

Contents.



Your learning handbook.

This document provides all of the vital information you will need on your programme and your studies including:

- How you will learn on your apprenticeship
- The time commitment from you and how you measure this
- The resources you can access
- How you receive feedback
- Policies and procedures which apply to your programme



In addition to this document, you can use your Individual Learning Plan for details specific to your programme, giving you all the tools you need to ensure your success.

How will you learn?

As part of an apprenticeship programme you will learn, build and develop Knowledge, Skills and Behaviours relevant to your job role.

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The knowledge part of the apprenticeship is the learning content mapped to the qualification you are studying. The skills and behaviours are developed alongside your qualification and you will need to demonstrate how you are applying these at work.

Your learning will be evidenced with the successful completion of formal assessments, which may include exams, assignments and projects. You will also develop a learning portfolio to demonstrate your knowledge and experience to submit as evidence.

The next step is to demonstrate the application of your expert knowledge within the workplace. Tried and tested success for BPP's learners comes from 'learning by doing'. We will teach you something by first explaining, next demonstrating how you will use this in practice, and then letting you try it for yourself. By applying your knowledge to your role you are more likely to have a deeper understanding, but also to remember what you have learned. We have taught thousands of professionals with this tried and tested approach and are confident we can help you to achieve success.

We will deliver your learning using a combination of methods, which may include face-to-face contact, live and on-demand online sessions, interactive resources and traditional printed materials. The resources you will access will be outlined in your Individual Learning Plan.

Application of learning

You will evidence competency and the development of skills and behaviours, relevant to your apprenticeship and your role, by completing activities assigned by your tutor or Performance Coach. This will be completed with the support of your Performance Coach and saved in an online portal.

End Point Assessment (EPA)

Once you have completed all of the activities set out in your Apprenticeship Learning Plan (ALP), you will be considered for the Gateway Stage, this is where all three parties (employer, BPP and yourself) confirm that you have attained the required Knowledge, Skills and Behaviours to satisfy the gateway requirements as set out in the assessment plan which leads to the final End Point Assessment (EPA).

A conversation between you, your line manager and your Performance Coach will ensure that you have met the criteria and are readu to complete your apprenticeship programme. You will be supported by your Performance Coach in the preparation of the work required for EPA. The EPA is conducted by an external assessment organisation. The successful learner will achieve a pass, merit or distinction (dependent on grades available in the Apprenticeship Standard). Any learner that does not pass on the first attempt will be supported to resit.

Commitment from you.

Being committed to your programme is crucial to the success of your journey. We will work with you and your line manager to set goals that are aligned to the job role and programme you are undertaking.

We expect you to have a willingness to learn, participate, and be punctual and prepared for each session whether faceto-face or online.

You must be able to take ownership and accountability for your own goals and be receptive to constructive feedback.

Above all we want you to succeed. A crucial factor in your success is developing positive relationships with your tutors, Performance Coaches and peers. If you feel overwhelmed, you have a network of support in your line manager, tutor and Performance Coach. Their role is to support and guide you through your programme. You are not alone.



Learning resources.

The Hub

Our online learning environment, The Hub is your main source of resources and information for your programme; it can be accessed at bpp.com/account. Here you will find a wealth of learning materials, available on demand at a time to suit you. We pride ourselves on providing you with market-leading content at every stage of your studies, and The Hub is the first place you can go to access this.

All of your technical course content, information about your programme, access to assessments and access to support services can be found here. Throughout your programme you will have clear guidance from your Performance Coach and Apprenticeship Learning Plan, regarding where you should be up to, and what your area of focus should be, at any given point.

The Hub will be home to a range of interactive resources including quizzes, videos, e-books and PDFs. You will also be able to chat and network with employees from other companies studying on the same programme, which gives you the chance to broaden your understanding across a number of industries.

Teaching

What happens in a BPP classroom? The BPP style of teaching is very innovative. Your lessons might be delivered online, through a live or on-demand recorded session, or face-to-face in a more traditional classroom. Whatever form your teaching takes, you can be sure that it has been designed in the most appropriate way for your specific apprenticeship, and will be delivered by our expert tutors.

How do we support you?

Your Performance Coach

You will have access to a dedicated and supportive Performance Coach who is on hand to guide you through each stage of your learning journey, providing you with clear aims, objectives and support as you grow your Knowledge, Skills and Behaviours.

You will have regular meetings and conference calls to ensure you are making the progress you expect, and support you if you need more help with completing tasks and meeting deadlines. Your Performance Coach will also stay in touch with your line manager, providing both of you the opportunity to discuss any issues or concerns you have.

Our experts

You will have a main point of contact for technical programme content; this may be a Performance Coach, tutor, lecturer or module leader. Someone who will have relevant practical experience in their field of expertise, they will support you in covering the technical knowledge you need to progress in your qualification and ensure you are prepared for any assessments.

All our subject experts have a wealth of experience in the field and undertake continuous professional development and training to ensure they stay current. This ensures the knowledge they impart is upto-the-moment and related to real-life examples. They are passionate about their subject, and want to share that passion to help you succeed.

Your line manager

Your line manager is expected to support you throughout this programme, firstly by ensuring you are able to balance your day job with your 20% off-the-job training commitment, and then throughout the programme by ensuring you have everything you need to achieve success. Your line manager is encouraged to attend your reviews to provide input on your progress, how you have been able to apply what you learn and to support your next steps.

