



## APPRENTICE SUPPORT HANDBOOK



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## David Bridgens MGTS Chief Executive

**W**elcome to MGTS and congratulations on becoming an apprentice in a time when engineering skills are highly sought after in a diverse range of industries. We hope this handbook helps you settle smoothly into your apprenticeship and we look forward to supporting you every step of the way to achieve great results.

In the first few weeks you will undergo a detailed induction to ensure you are aware of what you can expect from MGTS and also what is expected of you throughout your apprenticeship programme.

You will also be introduced to your dedicated Training & Development Adviser who will work closely with you and your employer to ensure that everything is on track and you are making the necessary progress in terms of skills, knowledge and behaviours.

Our Learner Support team have many years experience of working with apprentices and are always only a call away to help with any issues you may have.

MGTS pays close attention to the quality of teaching and learning through ongoing review and monitoring and feedback from staff, apprentices and employers to find further ways to improve and enhance your apprenticeship. One element of this is our 'Apprentice Forum' which I would encourage you to join.

Our ultimate aim is to ensure you successfully gain your engineering apprenticeship qualification in a safe, enjoyable and supportive environment.





## THE MGTS VISION

MGTS has a socially inclusive approach whereby we inspire employers and learners to learn and develop new skills. With continued development of numeracy, literacy, language / presentation and ICT skills, our apprentices continue to progress in these significant skill areas. During the apprenticeship, our learners also advance in work-style behaviours driven by industry:



Developing excellent communication skills.



Developing a passion for quality, whilst looking at ways to demonstrate continuous improvement.



Demonstrating enthusiasm for discovering opportunities to increase understanding and applying new skills.



Acquiring problem-solving techniques.



Building good working relationships by learning to work in teams and respecting and valuing people's difference.

Our apprentices also mature in their approach and understanding of their rights and responsibilities in the workplace, which integrate Equality for all and respect for British Values. We develop our learners for the ever-changing, demanding world of industry where their skills are tested time and time again.





# THE WORKING DAY

## Hours of Work

- Monday to Thursday: 08:00 - 16:00
- Friday: 08:00 - 12:00

## Breaks

- Morning: 20 minutes
- Lunch: 30 minutes
- Afternoon: 20 minutes

## REPORTING ABSENCES

You are required to register your attendance each day before 08:00 and again in the afternoon after lunch. Failure to register attendance will be recorded as unauthorised absence and the employer will be notified.

**In the event of illness** you must notify MGTS between 08:00 - 08:30 on the first day of absence by calling 024 7663 0333 and selecting Option 3. Please also notify your employer. Our Attendance Co-ordinator, Ellen Pinks, is available for any queries.



## TERM DATES & HOLIDAYS



### AUTUMN TERM

**2 September - 24 December 2024**

- Half-term: 30 October - 3 November
- Christmas: 25 December - 1 January

### SPRING TERM

**2 January - 17 April 2025**

- Half-term: 17 - 21 February
- Easter: 18 - 21 April

### SUMMER TERM

**22 April - 18 July 2025**

- May Day: 5 May
- Half-term: 26 - 30 May

# MEET THE MGTS TEAM

			
<b>RUTH PLANE</b> Quality & Compliance Manager (DSL)	<b>STEVE PALMER</b> Director of Delivery & Development	<b>STUART GEORGE</b> Centre Lead Coventry	<b>STUART ELLINOR</b> Centre Lead WSB
<b>Technical Trainers</b>			
			
<b>TOM BALL</b>	<b>NEVILLE D'VAZ</b>	<b>PAUL JEFFREYS</b>	
			
<b>CHRIS KEOGH</b>	<b>SEAN O'BRIEN</b>	<b>ROGER ROWLEY</b>	<b>MARK SHIERS</b>
			<b>Further Education Tutors</b>
<b>RICHARD TELFORD</b>	<b>MATTHEW TURNER</b>	<b>JASON WOLITER</b>	
			
<b>ANDY BAINES</b>	<b>JAYNE JACKSON</b>	<b>DAVID CARTWRIGHT</b>	<b>RASH CHAWDA</b>
			
<b>STEVE GOLBOURN</b>	<b>DOMINIC HASTINGS</b>	<b>RANDLE TURNER</b>	<b>PETER WOOD</b>

## What to expect from your Training & Development Adviser (TDA)

Your TDA is there to support you and your employer throughout the duration of your apprenticeship. They will encourage and challenge you to achieve your potential whilst also ensuring that your employer is fully engaged with your apprenticeship.

