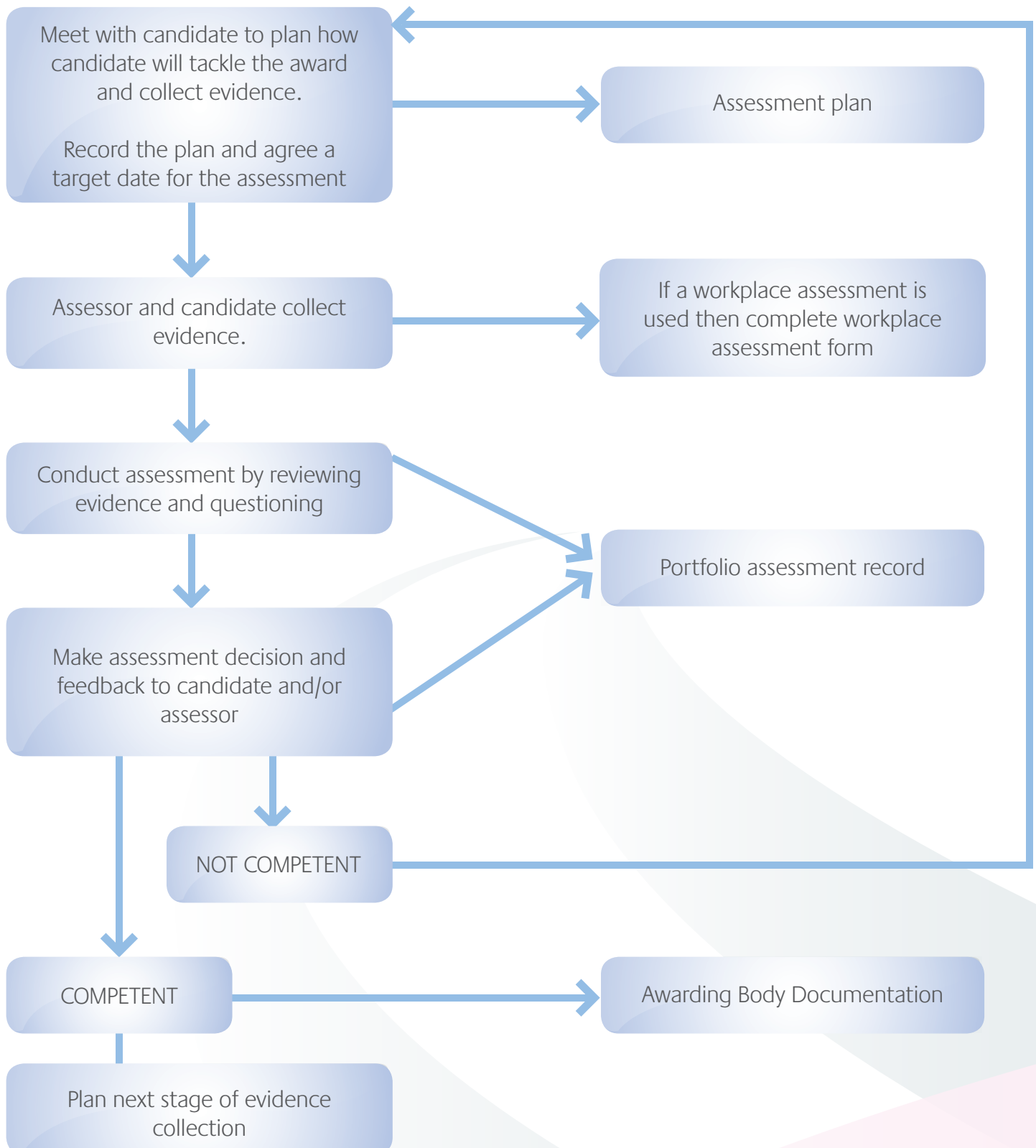
Beacon's delivery team is filled with experienced passionate teachers, assessors and tutors who are committed to supporting learners through their journey. We understand the stress and challenges that people face while studying and our staff are always on hand to make sure that you have the support you need. When not busy teaching and supporting learners, our staff even find the time to design new courses to ensure that our learners have the most up to date learning experience.





