



APPRENTICE HANDBOOK

Academic Year 2026-2027

TABLE OF CONTENTS

P3	Welcome
P4	Mission Statement
P5	Apprentice Charter
P6	Your Learning Journey
P7	Skills Area
P8-9	BTEC
P10-11	Behaviour Evaluation Outcomes
P12	Meet your Training Team
P13-15	Expectations
P16	Hours of Training
P17	Term Dates/Academic Year
P18	PPE
P19	Whole Personal Development
P20	Learner Voice
P21	Mentoring
P22	Safeguarding
P23	Equality and Diversity/Bullying and Harassment
P24	Grievance Procedure
P25-27	Social Networking, Online Safety and AI
P28	Learner Information Support Access (LISA)
P29	Revision Techniques
P30	Useful Numbers
P31 -32	Notes
P33-36	Fundraising
P37-38	Working with the community



Welcome to TTE

Congratulations on being selected for and accepting a place on an Apprenticeship at TTE Training Ltd.

I am pleased to welcome you and hope that your learning journey with us is enjoyable and interesting for you.

This handbook is designed to help you understand how we can support your learning. It contains information about your Apprenticeship standard and qualifications associated with this. It sets out what we expect from you and more importantly what you can expect from us.

These are the first steps into a working life that may potentially span the next 50 years.



Anne Cannon –
Training and Delivery Manager
Safeguarding Officer



TTE's Vision

To be the leading provider of apprenticeships and technical training for the energy, engineering and manufacturing sectors in the Northwest.

TTE's Mission

To provide relevant, high-quality apprenticeships and other technical training to industry within the North West of England.

To provide an outstanding environment for learning that is welcoming, safe, inspiring, suitably resourced and well managed.





APPRENTICE CHARTER

WHAT TTE OFFERS TO YOU

Impartial treatment, regardless of ability, gender, marital status, age, religion, race, sexual orientation or physical ability in accordance with The Equality Act 2010 and Prevent Duty 2015.

Advice and guidance.

Accreditation of prior learning where relevant.

TTE OFFERS:

- An induction programme
- An apprentice handbook
- Rooms and facilities appropriate to the course
- A safe and healthy learning and working environment
- Employability skills
- Support in your learning as appropriate
- Fair and impartial assessment subject to internal and external inspection
- Well prepared training sessions
- Regular progress reviews between you, your sponsor/employer and training advisor
- Access to specialist counselling and careers advice
- Details of TTE policies and procedures
- Details of complaints and appeals procedure

TRAINEES WILL NEED TO:

- Attend on your agreed days and evenings
- Inform TTE if you cannot attend for any reason
- Be punctual in all your lessons/carousels
- Adhere to health and Safety at all times
- Be organised and prepared for lessons
- Complete course work and meet deadlines
- Ensure your work is neat, tidy and well presented.
- Be considerate to other trainees and staff
- Follow the rules of the centre
- Inform us of any changes to your personal details
- Be responsible for any personal/valuable items brought into the centre as we cannot be accountable for them
- Develop and demonstrate workplace attitudes and behaviours



YOUR LEARNING JOURNEY

During your programme based at TTE you will work to achieve the following: -

- Record of Achievement (R.O.A.)
- BTEC National Diploma in Advanced Manufacturing Engineering Level 3
- GCSE Maths and English (unless exempt)
- Competency and behaviour log

At TTE you will usually spend four days a week in the skills areas and one day a week in BTEC (BTEC term times vary from those of the Skills areas).

Please note that you will be registered on an apprenticeship standard which is dependent on what your employer company requirements are.

On Site training

You may be required to undertake a qualification, and this will be in either of the following depending on your employer's requirement:

- NVQ Level 3 in Process Engineering Maintenance
- NVQ Level 3 in Processing Industries Operations

You will need to successfully complete each phase of training in order to move on to the next.

In order to achieve the apprenticeship standard, you will be required to complete a competency and behavioural log and at the end of your apprenticeship successfully complete the end point assessment which comprises of a multi choice test, workplace observation with questioning, and interview along with a portfolio of evidence.

The skills you develop at TTE will provide underpinning knowledge for the onsite training with your employer.

For further information visit www.cogentskills.com and www.siasuk.com



SKILLS AREA

During your training at TTE you will complete a record of achievement comprising of the following disciplines:

- ❖ Electrical
- ❖ Instrumentation
- ❖ Mechanical
- ❖ Fabrication/Welding
- ❖ Process

Each skills area training module is called a carousel and is 3 weeks long. You will visit each of the skill areas on a number of occasions during the training year. This will allow you to build up both practical and technical skills and knowledge in each area of training.

The route you will follow will be chosen by your employer, which is ultimately determined by the needs of their business and where they see the potential job opportunities as you come to the end of your program.

The rotation of carousels is determined by the training plan; this will show you which carousels you will undertake and who you will be taught by. The training plan will be displayed in classrooms and on the information boards around the building.

At the end of each carousel, you will have a carousel review with your Training Officer (TO) – for more details of this review please see the mentor section of this handbook on p20.



BTEC NATIONAL DIPLOMA

As part of your program, you will attend BTEC which is delivered on TTE's premises one day per week (**plus an evening class in phase 1**). A BTEC timetable will be issued to you, and copies will also be displayed on the BTEC information board. You will be taught a number of subjects in phase 1 and phase 2 of your apprenticeship programme. When attending BTEC classes you will need to be prepared so please bring with you lever arch files, paper, pens, pencils and a calculator. BTEC assignments will be issued to you with a date for submission and it is your responsibility to ensure that you meet these deadline dates. If you need further help or support, then please ask. You will be reviewed by the BTEC tutors on a 12 weekly basis and feedback will be given to you and your employer on your performance and your behaviours in the class at your 12-week review. On BTEC days you are expected to wear your TTE polo shirts the same as every other day.

