GLP TRAINING



Learner Guide

Your practical guide to learning, support, and success with GLP Training

Table of **Contents**

Guided by Purpose, Focused on People	**2**
Welcome to Your Apprenticeship	**3**
Your Apprenticeship With Us	**5**
What Success Looks Like	**6**
Learning with GLP Training	**6**
How Learning Works	**7**
Being a Successful Learner	**9**
Study Skills & Assessment	**10**
Equality, Diversity & Inclusion	**11**
Your Support Network	**12**
Your Learning Systems & Tools	**14**
Your Apprenticeship Journey	**16**
Learning in the workplace	**17**
Safeguarding & Support	**19**
Policies & Procedures	**21**
Compliments, Complaints & Feedback	**22**
Expectations: A Two-Way Commitment	**23**
Additional Learning Support (ALS)	**24**
Student Discount Card	**25**
GLP Training Apprentice of the Month	**26**
Additional Support for Apprentices aged 16–19	**27**
Apprenticeship FAQ	**28**
Jargon Buster	**30**

Guided by Purpose, **Focused on People**

At GLP Training, everything begins with people – training and apprenticeships should be accessible, inclusive, and meaningful.

Our values centre around:

COMMUNITY

Our success in delivering exceptional educational training and services comes from a deep, organisation wide understanding of our client needs and values.

LEADERSHIP

We lead from the front, displaying our integrity and using facts to support our straight talk. We create an environment for positive change built on collaboration and trust. We enforce teamwork and strong communication.

EDUCATIONAL EXCELLENCE

We insist on excellence in all that we do for clients, apprentices and ourselves. We strive for recognition among the leaders and governing bodies of our industry as well as strong communication across all parties.

ASPIRATION

We aspire individually and collectively to be more tomorrow than we are today. We always look at the future of the industry and our careers.

RESULTS

We accept individual responsibility for our commitments and expect to be accountable for results. We continually strive to improve our results in all areas.

Welcome to Your **Apprenticeship**

Welcome and congratulations on starting your apprenticeship with GLP Training.

This guide has been created to support you throughout your time with GLP Training. You don't need to read it all at once. You can dip in and out whenever you need guidance, reassurance, or clarity about what comes next.

An apprenticeship is not just about gaining a qualification; it's about building confidence, developing real skills, and progressing in your role and future career. This guide has been designed to support you from day one. It explains what to expect, how your apprenticeship works, who will support you, and where to find help when you need it. You don't need to read everything at once. Use this guide as a reference throughout your apprenticeship – dip in and out as you go.

How to Use This Guide

This guide is here to help you:

- Understand how your apprenticeship works
- Know what's expected of you and what you can expect from us
- Feel confident using learning systems and support services
- Know who to contact and when

Sections are written in plain English, with practical examples. If something isn't clear, your **Tutor** is always your first point of contact.

You may want to bookmark or save this guide, as you'll be encouraged to refer back to it throughout your apprenticeship.



Welcome to your **Apprenticeship**

Our Mission

"To equip individuals and organisations with the skills, confidence, and capability to thrive in a changing world of work."

Certified B Corporation

Great Place To Work. Certified NOV 2024-NOV 2025 UK

Your Apprenticeship **With Us**

How your learning and work fit together

You've already started your apprenticeship. This page is here to help you understand how the different parts of it connect - your job, your training, and the support around you. Your apprenticeship is designed to help you build skills, confidence, and experience over time, while continuing to do a real job.



Work

Your role is where most of your learning happens. Day-to-day tasks, responsibilities, and experiences all contribute to your development.



Learning

Alongside your job, you'll take part in planned learning and training. This gives you time to build knowledge, reflect on practice, and develop new skills.



Support

You'll be supported throughout your apprenticeship by your trainer and employer. You're not expected to manage everything alone, and help is available whenever you need it.



Time for Development

At least 6 hours of your working week are set aside for off-the-job training. This includes training sessions, learning activities, coaching, and reflection.