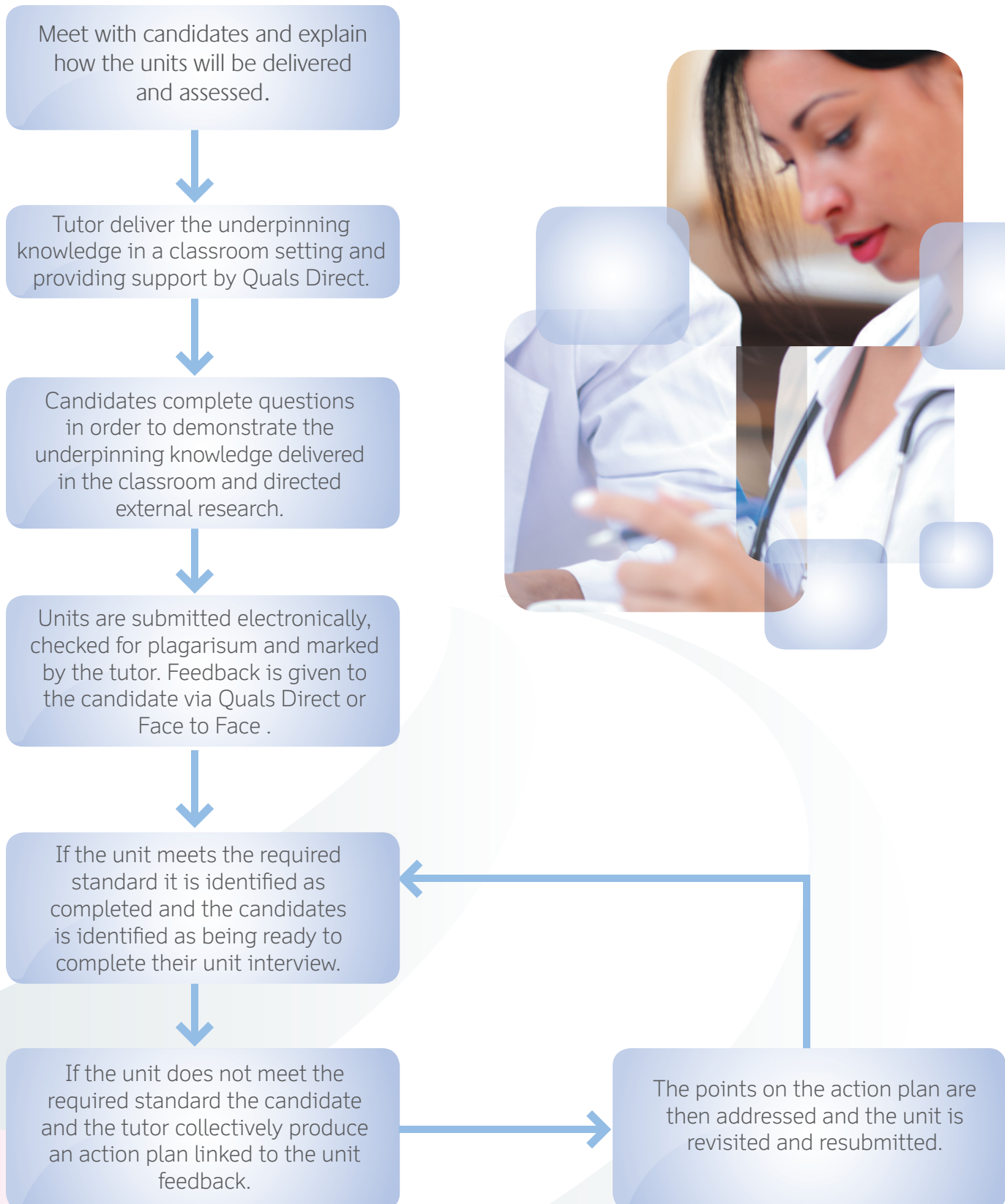
# MA ASSESSMENT PROCESS

## START



# DIPLOMA ASSESSMENT PROCESS

## START



## NOW THAT YOU HAVE SIGNED UP FOR THIS PROGRAMME OF STUDY THERE WILL BE CERTAIN EXPECTATIONS OF YOU AS A LEARNER AND OF YOUR ASSESSOR.

### Learner Expectations

You will:

- ✎ Attend meetings between you and your assessor / tutor
- ✎ Notify your assessor / tutor with as much notice as possible if you are unable to attend any of the meetings
- ✎ Attend all classes
- ✎ Advise your assessor / tutor if there is any reason why you cannot carry out work identified
- ✎ Advise your assessor / tutor if you no longer wish to continue with this programme of study
- ✎ Respond to attempts by your assessor / tutor to contact you
- ✎ Provide feedback to Beacon at the end of the programme

### Assessor/Tutor Expectations

Your assessor will:

- ✎ Attend meetings between you and them
- ✎ Give you as much notice as possible if they are unable to attend any of the meetings
- ✎ Honour the dates set at the beginning of your programme but will notify you if there needs to be any change made to those dates
- ✎ Report to your manager and Beacon Education Partnership Ltd if your assessor does not receive a response from you after 3 attempts to contact you
- ✎ Adhere to the policies of Beacon Education Partnership Ltd



## **QUALIFICATION CURRICULUM FRAMEWORK APPEAL AGAINST AN ASSESSMENT DECISION**

A stringent Appeals Procedure operations within all QCF Schemes run by Beacon Education Partnership Ltd.