Course feedback.

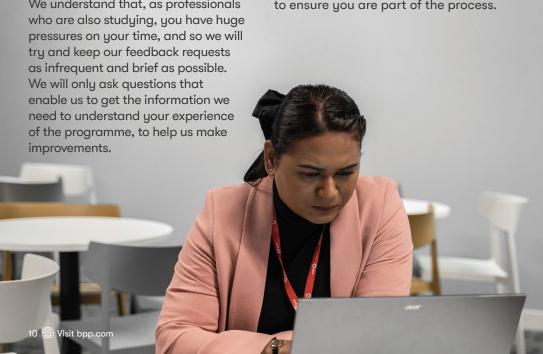
At BPP we are determined to ensure that your programme is the best that it can be, that everyone enjoys their time with us and that each learner can clearly see the impact our teaching has on their personal and professional development.

The best way to ensure that we always meet this goal is to get your views, so we will seek your feedback at regular intervals.

We will look to get your feedback in different ways and at different points in your learning journey. We may seek your feedback through short surveys in the classroom or online.

We understand that, as professionals

We urge you to participate in all feedback opportunities. They are a vital way in which we stay in touch with the views of you and your peers, and we will use them to test the effectiveness of our programmes. We will then make improvements to our programmes, processes and systems, based on your feedback, and keep you informed via The Hub to ensure you are part of the process.



Engagement.

There are a number of opportunities for you to engage with BPP and other learners during your time with BPP.

BPP Community

Join our online community for exclusive mentoring and networking opportunities, and to make social connections with your fellow learners.

- Connect and interact with BPP students, learners, alumni and staff
- (Join groups to interact with others depending on their interests
- Attend professional development webinars to upskill
- Have fun and join in with quizzes and competitions
- Join in with activities to stay fit and healthu

We have put on weekly activities which all learners can join. These include:

- Great BPP Quiz
- Fitness Class
- Yoga and Virtual Zumba
- · Mindfulness Meditation

You can also access BPP's new set of Career Skills which are crucial for you as an apprentice to develop to help you progress within professional work. They have been developed in collaboration with our programme leads to enhance your studies and develop key skills.

Your welfare and wellbeing is important to BPP and we are keen to support you in any way that we can, please join us on community.bpp.com

Apprenticeship awards

The BPP Professional Apprenticeship Awards are an annual event where we celebrate the success of your achievements. The categories include Apprentice of the Year: Resilience Award, Inclusion and Diversity Champion; and Employer of the Year. Nominations are open each year in line with National Apprenticeship Week for nominations, through our newsletter and BPP Community.

Apprentice Champion Group

We have a network of apprentice champions across a range of apprenticeships and locations. They meet regularly to discuss all things apprenticeships, events and initiatives – they also produce content for the BPP Students' Association Magazine.

If you are interested in finding out more, please contact us at apprenticenetwork@bpp.com

Benefits.

Free legal advice

Free legal advice is available to our apprentices and their families. For many years, BPP Law School has been running award-winning pro bono legal clinics that offer free legal advice. As an apprentice with BPP, you and your immediate family members can contact our Pro Bono team to arrange an appointment to discuss legal concerns such as family/matrimonial legal matters, some contract queries and tenancy/ landlord contract disputes. You will be interviewed by law students, who are all supervised by qualified lawyers, and will receive a detailed letter of advice on your issue. The Pro Bono Centre is not able to offer assistance on employment law matters to apprentice learners.

Apprentice Oyster card

If you live in a qualifying London borough, you may be eligible for an Apprentice Oyster card. Please refer to the Transport for London website tfl.gov.uk/fares/free-and-discounted-travel/apprentice-oyster-photocard for further details.

If you are applying for an Oyster card, please allow six weeks from your apprenticeship start date to apply for this discount.

NUS Apprentice Extra card

The NUS Apprentice Extra discount card has been developed by the National Union of Students and offers apprentices many of the same discounts and benefits as other students. NUS Apprentice Extra provides discounts on a variety of essentials from more than 150 high street and online retail partners. Discounts are available on travel, sport, books and media, technology, mobile and broadband, as well as fashion, beauty and going out. Please refer to apprenticeextra.co.uk for further details.

Council Tax reduction

As an apprentice, you may be eligible to a reduction in Council Tax for an owned or rented property, provided that you are employed for the purpose of learning a trade or profession and are:

- a. Undertaking a training programme that leads to a qualification accredited by a body recognised by the Office of Qualifications and Examinations Regulation (Ofqual) or the Scottish Vocational Education Council (SVEC), and
- b. Employed at a salary receiving an allowance totalling not more than £195.00 per week

You will need to contact your local council and complete a form which your employer will also have to complete regarding salary.

Further information can be found at: gov.uk/council-tax/who-has-to-pay

BPP is not able to issue you with a Council Tax letter.



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Development and

study time.

To be eligible for government funding, apprentices must spend at least 20% of their normal working hours (capped at 30 hours per week for funding purposes only) on off-the-job training, over the planned duration of the practical period of the apprenticeship.

Your employer has agreed to give you this time and has entered into an agreement with the Education and Skills Funding Agency (ESFA – the government organisation responsible for apprenticeships) and BPP that they will give you the time outlined in your Apprenticeship Learning Plan.