Progress

You're not expected to know everything at the start. Your apprenticeship is about steady progress, building confidence and capability over time.

What **Success** Looks Like

Success looks different for everyone. It is not about being perfect – it is about steady progress, applying learning at work, and building confidence over time.

Every learner's journey is different, but successful apprentices usually:

- Engage with learning regularly
- Communicate openly with their trainer
- Apply off-the-job training
- Ask for help when they need it
- Stay organised and reflective
- Attending progress reviews
- Applying off-the-job training
- Reflecting on feedback
- Asking for help when needed

By the end of your apprenticeship, you'll have:

- A nationally recognised qualification
- Increased confidence and capability
- Evidence of your professional development
- Clear next steps for progression

Your apprenticeship is a journey - this guide will support you at every stage.

Learning with GLP Training

A shared commitment

- What we ask of you:
- Attend and engage with learning
- Complete agreed activities
- Communicate honestly and early if you are struggling

What you can expect from us:

- High-quality training and support
- Clear guidance and feedback
- Fair, respectful, and inclusive practice

How **Learning** Works

Your learning is planned and supported.

You are not expected to manage everything on your own. Your Tutor will help you plan activities, manage workload, and track progress. Your apprenticeship learning is structured but flexible.

This may include:

- Practical workshops or virtual masterclasses
- One-to-one coaching
- Independent study
- Workplace projects
- Reflective activities

Off-the-job training

Off-the-job training is learning that helps you develop the knowledge, skills, and behaviours for your apprenticeship.

This can include:

- Attending training sessions
- Completing learning activities
- Shadowing colleagues
- Research or reading
- Reflecting on workplace practice

Your trainer will help you plan and record this time.

Block Release

Only applies to Construction & Trades Apprentices

If you're on a constructions & trades apprenticeship, this may include practical sessions at our Building Block training centres in Worcestershire. These sessions are over 2 consecutive days and occur quarterly.

Building Block 1 – Shap Drive, Worcester WR4 9NX

Building Block 2 – Gresham Road, Worcester WR2 5QS

Off-the-job training is not:

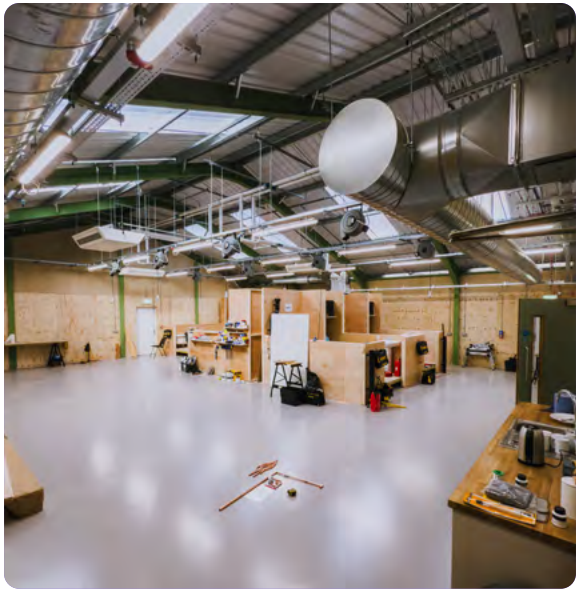
- Unpaid time
- Extra work in your own time
- Just doing your normal job

If you are ever unsure whether something counts, record it and ask your tutor.











Building Block #1



Building Block #2

Being a **Successful Learner**

Starting a new programme can feel like a lot to manage. This page is here to help you build confidence and develop habits that support your success.

Planning Your Time

Balancing work, learning, and personal life takes practice.
Planning ahead makes a big difference.
Helpful tips:

- Set aside regular time each week for learning activities
- Use a diary or calendar to track sessions, deadlines, and reviews
- Break tasks into smaller steps to make them more manageable

Your tutor will help you plan your workload and can support you if things feel overwhelming.