Your BTEC Level 3 Diploma in Advanced Manufacturing Engineering will consist of a selection of the following units:

- Engineering Design
- Maths for Engineering Technicians
- Communications in Engineering Technicians
- Engineering Project
- Engineering Drawing for Technicians
- Health & Safety in the Engineering Workplace
- Principles and Applications of Engineering Measurement Systems
- Electrical and Electronic Principles in Engineering
- Mechanical Systems & Technology
- Mechanical Principles of Engineering Systems
- Engineering Maintenance Procedures and techniques
- Applications of Thermodynamic Principles

Each unit is achieved by demonstrating to the assessor, internal & external standards verifiers that you have met all the evidence requirements for that unit, as set out in the unit standards. Your tutors will set class work and assignments, which will enable you to do this. You may also sit examinations.

You will be expected to complete the issued assignments by the stated deadline; it may be in your own time or class time dependent upon the unit and subject. Each assignment will have an issue date as well as a deadline date on it; you are expected to meet these deadlines. All work should be neat, tidy and well presented.

Each unit assessment will be broken down into three types of criteria: - these are pass, merit or distinction. The assignments will be made up of these criteria and you must complete and achieve the pass criteria first and any subsequent criteria by the stated deadline. You can only achieve a unit if you present all the work required for that unit and if the work is of an acceptable standard. If a piece of work does not reach the required standard and provided that the assignment submission deadline date has been met, it may be 'referred' for you to do further work on it subject to IQA (Internal Quality Assurer) approval.

You will be given feedback and a revised submission date to help you to do this. When this work has been done it must be returned to be re-marked. If this work does not

meet the required standard you may be given an alternative assignment to help you to achieve the pass criteria, or you may be required to re-sit the unit

Should you be unable to complete the work given within the deadline which is detailed on the front sheet of the assignment you should speak to the tutor with regard to this as additional support can be given either during the lesson or at an evening class.

The Lead Quality Assurer will look at samples of work throughout the course. This is done to check that the standard of apprentice's work is comparable with the work of students in other colleges. When your assignments are completed and verified your certificate will be applied for.

Engineering Maintenance Technician Standards – Behaviours

You will develop and improve the following behaviours during your apprenticeship. These form part of the end point assessment criteria that will be signed off by your employer when you are ready to sit EPA.

B1	B2	B3	B4	B5
Means – prioritise health, safety and environment, e.g. risk aware, minimise risks to self, others and the environment and proactively work towards preventing accidents	Means – consider sustainability when using resources and carrying out tasks.	Means – team-focus to meet work goals and support inclusivity, e.g. supports others, shows respect to others and creates and maintains productive working relationships.	Means - take ownership for the delivery and quality for own work, e.g. self-motivated, disciplined in the approach to work tasks and work carried out in line with standards.	Means - Committed to continued professional development to maintain and enhance competence.
Looks like at TTE and Onsite • Completes 4 what's on every task. • Knows what a risk assessment is and can follow it. • Completes cleaning duties. • Can carry out a job freeze. • Understands the importance of safety audits • Can carry out a safety audit when needed. • Can deliver a toolbox talk • Attends safety meetings. • Is aware of actions on the environment.	Looks like at TTE and Onsite • Understands why they are doing a job/task. • Knows the importance of working to deadlines. • Is trustworthy. • Is accountable for own actions. • Can seek clarification when needed. • Understands the impact on other departments when carrying out a task/job. • Understands what resources are required and how to obtain them. • Understands TTE and their employers policy on sustainability.	Looks like at TTE and Onsite • Encourages others to share their ideas. • Is a positive influence on others rather than a negative one. • Contributes ideas. • Can retain mutual respect for others. • Can recognise when there's conflict and how this could impact on the team. • Leads by example. • Is proactive in enhancing own and others performance. • Can give directions/instructions. Is approachable.	Looks like at TTE and Onsite • Complete work on site. • Seeks out extra work when finished what has been issued. • Can work to a timescale. • Doesn't get distracted. • Preservers through demanding situations. • Hands in BTEC/HNC assignments within the given deadline.	Looks like at TTE and Onsite Can talk to people at different levels. Acts on advice given on how to improve performance. Evaluates own career plan regularly. Attends 12-week progress reviews. Asks questions to further improve. Contributes to team discussions.

Process Manufacturing Technician Standards – Behaviours

You will develop and improve the following behaviours during your apprenticeship. These form part of the end point assessment criteria that will be signed off by your employer when you are ready to sit EPA.

B1	B2	B3	B4	B5
Means – prioritise safe working practices, e.g. risk aware, minimise risks, and proactively work towards preventing accidents	Means – consider sustainability when using resources and carrying out tasks.	Means - take ownership for the delivery and quality for own work, e.g. self-motivated, disciplined in the approach to work tasks and work carried out in line with standards.	Means – team-focus to meet work goals and support inclusivity, e.g. supports others, shows respect to others and creates and maintains productive working relationships.	Means - Committed to continued professional development to maintain and enhance competence.
Looks like at TTE and Onsite • Completes 4 what's on every task. • Knows what a risk assessment is and can follow it. • Completes cleaning duties. • Can carry out a job freeze. • Understands the importance of safety audits • Can carry out a safety audit when needed. • Can deliver a toolbox talk • Attends safety meetings.	Looks like at TTE and Onsite • Understands why they are doing a job/task. • Knows the importance of working to deadlines. • Is trustworthy. • Is accountable for own actions. • Can seek clarification when needed. • Understands the impact on other departments when carrying out a task/job. • Understands what resources are required and how to obtain them. • Understands TTE and their employers policy on sustainability.	Looks like at TTE and Onsite • Complete work on site. • Seeks out extra work when finished what has been issued. • Can work to a timescale. • Doesn't get distracted. • Preservers through demanding situations. • Hands in BTEC/HNC assignments within the given deadline.	Looks like at TTE and Onsite • Encourages others to share their ideas. • Is a positive influence on others rather than a negative one. • Contributes ideas. • Can retain mutual respect for others. • Can recognise when there's conflict and how this could impact on the team. • Leads by example. • Is proactive in enhancing own and others performance. • Can give directions/instructions. • Is approachable.	Looks like at TTE and Onsite Can talk to people at different levels. Acts on advice given on how to improve performance. Evaluates own career plan regularly. Attends 12-week progress reviews. Asks questions to further improve. Contributes to team discussions.