### Learning Activity Visits

The frequency of visits will be arranged to suit you and your employer. During these visits, you will plan together how you will work towards achieving your apprenticeship.

These visits may include:

- Training and coaching
- Observations
- Professional discussions
- Questions and answers
- Workplace evidence
- Reflective accounts

### Progress Reviews

Every 12 weeks, your TDA and your Line Manager will meet to discuss your progress in line with your Apprenticeship Standard. It is an opportunity for each party to give feedback and ensure the programme is meeting the needs of both you and your employer.

“Teachers and Training & Development Advisers use questioning and assessment well to check on learning and to adjust their teaching or target setting.”

**OFSTED REPORT - 2024**



**LUKE BENNETT**



**LEE BEESLEY**



**RUSS BROWN**



**IAN CROSS**



**BOB LYNN**



**JOHN MILLER**



**LEVI WATTS**



# LEARNER SUPPORT

## Struggling with coursework? Problems at work? Not coping? We are here to help!

From your first day here at MGTS, until the end of your apprenticeship, we are available to offer pastoral support, advice and guidance - whatever the problem. We can help with most things and if we don't know the answer, then we'll put you in touch with someone who does. You may also find our Support Directory helpful (see p18-21).

During your induction with MGTS, we ask you to identify any learning difficulties or health issues you may have encountered or an area of learning which has given/is giving you cause for concern (see examples right). This enables us to create a plan to provide the necessary support you may need during your training.

**Lin Atkins & Thomas Farrington**  
**support@mgts.co.uk**  
**024 7663 0333 ext. 742**

### Learning Difficulties

- Reading/writing difficulties
- Dyslexia
- Dyscalculia
- Autism / Asperger's Syndrome
- ADHD

### Health Issues

- Visual impairment
- Hearing impairment
- Any disability affecting mobility
- Any other physical disability
- Epilepsy
- Colour blindness
- Asthma
- Diabetes
- Emotional/behavioural difficulties
- Mental health difficulties i.e. depression/anxiety



# SAFEGUARDING



**MGTS recognises that the welfare of our learners is very important. We take our responsibility to safeguard, protect and promote the welfare of all the young people, and vulnerable adults in our care very seriously.**

You will attend a briefing session which will help us raise your awareness about safeguarding and demonstrate how seriously we take our responsibilities. The main aim of the session is to broaden your understanding about safeguarding and for you to know what to do and who to approach if you have a safeguarding issue.

We have a dedicated team of staff who are here to help you if you have any issues which may affect you during your apprenticeship. Please remember to always speak to a member of staff if you experience any difficulties during your training.

## **THE MGTS SAFEGUARDING TEAM**

### **DESIGNATED SAFEGUARDING LEAD (DSL)**

#### **RUTH PLANE**

Quality & Compliance Manager  
ruthplane@mgts.co.uk  
024 7663 0333 / 07872 377 272

### **DEPUTY DESIGNATED SAFEGUARDING LEADS (DDSLs)**

#### **THOMAS FARRINGTON**

Safeguarding & Wellbeing Officer  
thomasfarrington@mgts.co.uk

#### **STEVE PALMER**

Director of Delivery & Development  
stevepalmer@mgts.co.uk

### **SAFEGUARDING OFFICERS**

#### **LIN ATKINS**

Learner Support Tutor  
linatkins@mgts.co.uk

#### **JOHN MILLER**

Technical Trainer  
johnmiller@mgts.co.uk

#### **MARK SHIERS**

Technical Trainer  
markshiers@mgts.co.uk

#### **KARLI SOANES**

Apprenticeship Funding & Contracts  
ksoanes@mgts.co.uk

#### **RICHARD TELFORD**

Technical Trainer  
richardtelford@mgts.co.uk



# INTERNET USAGE & E-SAFETY

Nowadays, most of us are 'connected' via our mobile phones, laptops, tablets or personal computers, helping us to communicate quickly and efficiently with each other. The internet is a valuable and fun resource for learning, research and keeping in touch. However, by using the internet, you could be at risk of illegal activity or abuse,

such as bullying or fraud. Here at MGTS, we recognise the need to actively encourage online safety awareness and ensure that this is communicated to all of our apprentices. It is important that our apprentices are aware of ways in which they can protect themselves, whilst online, and ensure the security of their personal data.