The training time may be spent on a wide variety of activities, including:

- Face-to-face or online sessions with BPP
- · Coaching sessions
- Directed self-study (e.g. directed reading from a book or self-study online activities)

- · Revision for examinations
- Writing assessment tasks (e.g. for skills and behaviours)

We understand that everyone learns at different speeds and some learners may undertake the activities more quickly than others. Where you have unused hours you can undertake self-directed study, in negotiation with your employer and BPP.

Self-directed study gives you and your employer an opportunity to tailor your studies and to allow you to further develop in areas that are critical to your development and the business needs.

Self-directed study may include:

- · Attending conferences
- · Shadowing colleagues
- Undertaking additional reading on topics relevant to the apprenticeship

The 20% training time does not have to be taken as one day per week, although some organisations may choose to do it in this way. It can be taken as blocks or in any other way that supports you and your employer to enable you to achieve your learning goals and meet business needs. If you are struggling, you should refer to the section on managing peaks and troughs. If you are concerned that you are not being given the time to undertake your studies, please contact your Performance Coach for support.

What counts towards your time allocation?

Your apprenticeship training can incorporate a range of activities, including:

- Working on your knowledge, which will result in a degree or professional qualification depending upon your programme of study. This could involve attending face-to-face or online lectures, completing assessments or sessions with a BPP tutor
- Evidencing the application of your knowledge within your working day
- · Independent study and research
- Shadowing colleagues and being mentored
- Technical training in the workplace
- Learning new tasks and skills in the workplace that are relevant to your Standard

Depending on your role, you could split your 20% time commitment across the course of the week (within working hours), rather than complete everything in one day. This will be agreed through discussion with your line manager.

There may be periods of time where there is an expectation to dedicate more than one day each week towards your programme, for example, during an exam period, if this is applicable to your programme. These expectations will be clearly highlighted in your Apprenticeship Learning Plan, and your Performance Coach will be able to support you to ensure you are meeting your required hours at any given time.

How is your time commitment measured?

For each of the modules within your programme we have allocated a set number of hours. You will discuss the use of these hours with your Performance Coach during your formal progress review meetings. You will be provided with a template to log your 20% off-the-job training hours.

Managing peaks and troughs

BPP understands that you are working as well as studying, and every job has its peaks and troughs. Your Performance Coach will work with you and your employer to manage any difficulties, so that you can continue on the programme and achieve your learning goals.

Managing peaks and troughs requires everyone to work together. If we identify a peak period where you may not be able to undertake study because of the pressures of work, your Performance Coach will work with you and your employer to identify when and how you can undertake your guided learning hours outside of that peak. This will likely involve additional days before or after the peak, if the peak is identified late. But if it is identified early it may involve small calibrations of a few extra hours per week, throughout the year.

Student welfare and

support at BPP.

At BPP, we understand you might need some extra support during your studies. That's why we offer dedicated welfare and student support services.

Our collaborative approach includes learning support, mental health and wellbeing support, and safeguarding. We work closely with other BPP services to ensure a joined-up approach, so that you can thrive both personally and academically.

Learning support

How we can help you

If you are a student with neurodiversity, learning difficulty, disability, health and/or mental health issues, you are covered by the Equality Act 2010. We work with all BPP teams to make reasonable adjustments so you can access all services and participate fully in learning. We want you to be the best you can be.

Contact learningsupport@bpp.com for more information and to make an appointment.

The five steps to learning support

- 1. Contact the Learning Support team
- 2. Complete a form telling us about your support needs
- 3. Discuss your support and send us evidence, we can advise if you are not sure what evidence to provide
- 4. We produce a Learning Support Agreement outlining your support, which is yours to keep and share as you need
- We recommend and implement support for exams and assessments in partnership with the school



Mental health and wellbeing

What support do we offer?

The Mental Health and Wellbeing team at BPP is here to support you throughout your studies. We provide an inclusive, accessible and friendly service to help you succeed in both your studies and personal life. This includes support for mental health and wellbeing, offering advice, resources, and promoting awareness through various initiatives, including the BPP Counselling Service. In addition to this, many staff members at BPP are qualified Mental Health First Aiders, providing an extra layer of support. Our goal is to create a supportive community where everyone feels valued and understood.

Safeguarding

For as long as you are studying with us, we have a duty of care to look after you.

How might we support you?

In real terms, that means if you are in a situation where you feel unsafe, are worried about your welfare, or feel like you are at risk of harm, please contact us and we will listen without judgement and signpost you to support.

Our Performance Coaches are trained to recognise when you may not be feeling yourself and are in need of support. They may contact the BPP Safeguarding team and ask them to reach out to you to check in and see if you need any support.

We work very closely with the learners that come to us and will respond with useful compassion. We will listen, without judgement, and establish support as necessary.

This may mean linking you in with other BPP services or external charities or organisations, and ensuring that you are safe during your studies with us.

You can contact us by emailing safeguarding@bpp.com, or by phoning 07464 542 636 (Monday-Friday, 9.00am-5.30pm).

Please note: if you are in need of the emergency services you must call 999.