MEET YOUR TRAINING TEAM

**Anne Cannon
TRAINING MANAGER**

TRAINING OFFICERS

Instruments

Ian Hughes & Frank Rogers

Electrical

Ed Weir & Tony Singleton

Process

Peter Cook & Matt Caley

Mechanical

Paul Miller, Iain Tyrer & Brian
Eccles

Fabrication & Welding

Danielle Watson

Level 2

Ed Weir Electrical
Tony Singleton Electrical

BTEC TUTORS

Barry Cartwright
Henry Smith
Joanne Chivers
David Strong
Frank Rogers
Dave Baker

ADMINISTRATION TEAM

Lead Tutor/IV

Joanne Chivers

BTEC Internal Quality Assurers

Ian McMillan

Apprenticeship Coordinator

Sarah Paddock

Review Mentor/E&D Officer

Claire Roberts



EXPECTATIONS

TTE has a duty to ensure that its rules, regulations and standards are made known to, and understood by, all apprentices and staff who are to be bound and governed by them.

We expect you to:

- Adhere to Health & Safety at all times.
- Follow TTE's procedures including dress code.
- Treat other apprentices and staff with respect.
- Be punctual.
- Hand all BTEC assignments in on time.
- Complete all record of achievement work within the given timescales.
- All work submitted should be neat, tidy and well presented.
- Inform your training officer or BTEC tutor if you require additional support with your work.
- Notify TTE of absences as per the absence procedure. (see p16)
- Request time off as per the time off request procedure. (see p16)

We will not accept:

- Inappropriate behaviour in and around TTE's buildings. Examples of this are insulting others, bullying, verbal abuse, or rudeness, using language that offends, fighting or violence, threatening or dangerous behaviour.
- The use of illegal drugs or alcohol in or near TTE buildings.
- Damage caused to TTE's property.
- Theft, attempted theft or unauthorised possession of any items belonging to TTE, staff or other trainees.
- Breaking the rules of an awarding body, for example copying someone else's work.
- Disruptive behaviour or horseplay in classrooms, workshops or outside areas.



EXPECTATIONS

Change of Personal Details

If you change any of your personal details at any time during your training you should forward these changes to Sarah Ball, the Apprenticeship Coordinator.

Dress Code

You are required to wear TTE polo shirts **at all times including BTEC days**. No hoodies or jackets are allowed, only TTE fleeces if/when purchased. No sportswear, sliders shorts, sandals, vests and strappy tops to be worn unless under overalls this includes BTEC days. No hats to be worn unless provided by TTE.

Under no circumstance should any clothing, jewelry, make up or adornments (such as artificial fingernails or eye lashes) prevent you from wearing PPE unless specifically exempt. Long hair must be tied back

Canteen

You will be allocated breaks mid-morning and afternoon. All food and drink are to be consumed in the canteen; you are **not** allowed to bring food or drink (with the exception of water) into the classrooms or work areas. It is your responsibility as in any training area to keep the canteen clean and tidy so please clean up after yourself, put rubbish in the bins provided and wash, dry and put away and dishes that you use. This also applies to the field & picnic area. Please note that morning and afternoon breaks are at the discretion of TTE and may be withdrawn should the canteen not be kept in good order.

Any apprentice found to be tampering with or damaging any of the vending machines will be charged for the cost of repairs.

Lockers

Whilst at TTE apprentices are provided with a personal locker and key, personal belongings **must not** be taken into classrooms or workshops. TTE accepts no responsibility for the loss of personal belongings from unsecured lockers. Any apprentice found to be defacing or damaging lockers will be charged for the cost of repairs or for replacement and may be subject to disciplinary action. Replacement keys cost £10

Chewing Gum

Chewing Gum is **not** allowed on TTE premises at any time.

Mobile Phones

The use of mobile phones in the workshops and classrooms is **prohibited**.

Smoking

Smoking including e cigarettes are only allowed in the designated smoking shelter.



EXPECTATIONS

Litter

Ensure all litter is disposed of in the waste bins provided, (sufficient bins are available, both inside and outside the buildings). It would also be appreciated, if you would pick up any other litter that you might see. If a waste bin appears full or is overflowing, locate another that will accommodate the litter.

Cars

Apprentices are not permitted in their cars during break times. Whilst on site, the revving of engines, tyre noise, loud music, and inconsiderate or excessive use of the warning horn are not permitted. All apprentices and employees must ensure that they have a current and valid car insurance certificate before bringing their cars onto site. Proof may be required on request. All owners of vehicles use the car parking facilities at their own risk and apprentices **must** park in the overspill car park and not in the bays at the front or the side of in the buildings adjacent to NHH. Apprentices are not allowed to move cars at the end of the day until they leave at 4.35pm.

All apprentices and employees are required to wear seat belts and drive with due care whilst on site or driving on Company business.

Break Rota

Apprentices are entitled to a ½ hour unpaid lunch break. You will also be given two twenty-minute breaks, one in the morning and one in the afternoon. Please be aware that morning and afternoon breaks are at the discretion of TTE. You are only allowed to leave TTE at lunchtime. Anyone leaving the premises at break may be subject to disciplinary action.

Football

This is only allowed during your unpaid lunchtime and only in the designated football area. All nets are to be brought inside at the end of every day. Safety boots must not be worn when playing football.

Cleaning Rota

A cleaning rota is also in place within the training scheme; each group will be required to honour the cleaning rota. Copies of the cleaning rota can be found on the apprentice notice boards and in the workshops.