## FIRST AIDERS

Throughout MGTS there are staff authorised to apply first aid to anyone who injures themselves. In the first instance you should bring any injury to the attention of your immediate tutor.



Tom  
Farrington



John  
Miller



Richard  
Telford

# LEARNER PROFILES



At the beginning of the training year, we ask our learners to complete a Learner Profile which helps us to understand more about you. We will ask if you have any health conditions that we need to consider when planning your training and we also ask if you have any individual learning needs. Please ensure that you share any important information with us. If we don't know, we can't help.

We share this information with our training staff and Learner Support team who will help provide a smooth transition into our Technical Centre. We can also help signpost young people, if expert support is required, for example, counselling for a specific matter.

We provide ongoing advice, support and guidance throughout the apprenticeship and help you achieve your goals. Our tutors are very experienced in engineering and have trained over 8,000 apprentices. We provide additional support for learners who struggle with the training, in order to achieve a successful outcome for all learners.



## APPRENTICE FORUM



Every year an Apprentice Forum is created to enable our learners to be represented and have their viewpoints taken on board.

Forum members, elected by their peers, are invited to attend meetings with senior management where they have the opportunity to bring forward ideas to make improvements to their training programme or the site facilities.

MGTS values all Apprentice Forums and the contribution that past members have made. It helps MGTS make continuous improvement and ensures that apprentices feel that their views are valued and taken seriously.



In addition to the engineering training received by our learners, MGTS also provide every apprentice with an additional MGTS qualification. The **Personal Skills Development Award (PSDA)** is an award made up of five modules to show that the learner has followed a personal development journey while undertaking their apprenticeship with MGTS.

The PSDA commences in year one of the apprenticeship and will be completed by the end of the four year programme, with learners achieving either Bronze, Silver or Gold certification depending on their engagement with the programme.



## The five modules covered by the award are:

- Managing Finances
- Enterprise Management Skills
- Contributing to Society
- Health & Wellbeing
- Personal Interests and Activities





## Discounts for Apprentices!

TOTUM Apprentice, the discount card for UK Apprentices with loads of discounts in-store and online, helping your hard earned cash stretch a little further!

Buying a TOTUM Apprentice card is simple and only takes a few minutes. All you need handy is a recent photo of yourself and your debit/credit card and you're good to go.

Plus, you can download the TOTUM app to make accessing all your offers and discounts on the go super simple.

## Celebrating Success

MGTS hold annual 'Apprenticeship Awards' to celebrate the achievements of apprentices.

Nominated by Tutors and TDAs, winners are presented with certificates and awards to recognise their success.

Categories include:

- Maintenance
- Mechanical
- Most Improved
- Further Education
- Apprentice of the Year

Employers and family members are invited to join in the celebrations.





## EQUALITY & DIVERSITY

Equality means that everyone should be treated fairly. It recognises that everyone has individual needs and that they have the right to have their needs respected. Diversity means that we are all different and both staff and apprentices bring many different skills, knowledge and aptitude that should also be respected and valued.

MGTS has a strong and long-standing commitment to equality, diversity and inclusion and to promoting a positive culture which celebrates difference, challenges prejudice and ensures fairness. At MGTS we ensure that individuals or groups of individuals are not treated differently or less favourably on the basis of their specific protected characteristic, including: age, race, sex, disability, religion or belief, sexual orientation,

pregnancy and maternity, gender reassignment and marriage or civil partnership.

Promoting equality helps to eliminate discrimination for everyone, regardless of any characteristic difference. We also aim to protect our learners from any form of bullying, harassment or victimisation.

Our staff and learners are our greatest assets and all members of MGTS should excel and be respected and valued for their unique perspectives and contributions.

Integrity and inclusivity are crucial to MGTS values. In accordance with these values, MGTS is committed to providing an environment in which all learners treat each other with dignity and respect.