In the event of a disagreement between candidate and assessor the following procedure must be followed:

1. The assessor should provide the candidate with a copy of this procedure and the form on the reverse.
2. The candidate should complete the form giving as much detail as possible.
3. The form must be sent to the IQA within 14 days of the assessment.
4. The IQA will interview the assessor and candidate separately within 14 days of receiving the form.
5. If a satisfactory outcome cannot be negotiated, then it is the right of the candidate to obtain further assessment. Further assessment will be undertaken by another assessor in the presence of the IQA. This assessment must take place within 6 weeks from the first assessment date.
6. If the candidate still does not agree with the assessment decision then the appeal can be taken forward to the awarding body.
7. Copies of all appeals documentation, including the assessment originally in question will be made available to the awarding body for inspection. The original assessment decision will not be recorded in the candidate profile.

IN CONFIDENCE

# QUALIFICATION CURRICULUM FRAMEWORK

## APPEAL AGAINST AN ASSESSMENT DECISION

Before completing the form the candidate should read the notes on the reverse

Name and Level of Course	.....
Date and Place of Delivery	.....
Time and duration of assessment	.....
Candidate Name	.....
Assessor Name	.....
Unit/s being assessed	.....
Performance Criteria being assessed	.....

Please state as clearly as possible the nature of your appeal.  
If you agree with parts of your assessment but not others please specify why:

.....

.....

.....

.....

.....

.....

.....

.....

Signed ..... Date ..... / ..... / .....

## FURTHER ADVICE

Below is a list of agencies that might be able to provide support on a number of life issues:

Organisation and Contact Details	Support Provided
<b>Action on Addiction</b> <a href="http://www.actiononaddiction.org.uk">www.actiononaddiction.org.uk</a> 0845 126 4130	Help and information for people worried about alcohol or drug misuse Alcoholics Anonymous
<b>Alcoholics Anonymous</b> <a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a> 0845 7697 555 (24 hour)	Help for people with drink problems
<b>British Pregnancy Advisory Service</b> <a href="http://www.bpas.org">www.bpas.org</a> 0845 730 4030	Information and counselling on pregnancy issues, abortion and fertility
<b>Childline</b> <a href="http://www.childline.org.uk">www.childline.org.uk</a> 0800 1111	A free, confidential 24 hour helpline for any child with any problem
<b>Consumer Credit Counselling Service</b> <a href="http://www.cccs.co.uk">www.cccs.co.uk</a> 0800 138 1111	Confidential, free counselling and money management assistance for people in financial difficulty
<b>Cruse Bereavement Care</b> <a href="http://www.crusebereavementcare.org.uk">www.crusebereavementcare.org.uk</a> 0844 477 9400	Bereavement counselling
<b>National Centre for Domestic Violence</b> <a href="http://www.nncdv.org.uk">www.nncdv.org.uk</a> 0844 8044 999 or 0800 970 2070	Available to anyone regardless of age, culture, gender, sexual orientation who is a victim of domestic violence
<b>Samaritans</b> <a href="http://www.samaritans.org">www.samaritans.org</a> 08457 90 90 90	General counselling and support for any type of issue
<b>National Career Service</b> <a href="http://www.nationalcareersservice.direct.gov.uk">www.nationalcareersservice.direct.gov.uk</a> 0800 100 900	Helping you get on in work and life

## CASE STUDIES

“My name is Juliana. Like so many others, I lost my job in 2009 due to the recession. I didn’t know where to turn to. But then I have heard about jobs in Care and, after asking myself “can I do this care job?” I made my final decision and said to myself, I will go for it and give a try.

I was first employed as flexi staff member and within a few months I was a Full-Time Employee. I really enjoyed my new job so I decided to climb the ladder to the top! I have always wanted to go to University and after some great inspiration I said to myself that I could do it! So I decided to enrol for Level 3 Diploma in Health and Social Care with Beacon.

I had a very encouraging, fantastic and supportive Beacon Assessor named Barbara who was always there to help me! I would get anxious if I didn’t understand something, so I chased Barbara with emails, text messages, and phone calls and it didn’t matter how late or how early I chased, she was always there for me and always got back to me.



I have now completed my Level 3 Diploma in Health and Social Care; I am now going to pursue a degree course in Disability Studies. I am a very caring person, always ready to help others and my aspiration is to increase my skills and knowledge and develop managerial abilities to be able to work with people with disabilities and to complete my degree.

I would like to take this opportunity to thank my employer, Beacon Education Partnership, my assessor Barbara, my manager, and all the staff around me. ”





85-87 Bayham Street  
Camden | London NW1 0AG  
Telephone: +44 (0)20 7788 4007  
Email: [info@beaconeducationpartnership.org.uk](mailto:info@beaconeducationpartnership.org.uk)  
[www.beaconeducationpartnership.org.uk](http://www.beaconeducationpartnership.org.uk)

## Advanced Learner Loan



Co-financed by  
**Skills  
Funding  
Agency**