Taxi Service

TTE provides via an outside contractor a Taxi service from both Ellesmere Port and Chester Train Stations to and from TTE. Pick up times are around 8.00am and 4.35pm. (depending on start and finish times)



HOURS OF TRAINING

Time keeping and attendance is a vital aspect of your training. Please ensure that you are punctual for all lessons and that you are fully prepared for the day ahead whether for Skills training or BTEC studies.

TTE utilises a computerised Time & Attendance administration system and all apprentices are issued with a magnetic swipe card/fob. Apprentices are required to swipe their fob through the terminal adjacent to the apprentice entrance door every time they arrive at, or leave, the premises. This includes breaks, lunchtime and any time between the end of the normal training day and the commencement of any evening classes. You will also need your fob to gain entry to training areas around the building.

An apprentice swiping another apprentice's card/fob through the Time & Attendance system with the intent to defraud the system is not allowed and will be dealt with accordingly.

Lost or damaged fobs can be replaced at a cost of £10 to the apprentice payable in cash to reception.

- **Attendance**

- Apprentices must be on site (i.e. "swiped-in") by **08:30 hrs**
- Apprentices must be in their designated workshops ready to start work (i.e. with full PPE and writing equipment) by **08:35 hrs**.

Any arrival after 8.30am will be recorded in the time & attendance system and the apprentice will be required to submit a reason for lateness form to determine the reason for the lateness. Any arrival in the workshops after 08:35 hrs will be reported by the Training Officer to the Training Manager.

The first 3 occasions of lateness will be regarded as verbal cautions and then support and guidance will be carried out by your mentor. Your employer will be informed of any subsequent occasions of lateness.

For BTEC, all apprentices are to be at the designated lecture room in time for the scheduled start. Any late arrival will be reported by the Tutors and marked on the register. Apprentices may only leave the workshop or lecture room areas with the permission of the Training Officer or Tutor.

- **Reporting Absences**

Apprentices should contact TTE on 0151 357 6100 before 9.00am, giving details of who they are, what group they are in and which training officer they are with at that time. Failure to do this will result in an unauthorised absence being added to your record. As you are employed you will also need to follow site procedure contacting your employer to make them aware of your absence.

- **Unauthorised Absence**

Any unauthorised absence will be recorded and dealt with, and your employer will be informed.

- **Authorised Absence**

These are absences where you have notified TTE in advance of your planned absence for example doctor, dentist or hospital appointments, 1st driving tests (theory or practical). You will need to ask your training officer for a 'Leave of Absence' form. Once this has been completed and signed by all required parties you must attach the proof of appointment and hand the form to Sarah Paddock, the Apprenticeship Co-ordinator.



TERM TIME/ACADEMIC YEAR

At the start of each academic year attendance dates/holiday dates are displayed on the noticeboards. These are the dates when TTE is closed to learners. To ensure the smooth running of your learning the holidays are pre planned. You will be allocated 2 floating days (for your use, to be taken in agreement with your Training Officer and Mentor).

No additional or extra holidays will be approved outside of these times unless booked prior to joining and proof is provided. No additional holidays booked after you start on the apprenticeship will be granted.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE is issued 'free of charge' to each apprentice. This will include:

- TTE polo shirts
- Overalls
- Safety Glasses
- Gloves
- Protective Boots

It is the apprentice's responsibility to ensure that they have the correct PPE at the beginning of each day and at any other time when PPE is required. TTE polo shirts **must** be worn at all times. Additional shirts and fleeces are available at apprentice costs. PPE should not be removed from site, except polo shirts for laundering.

Apprentices are also given the opportunity to purchase TTE fleeces available at an apprentice cost.

All PPE is to be kept in the lockers provided and is not for personal use. It is the apprentices responsibility for keeping boots and all other PPE in good condition. All replacement PPE should be requested on the relevant form; it should be signed by the training officer you are with and submitted to the facilities department where replacements will be issued. If replacement PPE is required due to damage caused deliberately or not looking after it correctly, you may be charged for the replacement costs.

PPE should be worn at all times in both the classrooms and workshops. **TTE Polo shirts must also be worn on BTEC days.** Safety boots must be worn at all times.

Laundry

Polo shirts are to be taken home to be washed, however overalls are sent out to be laundered. When your overalls need cleaning, please place them in the lockers in the rear stores marked 'DIRTY OVERALLS'. Clean overalls can be collected from the locker room which is located in the rig room (next to the outside rig) at the back of the building. Your name will be marked on one of the lockers and your overalls will have your name embroidered on them.



WHOLE PERSONAL DEVELOPMENT

This Training Programme is about **your** development and is linked to the behavioural evaluation outcome requirements of your Apprenticeship Standard. Clearly, your level of performance in the skills training areas and in the academic arena is crucially important. However, your 'whole person' development is also fundamental to the TTE Programme.

Key capabilities are part of 'whole person' development:

Thinking skills (including analytical, logical and forward thinking), whole picture appreciation, results orientation, enquiring, influencing others, team working, leadership by example / instruction, confidence (self-worth), accountability, concern for others, flexibility, drawing from experience, learning orientation (lifelong trainee), resilience / perseverance, attention to procedures, motivation, communication and initiative.

As part of your whole personal development journey, you will take part in two off-site residential events at Brathay Hall in Cumbria.

PHASE 1 – Learning about Myself

This event, forms part of the induction to TTE and is designed for you as a newly recruited apprentice to look at yourself and see what you bring into the organisation. Using the medium of working with others, you can see your strengths and weaknesses, from your own experiences and through the eyes of others. Experiences include growth mindset, teamwork, problem solving, working safely, being supportive, contributing ideas, personal/business values and behaviour, effective and appropriate communication and challenging personal fears.