# At MGTS we...



Strive to ensure that there are no barriers in our recruitment process.

Positively promote opportunities to under-represented groups.

Treat all learners fairly and as individuals.

Create an inclusive culture for all learners.

Ensure our policies, procedures and processes don't discriminate against any learner.

Ensure equal access to opportunities to enable learners to fully participate in the learning process.

Enable all learners to develop to their full potential and learn to become confident in expressing their views.

Encourage our learners to have pride in themselves and have respect for others.

Equip all learners and staff with the skills to challenge inequality and discrimination in their work/study environment.

Ensure that learning materials do not discriminate against any individuals or groups.

Challenge and address any negative behaviour such as bullying, abuse, harassment or discrimination.





# BRITISH VALUES

**MGTS work towards fully integrating and promoting equality, diversity, inclusion and fundamental British values within our Apprenticeship Programme.**

## **The four British Values are:**

- **Democracy**
- **Individual Liberty**
- **Rule of Law**
- **Mutual Respect & Tolerance**

**We have created a culture at MGTS that represents the importance of embedding British values into our core training programme.**

MGTS demonstrates many ways in which all learners and staff can implement and demonstrate British values throughout their working environment.

MGTS encourages and promotes respect for democracy and supports participation in the democratic processes, demonstrated by our learners having their say. We also raise learners' awareness by encouraging their participation in the democratic processes to bring about change and having a concern for the welfare of others, as responsible adults in society.

We encourage our learners to accept responsibility for their behaviour, show initiative, and understand how they can contribute positively to the lives of those living and working in the locality of MGTS and their work placements.

MGTS enable their learners to develop their self-knowledge, self-esteem and self-confidence which enable them to act, believe and express themselves in a manner of their own choosing, free from unjust or undue control, coercion or violence of others. Learners understand that developing such freedoms bring social and moral responsibilities, such as a willingness to hear and value alternative viewpoints, respect the dignity of others and a concern to resolve conflict and injustice.

We support students to distinguish right from wrong and to respect the civil and criminal law of England. The Rule of Law protects the human rights of our learners and other citizens, for example, the freedom to choose and hold a religion or a philosophical belief. We also familiarise our learners with the Equality Act, which is the law that protects many individual or group characteristics from discrimination, for example, gender or disability.

Through Equality and Diversity sessions, different religions and cultural traditions are examined, which enable students to acquire an appreciation and respect for their own religion and cultures and those of others. MGTS also raise the learners' understanding of tackling prejudice, so that all learners are treated with dignity and respect.



# PREVENT

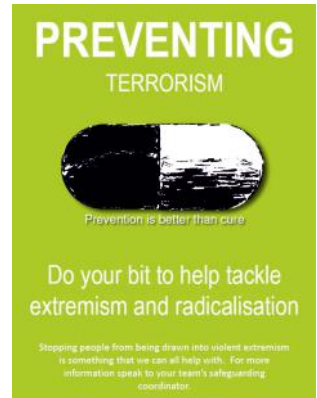
**Within Britain, there are threats to our safety. Government have identified that some of the young people living in Britain, have developed strong views and voice opposition to multiculturalism and the many diverse religions that are part of modern day Britain.**

This is the reason **Prevent** was introduced, as a tool to protect people and to try and help those who have been affected by extremism. The government has defined extremism in the Prevent strategy as, 'vocal or active opposition to fundamental British values.'

Prevent, within MGTS, means safeguarding our learners to keep them both safe and within the law. We raise our learners' awareness regarding 'Prevent', which is a law that came into effect in July 2015. We have measures in place to prevent our learners becoming radicalised. We take our responsibility very seriously and have policies in place to help all staff and learners become more aware and feel protected.

We safeguard our learners from the possibility of being drawn into and developing extremist views.