Disclosure and confidentiality

All information disclosed to BPP or discussed with a member of the Learning Support team will be dealt with in the strictest confidence. It will only be shared with staff at BPP and, where specialist support is provided, with our specialist support staff at Barry Bennett Ltd, on a 'need to know' basis. You will be invited to complete a Disclosure Form so you can restrict who the information is shared with.

We will not share your information with your employers without your consent.

We can also offer information and advice about how to disclose a disability, a learning difficulty or other health issue.

Wellbeing and mental health

Your wellbeing is important and we appreciate that you may just want to discuss your feelings. If you are experiencing low moods, depression, anxiety or have an existing mental health condition, or just want someone to talk things through, do not hesitate to contact the Learning Support team. We can offer our experience, and support you through the challenges which study and employment naturally present.

Learner advice

BPP has an online Learner Advice team who can help with arranging accommodation, financial issues, health services, travel and transport, and general welfare issues. The Learner Advice team is contactable on advice@bpp.com

Counselling services

Taking the first step in deciding to talk to someone about your concerns can feel awkward and anxious at first – but making that decision is the beginning of your journey towards a more positive chapter in your life. Please contact Learning Support by emailing learningsupport@bpp.com and ask for the details of the service.

Care leavers

At BPP we understand that leaving the support and care you are familiar with can be a daunting experience. Coupled with taking the big step into starting a new job or course, this has already required you to be resilient and demonstrated your strength of character.

Our Learning Support team is there to assist you with the transition and support during your studies. Please contact us and we will ensure that you are met with a friendly face, a point of contact and the support and guidance you require.

Functional skills

English and maths

At BPP, we are committed to equipping you with the Knowledge, Skills, and Behaviours needed to succeed in your chosen profession while ensuring you develop strong English and maths skills.

We aim to help you go beyond the minimum requirements. Throughout your programme, you'll have opportunities to enhance and refine your English and maths abilities. This may include feedback on written work to improve grammar and punctuation or integrating problem-solving exercises into professional subjects.

Functional Skills requirements

Apprenticeships have mandated English and maths requirements at Level 1 or 2 depending on the apprenticeship level. If you do not already hold a GCSE (grade C/4 or equivalent) in English and/or maths, you will be enrolled in a Functional Skills English and/or maths course.

Our dedicated Functional Skills team will guide you through a tailored programme of study. From the start, you'll receive a personalised learning plan designed to meet your individual needs and build on your prior knowledge.

Our programme combines a range of resources and support to ensure your success, including:

- BKSB: Interactive self-study resources to build core skills
- The Hub: Access to additional learning materials and practice tools
- Online Webinars: Live, tutor-led sessions targeting key areas
- Focus Weeks: Intensive sessions designed to guide revision and identify areas of focus
- One-to-One Coaching:
 Personalised support to address specific challenges and prepare for examinations

Once you're ready, you will sit formal examinations. Passing these examinations is mandatory before progressing through Gateway.

You are entitled to additional study time beyond the standard 20% off-the-job training in your normal working hours to focus on Functional Skills English and maths. Your employer is aware of this requirement. If you are not receiving the necessary study time, please contact your Performance Coach for support.

If challenges in English or maths are creating barriers to your progress, our dedicated Functional Skills team is here to help. We offer a wide range of resources, sessions, and personalised support, all delivered confidentially.

For more information or assistance, please reach out to us at functionalskills@bpp.com. Your success is our top priority, and we are here to support you every step of the way.

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^{*}Educational Psychologist's Reports - We have a network of Educational Psychologists who can provide a formal diagnosis for dyslexia and other specific learning difficulties if you think you may be dyslexic or you have an existing report that is out of date. Please contact the team for details. Doctor's and Other Medical Notes - Doctor's notes and medical letters from consultants can be provided as evidence for a wide range of health and medical conditions. These should be recent, dated and clearly outline the condition and its effects.

Policies and procedures.

Absence from your workplace

An essential part of your apprenticeship is that you continue to develop and learn in your workplace and that some aspect of learning takes place every month you are in your apprenticeship.

With this in mind, BPP must be notified if you are not going to be at work for one month or more for any reason.

If this is the case, you or your employer are required to notify the BPP Service team by emailing your Performance Coach stating the dates you will be absent, from and to, and the reason for the absence.

Keeping you on track

You must meet the requirements expected from you with regards to submitting your evidence, sitting your exams and attending your progress reviews.

Whilst we acknowledge that we all, at times, are unable to meet critical deadlines, we do ask that you keep us informed and continue to progress towards the completion of all aspects of your apprenticeship.

If you start to fall behind, we will refer to our Learner Progress Policy which is designed to support you to get back on track. This process will also include your line manager to ensure support in the workplace, as well as with your studies.

Breaks in learning

Sometimes situations will occur in your personal life which mean that you are unable to work and therefore unable to study. BPP understands this and can support you by allowing you to take a break in learning. This allows you to step off the programme and then step back on when you return to work, at the point you stepped off.

Situations where we can support you in a break in learning include:

- Long-term illness, which lasts more than one month
- · Maternity or paternity leave
- Other personal reasons that mean you will need to be away from the workplace for more than one month

If you need to take a break in learning towards the beginning of the programme (the first three-to-six months, depending on the length of the programme), your Performance Coach may discuss leaving the programme, rather than taking a break in learning. Often this is the best course of action for you as it will enable you to re-join a new cohort later and fully benefit from all your learning taking place continuously, rather than being split over a long period of time.