PHASE 2 – Effective Team Working

This event occurs shortly before the end of Phase 2 and looks at what makes an Effective Team, and how you can be effective in the team. It also looks at growth mindset and how to move from a training environment to a workplace situation. It reflects strong work ethics and gives apprentices the opportunity to 'raise their game'. You will experience how your performance, values and behaviour impact on other team members. Experiences include teamwork, planning, decision making, effective and appropriate communication, setting targets and meeting deadlines, problem solving, leadership, impact poor behaviours on team morale, challenge others ideas in a professional way, attention to details, self-motivation and give constructive feedback.



LEARNER VOICE

Here at TTE we feel it is important for you to express your views and opinions in a free & open manner. To enable you to do this we have a variety of forums available for you:

- Student Committee
- Health & Safety Committee
- Senior Management Meeting
- Carousel Reviews
- 12-week reviews
- End of Carousel Course Evaluation Forms
- Annual self-assessment report
- Mentor Sessions

Student Committee & Health and Safety Committee

At TTE, each mentor group will be given the opportunity to select two people to sit on the student committee and the Health & Safety committee. Both committees meet on a monthly basis to discuss a number of topics; this is also an opportunity for apprentices to raise any issues or concerns. There are a number of key staff/managers who attend these meetings.

For the student committee, you will also have the opportunity to vote for a chairperson and a deputy chairperson. These people will have a number of tasks to undertake around planning the meetings and the setting of the meeting agenda. Following each meeting, minutes will be produced, and it is the responsibility of the committee reps/deputy reps to cascade the minutes and any actions arising back to their mentor groups.

These activities will also support your competency and behavioural logbook that is completed at the end of your apprenticeship.



MENTORING

Mentors

As part of TTE's apprentice support network, each group is assigned a mentor. The role of the mentor is to guide you through your years at TTE and to be there for you should you have any issues. However, if you do not feel able to speak to your mentor then there are other training officers available, as well as Claire Roberts, your E&D Officer/Review Mentor, Sarah Paddock Apprenticeship Coordinator, Anne Cannon - Training Manager/Safeguarding Officer or Kate Hitchen - Deputy Safeguarding Officer/Health and Safety Manager. We would encourage to raise any issues or concerns sooner rather than later.

Mentor Sessions

During the first week of a training carousel, you will meet with your mentors. During this time, you will explore topics including the following:

- Catch up on the last three weeks
- Timekeeping & attendance
- Toolbox Talk
- Equality & Diversity

3-week carousel reviews

At the end of each carousel, you will sit down with the training officer and discuss your performance for that period. You will also be given information, advice & guidance on how you can improve your performance.

12-week reviews

Every 12 weeks you will attend a formal meeting with Claire Roberts, your Review Mentor, and a representative from your employer organisation to discuss your performance for this period. Prior to your review you will be given a pre-review questionnaire which will give you the opportunity to reflect on the previous 12 weeks. At your review you will discuss the following:

- Timekeeping/attendance
- Progress against record of achievement
- BTEC progress
- Equality & Diversity
- Safeguarding & Wellbeing
- Health & Safety
- Behaviour Evaluation outcomes
- Any issues you may wish to discuss

At this meeting you will have an opportunity to feedback or comment on how you feel that you have progressed. A written review will be completed, and feedback will be given to you by both TTE and your employer. As an apprentice you will receive a copy of the form, if you are under 18 then the copy will be sent home to your parent/guardian.



TTE is strongly committed to practices that protect children, young people and vulnerable adults from abuse, neglect or significant harm.

Safeguarding encompasses learners' health, safety and wellbeing:

- Promotion of your health and development
- Ensuring your safety and care
- Protection from abuse and neglect
- Preventing bullying and harassment
- Preventing Radicalisation

We work with external agencies to ensure that we respond appropriately and effectively to any concerns raised by apprentices and staff.

TTE has a trained Safeguarding Lead – Anne Cannon and a Deputy Safeguarding Officer – Kate Hitchen who are accountable to the Chief Executive and Board. Incidents or concerns are reported at local level to Managers and escalated to the Safeguarding staff.

If you have any concerns, please contact us at TTE via the main reception or by phone on 0151 357 6100. Or alternatively contact:

Anne Cannon	0151 357 6122
Kate Hitchen	0151 357 6153
Claire Roberts	0151 357 6117
Sarah Paddock	0151 357 6180



EQUALITY AND DIVERSITY

In all aspects of employment and learning, TTE is committed to provide equal opportunities to all in its employ, irrespective of gender, race, ethnic origin, disability, age, nationality, national origin, sexuality, religion, marital status, social class or irrelevant or spent convictions. TTE opposes all forms of unlawful and unfair discrimination.

All apprentices and employees, irrespective of contractual conditions, will be treated fairly and equally. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude, ability and business need. All employees and apprentices will be assisted and encouraged to develop their full potential, and the talents and resources of the workforce will be utilized to maximize the efficiency of the organisation.

If you have any concerns regarding equality and diversity, please report these to:

E&D Officer – Claire Roberts.

BULLYING AND HARASSMENT

TTE is an equal opportunity training provider committed to the physical and emotional wellbeing of all trainees. All staff and apprentices have a responsibility to treat their colleagues with dignity and respect and should be aware that conduct which may amount to harassment is often not intended to cause offence but occurs because of a lack of awareness of other people's opinions, feelings or circumstances.

Harassment may be determined by the impact of the behaviour and not necessarily by its' intention. By definition, it is conduct which has the purpose or effect of affecting the dignity of individuals, or groups of people, and may be considered offensive to a reasonable person in the recipient's position. It may be related to age, sex, race, disability, religion or belief, nationality, colour, sexual orientation, pregnancy, maternity, marital or civil partnership status, transgender status, political or environmental belief, social class, or any personal characteristic of the individual.

Any allegations of harassment will be dealt with seriously and in a confidential manner. Apprentices should not fear victimisation or recrimination by the raising or supporting of any complaint.