**If you have any concerns regarding a Prevent issue, please speak to a member of the Safeguarding team in confidence.**



# What MGTS expects from you



- 100% commitment to your apprenticeship and that you always work hard to learn and achieve
- Always behave responsibly
- Always abide by health and safety rules
- Work towards achieving 100% attendance
- Take care of the buildings and equipment
- Always treat all staff and learners with respect
- Keep your mobile phone in your locker during the working day (except break times)
- Always turn up on time for each session equipped with the correct safety clothing and/or stationery
- Make sure that your Further Education assignments are handed in by their due date
- Raise any safeguarding concerns you may have
- Bring to the attention of staff if you experience any bullying, harassment or victimisation or discrimination
- If you are concerned about another learner for any reason, raise your concern with staff immediately
- Provide feedback to MGTS about your apprenticeship. Don't delay if you have any concerns or issues, the earlier you raise them, the quicker we can provide help and support

# What you can expect from MGTS



- We provide an excellent training opportunity for individuals who are starting out on their career in engineering
- All our learners are treated with respect
- We provide a safe learning environment, free from discrimination
- We have policies in place to protect our learners
- We respond promptly to any concerns raised
- We provide additional support where required
- We aim to keep you safe whilst working online
- We guide you about your responsibilities and rights during the apprenticeship
- We help you develop a broad range of life skills
- We recognise and reward apprentice achievements

## **Key policies related to your learning journey are available in the Learner Area of our website**

- Attendance & Punctuality
- Equal Opportunities & Diversity
- General Data Protection Regulation
- Harassment and Bullying
- Health & Safety
- ICT Acceptable Use
- Mobile Phone
- Plagiarism
- Safeguarding
- Smoking

## **ACTION FOR CHILDREN**

Charity supporting children, young people and their families across England.

[actionforchildren.org.uk](http://actionforchildren.org.uk)

## **ANXIETY UK**

Advice and support for people living with anxiety.

[anxietyuk.org.uk](http://anxietyuk.org.uk)

03444 775 774 / 07537 416 905 (text)

## **BEAT**

Under 18s helpline, webchat and online support groups for people with eating disorders, such as anorexia and bulimia.

[beateatingdisorders.co.uk](http://beateatingdisorders.co.uk)

0808 801 0711 (youth line) / 0808 801 0811 (student line)

## **CAMPAIGN AGAINST LIVING MISERABLY (CALM)**

Provides listening services, information and support for anyone who needs to talk, including webchat.

[thecalmzone.net](http://thecalmzone.net)

0800 58 58 58

## **CENTREPOINT**

Provides advice, housing and support for young people aged 16-25 who are homeless or at risk of homelessness in England.

[centrepoint.org.uk](http://centrepoint.org.uk)

0808 800 0661

## **CHILDLINE**

Support for children and young people in the UK, including a free helpline and 1-2-1 online chats with counsellors.

[childline.org.uk](http://childline.org.uk)

0800 1111

## **FRANK**

Confidential advice and information about drugs, their effects and the law.

[talktofrank.com](http://talktofrank.com)

0300 123 6600

## **HOPE AGAIN**

Support for young people when someone dies.

[hopeagain.org.uk](http://hopeagain.org.uk)

0808 808 1677

## **HUB OF HOPE**

A national database of mental health charities and organisations from across Britain who offer mental health advice and support.

[hubofhope.co.uk](http://hubofhope.co.uk)



**KOOTH**

Free, safe and anonymous online counselling for young people. Counsellors available until 10pm every day.

[kooth.com](http://kooth.com)

**ME AND MY MIND**

Advice and support for young people struggling with unusual experiences, such as hearing voices.

[meandmymind.nhs.uk](http://meandmymind.nhs.uk)

**MENCAP**

Information and advice for people with a learning disability, their families and carers. Services include an online community.

[mencap.org.uk](http://mencap.org.uk)

0808 808 1111 (learning disability helpline)

**NATIONAL SOCIETY FOR THE PREVENTION OF CRUELTY TO CHILDREN (NSPCC)**

Support and information for children and anyone worried about a child.

[nspcc.org.uk](http://nspcc.org.uk) / 0800 800 5000 (for adults concerned about a child)

0800 1111 (18 or under)

**NHS GO**

NHS app with confidential health advice and support for 16-25.

[nhsgo.uk](http://nhsgo.uk)

**NO PANIC**

Charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD).

[nopenic.org.uk/no-panic-youth-hub](http://nopenic.org.uk/no-panic-youth-hub) / 0330 606 1174

**OCD YOUTH**

Youth support for young people with obsessive-compulsive disorder (OCD).