This may be appropriate if, for instance:

- You have only undertaken a small amount of study and there will need to be a significant break before you return to the workplace, when the learning you have previously undertaken may be 'lost'
- You have only undertaken a small amount of study and when you are due to return there is no available course to join before the next cohort starts
- You have only undertaken a small amount of study and there is an indeterminate return date

BPP is not allowed to support a break in learning in every situation. Situations that will not lead to a break in learning include:

- Heavy workloads or a change in roles. Your employer is expected to give you the necessary time to undertake your studies. If there are peaks and troughs in your workload, then they will need to be managed (see Managing peaks and troughs)
- Taking of holidays. Holidays are accounted for in the calculation for the amount of off-the-job training you will undertake over the course of the apprenticeship and therefore holidays are not a reason for a break in learning

- Short-term sickness. Short-term sickness under one month will not lead to a break, but we will work with you and your line manager to manage your achievement of the 20% in the same way we would a peak and trough
- Personal situations (e.g. major life events outside of work that do not require you to take time off work).
 As your study should be happening in working hours, if you are not required to take time off work, then we would not ordinarily consider this a good reason to take a break in learning

Sometimes issues can happen in your personal life that are barriers to study, although they may not be barriers to work. Although they may not lead to a break, BPP can support you. We have a range of services available through our Inclusion and Diversity, and Safeguarding teams where we can support you. If this is the case, please contact safeguarding@bpp.com for support. All discussions will be in confidence and will not be reported to your employer without your consent.

Leaving the programme

We hope that you will complete your programme, but we understand that there may be times when a learner needs to leave their programme.

Before making any decision, you should speak to your Performance Coach to see if there is any support that we can give you to help you stay on the programme.

In particular, you may be able to receive support from our Learning and Inclusion team, who can support learners who are struggling with studies because of a learning difficulty (e.g. dyslexia) or disability (e.g. blindness) through reasonable adjustments to make the programme accessible.

Data Protection

BPP will store information about you as a learner so that we can provide you with the right level of support and training for your apprenticeship.

For more information on how BPP processes your data, please see our Privacy Policy: bpp.com/privacy

If you have any questions with regards to how your data is processed, please contact the Data Protection Officer who is responsible for overseeing questions in relation to our Privacy Policy and Data Protection:

FAO of the Data Protection Officer BPP Professional Education Group Legal Team 1 Portsoken Street London E1 8BT

dataprotection@bpp.com

Complaints

We hope that you enjoy your time with BPP and that we deliver an excellent programme and service, which helps you to realise your career and personal goals; and that ultimately you would recommend us to a friend. However, we recognise that sometimes we may not get it right and, when that is the case, we value your feedback and the opportunity to put it right. You will never suffer disadvantage as a consequence of making a genuine complaint.

Under the complaints policy BPP can look at:

- Issues around the administration or operation of process or service provided by BPP, e.g. the onboarding processes, breaks in learning or fitness to practice
- The delivery or administration of an apprenticeship that you are studying, e.g. quality of teaching
- The conduct of a member of the academic or support staff of BPP, e.g. discrimination
- 4. The conduct of another learner registered on a programme at BPP where BPP decides to initiate proceedings under the Learner Discipline Policy against the other learner. The initiation of such proceedings will normally bring about a resolution to the complaint
- Subject to the following exceptions, any other matter concerning the operation of BPP which adversely and unfairly affects you, and which is under BPP's control

BPP will not consider complaints in relation to:

- BPP University programmes (e.g. higher education certificates, degrees or master's degrees awarded by BPP University).
 In those circumstances you should follow the process in the University's Academic Regulations and Policies and Procedures
- Externally-set examinations,
 e.g. professional qualifications
 or End-Point Assessment, which
 should be directed towards the
 relevant body (please note that
 you can speak to BPP about
 concerns you have with external
 examinations, but as they are not
 within BPP's control we cannot
 accept complaints about them)
- 3. Disciplinary issues raised by BPP which are dealt with by the Learner Discipline Policy
- 4. Issues which are subject to court or tribunal proceedings and those proceedings have concluded, or the matter is the subject of court or tribunal procedures that have not been stayed
- 5. Your employment

Anonymous complaints may be considered by BPP. Whether, and how, they are investigated shall be determined by the Director of Apprenticeship Quality & Regulations.

BPP will seek to resolve complaints in a timely manner and the BPP officers tasked to investigate complaints will do so impartially and objectively.

Informal complaints

It is better for everyone if we can deal with your complaint informally, and so we ask that in the first instance you raise your complaint with a member of BPP staff. Who you raise it with will depend on the nature of the complaint, but you may want to talk to:

- Your Performance Coach
- Your tutor
- A member of the administrative staff of BPP
- The Programme Leader or Director of Programmes

You must decide who is the best to raise the complaint with. If there is an issue with teaching, for instance, the best person to raise it with may be the tutor concerned. If you do not feel comfortable raising the matter directly, then it would normally be best to approach their manager or someone more senior in their team. If you have a complaint about an individual, we ask that you do not raise it in a public forum (e.g. a focus group or online community board).

An informal complaint should be made as close as possible to the issue about which you are complaining. This will ensure that we can properly investigate and resolve the issue.