If you have a grievance about your training and you would like it to be dealt with informally, it is suggested that you first raise it verbally with your immediate training officer/mentor. Both training officer and apprentice may find it helpful to keep a note of such an informal meeting. If you feel unable to speak to your training officer/mentor (for example because they are the subject of a grievance) then you should raise your concerns with Training Manager Anne Cannon.

GRIEVANCE PROCEDURE

This enables learners to raise their grievances with management about their learning either by themselves or with a representative. It is an open and fair way for learners to make their problems known and enables a quick resolution.

A grievance can be raised informally (verbally) direct with your mentor or training officer or formally (in writing) to the training manager.

There are three stages to a grievance process, these are

- Investigation by TTE
- Grievance Hearing
- Appeals

Once a grievance has been received, TTE will start the investigation, the length of is determined by the type of grievance. It will involve interviewing you, other parties involved and record being kept. You must cooperate fully with the investigation.

On some occasions TTE may initiate an investigation before holding the grievance meeting.

A grievance hearing will be held where you will have the opportunity to state your case. On occasions TTE may have to carry out further investigation or hold further grievance meetings. The outcome of the meeting will be made clear to you in writing once the investigation has been completed. It will show whether the grievance has been upheld, upheld in part or not upheld at all.

If you are not happy with the outcome you have the right to appeal the decision, you should appeal in writing within 5 working days of being notified of the outcome. Your letter should state the grounds on which you are appealing.

The grievance process should not be used following disciplinary action.

Records will be kept detailing the grievance raised, the response, any action taken, and the reasons for it.



TTE GUIDE TO SOCIAL NETWORKING AND ONLINE SAFETY

Social networking is a global revolution, enabling around a billion people worldwide to stay in touch with their friends, share experiences and photographs and exchange personal content. In many ways it has replaced the telephone and email. For many users, it has become a way of life.

Get started

- ***Never disclose private information when social networking***
- ***Be wary about who you invite or accept invitations from***
- ***Be careful about clicking on links in an email or social networking post***

Various social networking sites are also valuable tools used by many companies and individuals to extend their contacts and deliver marketing messages. The nature of social networking – having such a massive base of users who are unknown to you means that using it carries a greater degree of risk including becoming a target for cyber-criminals.

The Risks

- Disclosure of private information by either yourself or friends/contacts.
- Bullying.
- Cyber-stalking.
- Access to age-inappropriate content.
- Online grooming and child abuse.
- Prosecution or recrimination from posting offensive or inappropriate comments.
- Phishing emails allegedly from social networking sites but actually encouraging you to visit fraudulent or inappropriate websites.
- Friends', other people's and companies' post encouraging you to link to fraudulent or inappropriate websites.
- People hacking into or hijacking your account or page.
- Viruses or spyware contained within message attachments or photographs.

Safe Social Networking

You can avoid these risks and enjoy using social networking sites by following a few sensible guidelines:

- Do not let peer pressure or what other people are doing on these sites convince you to do something you are not comfortable with.

- Be wary of publishing any identifying information about yourself – either in your profile or in your posts – such as phone numbers, pictures of your home, workplace or school, your address or birthday.
- Pick a username that does not include any personal information. For example, “joe_glasgow” or “jane_liverpool” would be a bad choice.
- Set up a separate email account to register and receive mail from the site. That way if you want to close down your account/page, you simply stop using that mail account. Setting up a new email account is very simple and quick to do using such providers as Hotmail, Yahoo! Mail or Gmail.
- Use strong passwords.
- Keep your profile closed and allow only your friends to view your profile.
- What goes online stays online. Do not say anything or publish pictures that might later cause you or someone else embarrassment.
- Never post comments that are abusive or may cause offence to either individuals or groups of society.
- Be aware of what friends post about you or reply to your posts, particularly about your personal details and activities.
- Remember that many companies routinely view current or prospective employees’ social networking pages, so be careful about what you say, what pictures you post and your profile.
- Learn how to use the site properly. Use the privacy feature to restrict strangers’ access to your profile. Be guarded about who you let join your network.
- Be on your guard against phishing scams, including fake friend requests and posts from individuals or companies inviting you to visit other pages or sites.
- If you do get caught up in a scam, make sure you remove any corresponding likes and app permissions from your account.
- Ensure you have effective and updated antivirus/antispyware software and firewall running before you go online.

For more information

For more advice on using social networking sites safely, visit www.getsafeonline.org. Or visit the social networking sites’ own online safety pages for example:

Facebook
 Twitter (X)
 TikTok
 Whatsapp
 Tumblr
 YouTube
 Instagram
 Snapchat
 LinkedIn
 Reddit
 Flickr

AI and Assessments

A quick guide for students



What is AI?

- AI stands for artificial intelligence and using it is like having a computer that thinks
- AI tools like ChatGPT or Snapchat My AI can write text, make art and create music by learning from data from the internet, but watch out – they can also make things up and be biased



How can AI be misused in assessments?

AI misuse is when you take something made using AI and say it's your own work.

THIS IS CHEATING!



How do I make sure I don't misuse AI?



1 Know the rules

- You're **not allowed** to use AI tools when you're in an exam
- Your teachers will tell you if you're allowed to use AI tools when doing your coursework – the rules will depend on your qualification
- Even if you're allowed to use AI tools, you can't get marks for content just produced by AI – your marks come from showing your own understanding and producing your own work

2 Reference reference reference!

- If you're allowed to use AI tools, you must reference them clearly
- Name the AI tool you used
- Add the date you generated the content
- Explain how you used it
- Save a screenshot of the questions you asked and the answers you got

3 Declare it's all your own work

– When you hand in your assessment, you have to sign a declaration. Anything without a reference must be all your own work. If you've used an AI tool, don't sign the declaration until you're sure you've added all the references

REMEMBER

Misusing AI is cheating!

Know the rules

Talk to your teachers

Reference clearly

What happens if I misuse AI?

If you've misused AI, you could lose your marks for the assessment – you could even be disqualified from the subject.