[ocdyouth.org](http://ocdyouth.org)

**ON MY MIND**

Information for young people to make informed choices about their mental health and wellbeing.

[annafreud.org/on-my-mind](http://annafreud.org/on-my-mind)

**PAPYRUS HOPELINE UK**

Confidential support for under 35s at risk of suicide and others who are concerned about them. Open daily from 9am-midnight.

[papyrus-uk.org](http://papyrus-uk.org) / [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

0800 068 41 41

07860 039967 (text)

## **REFUGE**

Help and support for young people affected by domestic violence.  
[refuge.org.uk](http://refuge.org.uk)  
0808 200 0247

## **REHAB RECOVERY**

Provides addiction treatment and healthcare advice for a wide range of different addiction and dependency problems, including alcoholism, chemical dependency, eating disorders and process or behaviour addictions. They also have a speciality in supplying treatment for video game addiction.

[rehab-recovery.co.uk](http://rehab-recovery.co.uk)  
0800 088 6686

## **RELATE**

Provides help and support with relationships, including counselling, telephone counselling and anonymous live chat.

[relate.org.uk](http://relate.org.uk)  
0300 003 0396

## **RETHINK MENTAL ILLNESS**

Provides support and information for anyone affected by mental health problems, including local support groups.

[rethink.org](http://rethink.org)  
0300 5000 927

## **SAFELINE**

Helplines for adults and young people who have experienced sexual abuse and rape. Offers face to face services in Coventry and Warwickshire.

[safeline.org.uk](http://safeline.org.uk)  
0808 800 5007 - young people's helpline  
0808 800 5005 - national male survivor helpline

## **SAMARITANS**

Samaritans are open 24/7 for anyone who needs to talk.

[samaritans.org](http://samaritans.org) / [jo@samaritans.org](mailto:jo@samaritans.org)  
116 123 (freephone)

## **SHELTER**

Charity working for people in housing.  
[shelter.org.uk/youngpeople](http://shelter.org.uk/youngpeople)

## **SHOUT**

Simply text SHOUT to 85258 and you will be connected anonymously to a trained, empathetic and listening Shout Volunteer. The service is free, confidential and available any time, day or night.

**THE MIX**

Support and advice for under 25s, including a helpline, crisis messenger service and webchat.

[themix.org.uk](https://themix.org.uk)

0808 808 4994

85258 (crisis messenger service, text THEMIX)

**TIME TO CHANGE**

National campaign to end stigma and discrimination against people with mental health problems in England and Wales. The campaign for England ended in 2021, but its resources are still available online.

[time-to-change.org.uk](https://time-to-change.org.uk) / [timetochangewales.org.uk](https://timetochangewales.org.uk)

**VICTIM SUPPORT**

Provides emotional and practical support for people affected by crime and traumatic events.

[victimsupport.org.uk](https://victimsupport.org.uk)

0808 168 9111

**VOICE COLLECTIVE**

Support for people under 25 who hear voices, have visions or other unusual sensory experiences or beliefs.

[voicecollective.co.uk](https://voicecollective.co.uk)

**WOMEN'S AID LIVE CHAT SUPPORT**

Information and support for women and children who have experienced domestic abuse, including support by live chat, a directory of local services and a forum.

[womensaid.org.uk](https://womensaid.org.uk)

**YOUNG MINDS**

Committed to improving the mental health of babies, children and young people, including support for parents and carers.

[youngminds.org.uk](https://youngminds.org.uk)

0808 802 5544 (parents helpline)

85258 (crisis messenger service, text YM)

**YOUNG STONEWALL**

Information and support for all young lesbian, gay, bi and trans people.

[youngstonewall.org.uk](https://youngstonewall.org.uk)

0800 050 2020

**YOUTH ACCESS**

Advice and counselling network for young people, including details of free local services.

[youthaccess.org.uk](https://youthaccess.org.uk)



**Coventry Technical Centre**

Gulson Road  
Coventry  
CV1 2JG

☎ 024 7663 0333

**Worcestershire / South  
Birmingham Technical Centre**

Brook Building  
Arrow Road North  
Redditch, Worcestershire  
B98 8NN

☎ 01527 864 865

[www.mgts.co.uk](http://www.mgts.co.uk)