Once you have raised an informal complaint, the person you have spoken to will seek to resolve the matter informally as soon as possible. In trying to resolve the complaint, we may liaise with other members of BPP staff, and if the complaint is against a member of staff or another learner, the member of staff or learner will be told of the complaint against them and given the opportunity to respond to it. In exceptionally serious cases, and in particular where disciplinary action against a member of staff or learner may be necessary, you may be asked to make a formal complaint.

We hope that your concern will be dealt with through the informal process. However, if you are not satisfied with the result, then you can make a formal complaint.

Formal complaints

If your complaint is particularly serious, you may want to formally complain. The Office of Regulation and Compliance will then determine whether to accept the complaint or they may ask you to seek an informal resolution first.

Making the complaint

A formal complaint should be made to the Office of Regulation and Compliance (ORC) as soon as possible after the resolution of the informal process, and must be made within 40 calendar days of the issue you are complaining about. Email orc@bpp.com to contact the ORC.

Complaints will only be considered outside the time limit if there are good reasons, supported by objective and authoritative evidence. If you are applying late, you should enclose a covering letter explaining the reasons for lateness and enclosing any relevant evidence. The ORC or nominee will consider the reasons why the form is late and will decide whether or not to accept the formal complaint for review.

A formal complaint should be on the prescribed form and must indicate the informal attempts you made to resolve the issue. As well as the formal complaint form, you should provide any documentation or evidence you are relying on to support the complaint, and detail the remedy you seek.

Responding to the complaint

A member of the ORC, or a senior person appointed by the ORC, will investigate the formal complaint. They will have no material interest in the outcome of the complaint and are not bound by legal rules of evidence.

You will normally receive the outcome of the investigation into the formal complaint in writing within 28 working days. If, for any reason, there is likely to be a delay in the process, ORC will inform you.

Where the complaint is against a member of staff or another learner, they will be approached and given the opportunity to respond to the complaint. You may also be contacted to provide further information as part of the investigation.

You will be notified of the findings and recommendations of the investigation in writing (normally by email) and any relevant information that informs the findings and the action, if any, to be taken.

Appeals against the outcome of a formal complaint

If you are not happy with the outcome of your formal complaint, you can further complain to the Director of Apprenticeship Quality & Regulations by emailing Davidwooff@bpp.com to review your complaint.

There is no prescribed form, but complaints will only be considered where:

- There were procedural irregularities in the investigation of the formal complaint; or
- New evidence can be presented which could not reasonably have been available to the investigator of the formal complaint

The substantive complaint will not be reconsidered on appeal.

In order for the Director of Apprenticeship Quality & Regulations to consider the appeal, you must specify:

- The ground(s) on which the complaint should be reviewed; and
- The resolution you seek

If the Director of Apprenticeship Quality & Regulations is not provided with all of this information they, or their nominee, may dismiss the appeal for lack of grounds.

The appeal must be sent to the Director of Apprenticeship Quality & Regulations within 10 working days of the notification of the outcome of the formal complaint. It will only be considered outside the 10 working day time frame if there are good reasons for not complying, which are supported by objective and authoritative evidence.

The Director of Apprenticeship Quality & Regulations, or nominee, will review how the formal complaint has been investigated and the decision reached. The form and conduct of the review is at the discretion of the Director of Apprenticeship Quality & Regulations, or nominee. You will be notified of the outcome of the review in writing (normally by email) within 28 working days of receipt of the appeal. You will be informed if there is likely to be a delay in the process.



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Standards and expectations.

At BPP, we hold ourselves to a high standard. We seek to meet or exceed your expectations and always treat you with respect. In return, we will hold you to certain standards of conduct to protect BPP, our staff and other learners.

Through doing this, we will provide an environment in which learners can study safely, without being adversely affected by the conduct of other learners, and reach their full potential.

Every learner, therefore, has a duty to BPP, its staff, learners, their employers, colleagues and representatives to maintain appropriate standards of behaviour and to refrain from causing damage, in any way, to its property or reputation, or to impede or harm the effective operation of BPP or its staff. Any breach of these duties will constitute a disciplinary offence within BPP.

Disciplinary procedure

Initial allegation

An allegation that a learner has committed a disciplinary offence shall be made to the relevant Programme Leader, or nominee or equivalent, who will undertake a preliminary investigation, as soon as possible and normally within 10 working days, to determine whether there is a case to answer. If the Programme Leader determines that there is a case to answer they will require the learner to attend a meeting, normally within a further five working days. The Programme Leader will set out the allegation in writing to the learner at least three working days before the meeting and invite the learner to provide evidence to rebut the allegation. Where the learner submits evidence in advance of the meeting which conclusively rebuts the allegation the Programme Leader may cancel the meeting and dismiss the case.



At the meeting the Programme
Leader will review the allegation in
the light of the evidence and hear
any representations from the learner.
The learner may be accompanied
at the meeting by a friend or
representative unconnected with
the allegation. The meeting will
be recorded, and the recording
may be made available in any
later proceedings.