DON'T RISK IT!



Home



Welcome to TTE's LISA

"Using technology to support learning"

What is "LISA"? Learning – Information – Support – Access



Welcome to your TTE LISA Support Site



Site News & Events

2EW win the Safety League 2017

Please Complete the Ofsted Survey

Driving Safely Campaign

VEGATRUCK to Visit TTE Training

UniDays

British Values

Runners Needed!

Christmas Jumper Day @ TTE

TTE has developed Learner Management System (LMS) which can be accessed from both TTE and home. Learner Information Support Access (LISA)– is a system for delivering learning materials to students via the web..

To access your course materials please select your phase/section from the menu bar , at this point you will be required to enter your username and password (this may differ to your network login name/password if unsure please speak ask a member of staff).

The site is broken down into sections each with its own set of unique resources.

As well as course materials you will have access to H&S information and support on a range of topics, information on extension projects you can be involved with and news and events involving students past and present.

The LISA is updated regularly so log onto <http://www.tte-lisa.ac.uk> to begin your learning journey.

You will also be given access to our new google apps for education platform. This is an email service to support the educational and administrative activities related to TTE. You will be issued with your own TTE email address to access Training Ltd, and to serve as a means of official communication by and between users and TTE.



REVISION TECHNIQUES

Top Tips

- Have the right attitude – expect the best of yourself
- Planning is crucial – write down all the topics/subjects you want to revise
- Find a good place to work – it must be quiet and uncluttered
- Use revision guides – find a technique that suits YOU
- Take time out – take 15 minutes every 60 minutes
- Test yourself – use your group to test your knowledge
- Ask for help – if you get stuck, TALK TO SOMEONE
- Make use of TTE's Learner Information Support Access

Revision Methods

There are a variety of methods you can use to help you revise; here are a few:

- Revision Sample Cards
- Flow Chart
- Spider Diagram
- Mind Map

Making Notes

- Notes are meant to be short memory joggers; there is no point in simply re writing your class material.
- Keep your notes as brief as possible. One idea is to reduce all your notes into key words (a whole topic/subject should fit onto 1 side of A4 paper).
- The brain remembers things best by seeing them or storing them in different ways. For example, if you read about a pump & how it works, draw a diagram and then discuss with others. You are more likely to remember what you revise if you are able to articulate what you have learned.
- Use highlighting pens to colour code your notes.
- Use mind maps, flowcharts, spider diagrams and other visual tools to make your notes more distinctive.



USEFUL NUMBERS

Student Wellbeing **CAMHS**

CAMHS are regularly update their website with a range of resources aimed at supporting a wide variety of issues. The new 24/7 mental health helpline is for people of all ages and can be accessed by dialing 0300 303 3297. Access here: <https://www.mymind.org.uk/>

Mood Juice

This site is designed to offer information and advice to those experiencing troublesome thoughts, feelings and actions. Access here : <https://www.moodjuice.scot.nhs.uk/About.asp>

Moodpath

Works like an emotional tracker. Your Mental Health Companion – if you're struggling with depression or anxiety, moodpath is the leading mental health app to guide you toward emotional well-being. Access here: <https://mymoodpath.com/en/>

Headspace

A fantastic app that many staff use when necessary:

Be kind to your mind – During this crisis, our mental health is suffering. Headspace is here to give you the tools and resources to look after your mind. Access here; <http://www.headspace.com/>

The Hub of Hope

An app which will signpost you to services in your local area after adding your postcode.

Access here: <https://hubofhope.co.uk/>

Local Offer Wirral in conglution with Zillo – look at 'The Hub' section for useful information on a variety of topics	Localofferwirral.org www.zillowirral.co.uk
Contraception, Sexual Health & Family Planning Clinic	Stanney Lane, Ellesmere Port, Cheshire, CH65 9AE Tel: 0151 488 8469
MIND for better mental heath	Mind Info Line: 0300 123 3393 info@mind.org.uk mind.org.uk
Turing Point – range of Health and Wellbeing Services www.turning-point.co.uk	Unity House York Road Ellesmere Port CH65 0DB Tel: 0151 3540 6500
Citizens Advice Bureau	1-3, Whitby Road Ellesmere Port CH65 8AA Tel: 0344 576 6111
Samaritans www.samaritans.org	Tel: 116 123 Email: jo@samaritans.org Chester – 36 Upper Northgate Street, Chester, CH1 4EF. Tel: 01244 377999 Liverpool – 25 Clarence Street, Liverpool, L3 5TN Tel: 0330 094 5717 Warrington – 46 Arpley Street, Warrington, WA1 1LX Tel: 01925 235000

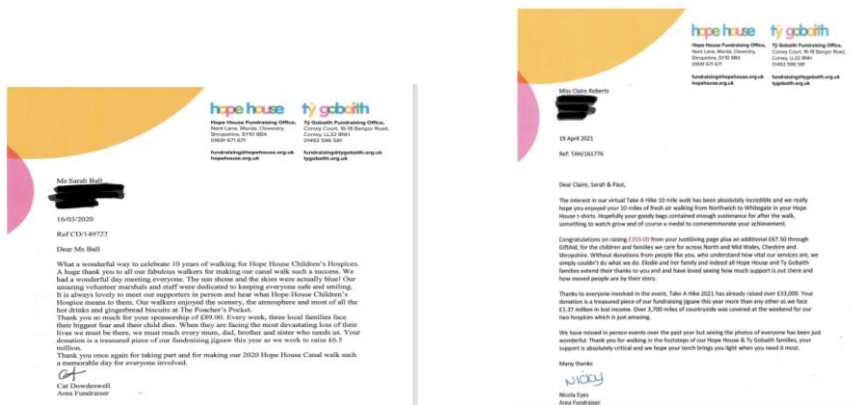


Notes



TTE Fundraising

Sarah Ball and Claire Roberts walked 10 miles raising money for Hope House Hospice in 2020 and 2021 and Nightingale House Hospice in 2023 and 2024, 7.5 miles for Hospice of the Good Shepherd in 2023 and 2025. Total amount raised is over £2000 since 2018