Decision

The Programme Leader may decide that the:

- Matter should not be the subject of further action; or,
- Learner be admonished orally but without record; or
- Learner be given a written warning that any further disciplinary offence may result in the application of a penalty. The written warning will form part of the learner's record: or
- Matter is sufficiently serious to warrant review by the Director of Apprenticeship Quality & Regulations, or nominee

In the case of plagiarism, the following outcomes apply:

- The learner is found not to have plagiarised and therefore no further action is needed
- The learner has plagiarised, but it is a first offence and likely due to a misunderstanding of correct research and referencing, therefore the learner will receive a verbal warning and will re-submit the plagiarised work
- The learner has plagiarised deliberately or it is a second time offence, therefore the decisions as set out in the disciplinary section above will apply and any plagiarised work must be resubmitted, or receive a fail mark for the assessment
- Any programmes that contain an Higher Education (HE) award must follow the General Academic Regulations (GARs) and Manual of Policies and Procedures (MoPPs)

The Programme Leader shall inform the learner of his or her decision in writing within three working days of the meeting.

If the learner refuses to accept the written warning the case shall be referred to the Director of Apprenticeship Quality & Regulations. The Director of Apprenticeship Quality & Regulations shall have the right to waive the warning and impose such other penalty as he or she sees fit.

Where the case is referred to the Director of Apprenticeship Quality & Regulations, the Programme Leader shall, within five working days, provide the Director of Apprenticeship Quality & Regulations with a report on the case and the evidence that has been made available to date. The Director of Apprenticeship Quality & Regulations, or nominee, shall consider the report and may call for such other information or evidence as he or she sees fit.

The Director of Apprenticeship Quality & Regulations, or nominee, shall write to the learner within 10 working days of receiving the Programme Leader's report to invite them to make representations, to review any further evidence called for by the Director of Apprenticeship Quality & Regulations, or nominee, and to invite them to a hearing. Where the learner declines or fails to respond or to attend the hearing the case shall be reviewed on the papers.

Where the learner elects to attend a hearing, the learner shall have the right to review the evidence provided in the case at least two days prior to the hearing. The learner may be accompanied at the hearing by a friend or colleague unconnected with the case. The Programme Leader will present the case on behalf of BPP.

The Director of Apprenticeship Quality & Regulations, or nominee, shall inform the learner of his or her decision within three working days of the hearing. The Director of Apprenticeship Quality & Regulations, or nominee, may determine:

- That the allegation is unfounded and dismiss the case; or
- That there is insufficient evidence and dismiss the case; or
- That there is sufficient evidence to support the allegation and to apply one or more of the following penalties:
- 1. Administer an oral reprimand
- 2. Administer a written warning
- 3. Require the learner to write an approved apology to any wronged party
- 4. Administer a suspension of specified privileges for a specified period that does not exceed one semester (this may include suspension from the library, computing facilities, particular premises, placements)
- 5. Require the learner to make good in whole or in part, the cost of any damage caused
- Exclude the learner from all or specified parts of BPP
- 7. Expel the learner from BPP
- 8. Report the matter to the learner's professional body

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Appeal

Learners shall have a right to appeal against the decision of the Director of Apprenticeship Quality & Regulations or nominee. If a learner wishes to appeal, they can lodge an appeal to the Office of Regulation and Compliance (ORC) using the online form and must include:

- The learner's full name, learner number and/or URN and signature of the learner; and
- The result or decision for which the appeal is made; and
- Ground(s) of Appeal (as listed below); and
- Evidence in support of the appeal; and
- A list of any other person(s) who has (have) relevant information

No member of the Appeals Board shall be involved in the decision being appealed.

The learner may seek advice and guidance on the procedure relating to the appeals process from the Office of Regulation and Compliance.

Grounds for appeal

A learner may only appeal where:

- There is reasonable ground supported by authoritative and objective evidence to believe that there has been administrative or procedural error of such a nature as to have affected the outcome of the investigation or result; or
- The decision in the case was manifestly unreasonable; or
- There is new evidence that for good reason, objectively and authoritatively documented, could not be submitted earlier

Appeals involving University programmes

Where an appeal relates to a learner on an award-bearing programme within the University, the procedures in the University's Academic Regulations and Policies and Procedures must be used.

Appeal Stage 1

Lodging an appeal — time limits

Appeals must be received by ORC within 20 working days of the date of the written confirmation of the decision by the Director of Apprenticeship Quality & Regulations of nominee.

An appeal lodged out of time will only be considered where the learner is able to prove to that he or she was mentally or physically incapable of lodging an appeal within the prescribed time limit.

Late applications need to be accompanied by authoritative and objective evidence which confirms that the learner was incapable of submitting an application within the prescribed time limit.

Prima facie cases

For applications where a prima facie case has been established that satisfies the threshold conditions for a valid appeal and these applications are supported by authoritative and objective evidence ORC may grant the application without the need to convene an Appeals Board.

Fyidence

The learner is responsible for ensuring that objective and authoritative supporting evidence accompanies the Appeal Form. Any evidence referred to in the Appeal Form but not appended to it will only be taken into account at the discretion of the Appeals Board. If a document submitted as evidence is not in English, an independent translation must be provided at the same time.

Documentary evidence may be copies of the original documents, but the learner may be required to produce original documents for inspection on request.



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Appeal Stage 2

Consideration of the appeal

An Appeals Board, consisting of a Chair and at least one other academic from a School unrelated to the learner, shall be convened by ORC.

The Academic Appeals Board is responsible for:

- Establishing whether the procedural steps have been properly followed; and
- Establishing whether the grounds for appeal are proven; and
- Determining whether this has altered the outcome of the investigation or result; and
- Deciding on appropriate reparative action, if appropriate

The Board shall have the right to investigate the appeal and has the right to call for such papers, take evidence, examine witnesses and make such other enquiries as it sees fit and as are necessary to establish what action is required on the appeal.

The learner shall have the right to consult the documentation considered by the Board.

Where doubt exists as to the admissibility of evidence, the Chair of the Appeal Board shall make a decision and the Chair's decision shall be final and shall include reasoning for his or her decision.

The Board will consider the learner's case and review that case against the relevant evidence and by reference to the learner's registration and/or URN and without reference to his or her name.

The Board shall find either:

- That the appeal be dismissed, and the consequent action be implemented/processed as normal; or
- Uphold the appeal, in whole or in part, and stipulate (or recommend) specific actions to be taken

ORC shall, within five working days of the meeting, inform the learner in writing of the Board's decision.

If the appeal has been dismissed under the above paragraph, the Appeals Officer must inform the learner that BPP's internal appeal procedures have been exhausted.

Exclusion

A learner may be excluded by the Dean, MD or any Director of Programmes:

- Pending the outcome of proceedings under this Code: and/or
- Where a criminal charge has been brought against the learner or they are the subject of a police investigation

Exclusion may be total or partial.

Total exclusion bars the learner from the apprenticeship programme and from BPP premises and activities. It may be qualified by allowing the learner to attend for specific purposes such as assessment.

Partial exclusion bars the learner from specified classes or activities or from parts of the premises.

An exclusion order may place a ban or restriction on contact with a named person or persons.

Exclusion will only be ordered where it is necessary in order to protect a member of BPP or a learner or to prevent serious disruption to the effective running of BPP.

Normally an exclusion order will not be made without the learner concerned having an opportunity to make representations. Where in cases of extreme emergency they have not had that opportunity, they will be entitled to make representations within five working days of the making of the exclusion order.

Where a learner is excluded, they will be given written reasons for the exclusion.

For any exclusion (whether partial or total), the Dean or MD must contact the Head of Apprenticeship Compliance so the learner's Individual Learner Record (ILR) can be updated to reflect that the learner is no longer in learning.

Effect of expulsion

Where a learner is expelled from BPP they will not be entitled to be admitted to any other BPP course.

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Glossary of useful terms and information.

BPP

BPP is the training provider for the apprenticeship programme. The training provider is responsible for ensuring the apprenticeship is compliant with all the funding regulations and that the apprenticeship is progressing well.

Apprenticeship

An apprenticeship refers to a programme covered under government funding. The government fund all or part of the training and the requirements of the programme are set out in line with the use of public money.

Knowledge, Skills and Behaviours

Each apprenticeship has been developed to ensure that the completion results in certain competencies. The Knowledge, Skills and Behaviours are set out in the Standards and must all be covered in order to complete the apprenticeship programme.

On Programme

This is the period of time from when you start the apprenticeship to when you pass through to End Point Assessment. During this time you will be building knowledge and competency to ensure you are ready to pass through to the End Point Assessment.

End Point Assessment

This is the summative stage of the programme where the apprentice is assessed and passed on the apprenticeship programme. During this period work from the On Programme phase will be used to create the final showcase of competency.

Gateway/Gateway Review

When everyone is in agreement that the apprentice has attained the required Knowledge, Skills and Behaviours to satisfy the gateway requirements set out in the assessment plan, are competent in their role and ready to do the End Point Assessment.

Portfolio and Reflective Statement

This is one of the elements of the End Point Assessment. You must compile evidence to demonstrate you have met the Knowledge, Skills and Behaviours in the Apprenticeship Standard. You will use the skills you have developed through gathering evidence for your Apprenticeship Training Log to complete the Portfolio.

Role Simulation

This is one of the elements of the End Point Assessment. It is a case study exam and you will be provided with training before attempting the Role Simulation.

Performance Coach

Part of the BPP Performance Support team providing educational support throughout your apprenticeship. They are responsible for checking progression and work submitted, and are on hand to advise and guide you through the programme.

Performance Adviser

Part of the BPP Performance Support team and your first point of contact for educational support queries regarding your apprenticeship.

Functional skills

As part of the Standard, apprentices must meet a certain level of competency in maths and English. This may be covered by GCSE results but if not it may be necessary to take functional skills exams at Level 2 to confirm competency in this area.

Apprenticeship Training Log

This is a compilation of all of the evidence you submit to the BPP Performance Support team and allows you to demonstrate that you have developed the required skills and behaviours to be able to pass the End Point Assessment.

Equal opportunities policy

BPP is an equal opportunities course provider.

It is BPP's policy to treat all learners fairly and equally regardless of their marital status, sex, colour, race, ethnic or national origin, sexual orientation, religion or disability. Furthermore, BPP will ensure that no requirement or condition will be imposed without justification, which could disadvantage individuals on any of the above grounds.

BPP's equal opportunities policy also extends to the delivery of its services and its dealings with employees, customers and suppliers of goods and services and their staff.

If you have any queries or comments then please email us at equalopportunities@bpp.com







If you have any questions, or require any more information visit **bpp.com**, or call **03300 603 100**.

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