Claire & Sarah's page

Chester Sparkle 5K Sponsored Night Walk

£253 of £200

Raising money for Hospice of the Good Shepherd

Claire & Sarah's fundraiser for Nightingale House Hospice

Midnight Walk 2024

£320 of £250

Raising money for Nightingale House Hospice



£285
raised of £250 target by
21 supporters

Give Now

Share

HOSPICE
OF THE GOOD SHEPHERD

7 Locks 7 Miles 2025

Campaign by Hospice of the Good Shepherd
(RCN 515516)

In April 2022 as part of the Trees for Climate Initiative TTE planted 110 trees covering 0.1ha

Trees for Climate

Woodland Creation Fund with
England's Community Forests



A five year woodland creation programme across England's
Community Forest areas that can provide:

- ▶ Grant funding to cover the costs of woodland creation
- ▶ Woodland creation, design, planning and planting advice from a professional woodland team
- ▶ Support for fences, gates, pathways, benches and more
- ▶ A funded ongoing maintenance plan to ensure success

Horizons House, Ellesmere Port

Grid Ref: SJ 419 755



Woodland Creation Design Map



Woodland Creation Proposal

An area covering 0.1ha is proposed to be planted with a mix of native broad leaf species. It is suggested to create a biodiverse woodland that fits in with the surrounding countryside and provides habitat and food for local wildlife.

Due to the nature of the site, small tree species will be chosen such as; Birch, Field Maple, Rowan and whitebeam.

A shrub layer is an important element of a woodland and 40% of the trees planted will be woody shrubs such as; Hazel, Dogwood, Grey Willow and Hawthorn. Shrubs will also form the boundary of the woodland to help with the 'edge effect', creating a gradient from short to tall plants and trees.

A total of 110 trees and woody shrubs will be needed.

Spacing between trees is will be 3m. Tree establishment during the first 3-5 years after planting is critical to ensure the young trees rise above the herbaceous layer of plants. This can be achieved by controlling grasses and 'weeds' that might outcompete the trees through mulching or manual removal of vegetation. The trees may also need protection from grazing animals such as voles, rabbits, hares and deer using a tree guard and stake.

Winners of the Safety League 2022 1DB donated £300 to the Dogs Trust



Date: 29/10/2022
Ref: 2269350-2
Supporter Number: 7852469

Kate Hitchen
T T E Training Ltd
New Horizons House
ELLESMERE PORT
CH65 4LT

Dear Kate Hitchen,

Amount Received: £300.00
Payment Type: Cheque

Description: Kind Donation

We at Dogs Trust acknowledge receipt of the above amount and would like to thank you for your support.

Yours Sincerely,


from the Rehoming Centre team



Dogs Trust
Whiston Lane
L36 6HP
Tel: 0151 480 0660

February 2020 Donation to Cancer Research



CANCER RESEARCH UK
Cancer Research UK
PO Box 1561
Oxford OX4 9GZ
United Kingdom
www.cruk.org

TTE Training Ltd
New Horizons House
New Bridge Road
ELLESMERE PORT
Merseyside
CH65 4LT

Our ref: 467122215/PTY 26th February 2020

Dear Jamie,

Thank you very much for your kind donation of £195.89 that you recently sent to us. We're so grateful for your fantastic support. It's through donations like this that we're able to continue our vital life-saving research. We promise to make it count.

Cancer Research UK is fighting for a world where no one's life is cut short by cancer. There is real hope too; each year our scientists get closer to finding a cure and in the last 40 years we've helped double survival rates.

Thousands of people are alive in Britain today thanks to progress made in cancer research. Cancer Research UK helped prove the value of cervical screening, which now prevents thousands of deaths every year. However, our funds are raised almost entirely through public donations so we rely overwhelmingly on the support of people like you.

If you have chosen to hear from us, we'll keep you updated about the progress we are making and the ways you can support our work in the future. If you would prefer not to hear from us, and haven't told us this already, you can contact us on 0300 123 1022 or at supporter.services@cancer.org.uk to let us know. If there is anything else we can do for you please call us on the number above or you can visit us at www.cruk.org.

Together we will beat cancer.

Yours sincerely,


Trudy Stammer
Head of Volunteer Fundraising



Winners of the Safety League have also donated £300 to various charities including The Hospice of the Good Shepherd (Chester) and Oscar Phillips Foundation

December 2019 staff and apprentices collected 64.6Kg of food for the local West Cheshire Food Bank



Enrichment Activities

Projects undertaken in addition to the training program



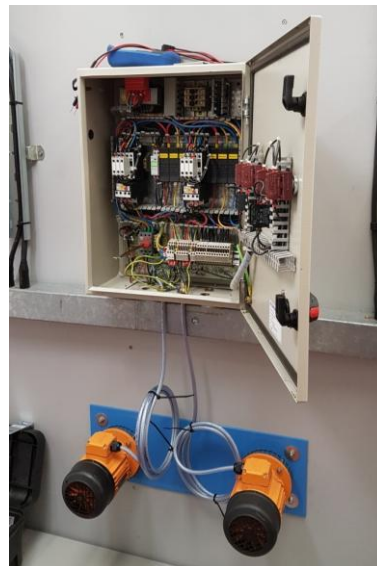
2023 Apprentices manufactured a Process rig for the Process Department



2022 Apprentices designed and manufactured instrumentation boards for the Instrument Department



Apprentices manufactured an access platform for the Process Department



Apprentices assisting in creating a workshop to deliver commercial training



NEW HORIZON HOUSE
NEW BRIDGE ROAD
ELLESMERE PORT
CHESHIRE
CH65 4LT

Phone: 0151 357 6100
Fax: 0151 357 6111
www.tteltld.co.uk



Find us on
Facebook