Staying Organised

Being organised helps reduce stress and keeps you on track.

- Keep learning materials in one place
- Check your emails and learning platform regularly
- Keep notes from sessions so you can refer back to them later

Using Feedback Positively

Feedback is part of learning. It is designed to help you improve, not to criticise.

- Read feedback carefully
- Ask questions if anything is unclear
- Use feedback to strengthen future work

Asking for Help

Asking for help is a normal and expected part of learning.
If you are struggling:

- Tell your tutor early
- Be honest about what you are finding difficult
- Work together to find a solution

Support will always come before consequences.

Study Skills & Assessment

Assessment is about showing what you can do and how you apply your learning in practice.

What Tutors Are Looking For

Tutors are looking for evidence that you:
- Understand key knowledge
- Can apply skills in your role
- Demonstrate appropriate professional behaviours

This evidence may come from workplace tasks, discussions, reflections, or completed activities.

What Good Evidence Looks Like

Good evidence is:
- Relevant to your role and programme
- Clearly explained in your own words
- Linked to real workplace examples
- Reflective, showing what you have learned

Your tutor will guide you on what evidence is needed and how to present it.

Understanding Task Words

Task words tell you what you are being asked to do. Common examples include:
- **Describe** - say what something is like
- **Explain** - give reasons and details
- **Analyse** - break something down and examine it closely
- **Evaluate** - consider what worked well and what could be improved

If you are unsure what a task word means, ask your tutor.

Reflecting on Learning

Reflection helps you learn from experience. A simple way to reflect is to think about:
- What happened?
- What went well?
- What could have been better?
- What will you do differently next time?

If You Don't Pass First Time

Not passing first time is part of learning for many people.
- Your tutor will give clear feedback
- You will be supported to improve your work
- You will be given another opportunity where appropriate

You are not expected to be perfect.

Equality, Diversity & **Inclusion**

At GLP Training, we are committed to creating an inclusive environment where everyone feels respected, valued, and supported.

Our Commitment

We celebrate difference and do not tolerate discrimination, bullying, or harassment of any kind. This includes respect for:

- Age
- Disability
- Gender and gender identity
- Race and ethnicity
- Religion or belief
- Sexual orientation
- Neurodiversity

Respectful Behaviour

Everyone has the right to feel safe and respected while learning.
We expect learners to:

- Treat others with respect
- Use appropriate language
- Be open to different views and experiences

Reasonable Adjustments

If you need adjustments to support your learning, we will work with you to put these in place.b This may include:

- Additional time
- Different ways of accessing learning
- Assistive technology

You can request support at any point during your programme.

If you experience or witness discrimination, you should report this to your tutor or the safeguarding team.

The **Safeguarding Form** can be found **here.**

Your **Support Network**

You’re not doing this alone

Starting an apprenticeship means learning new things while balancing work and life. Support is built into your programme, and there are people around you whose role is to help you succeed.

Throughout your apprenticeship, you’ll be supported by a small team of people. Each has a clear role, and you don’t need to manage this on your own - your tutor will help guide you to the right support when needed.

Asking for support is a normal part of learning - not a sign that something is wrong.

Who should I speak to?

- Learning, assessments, progress → Your Tutor
- Workplace support → Your Line Manager
- English or maths → Functional Skills Tutor
- Wellbeing or personal concerns → Pastoral / Safeguarding Team

If you are unsure, start with your Tutor.





YOUR TUTOR

Your main point of contact

- Delivers training and coaching
- Helps you plan and track progress
- Supports assignments and evidence
- Prepares you for assessment and EPA

If you're unsure who to contact, start here.



YOUR EMPLOYER / LINE MANAGER

Supports off-the-job training

- Helps you apply learning at work
- Supports off-the-job training time
- Takes part in progress reviews
- Encourages development in your role

They work closely with your trainer.



FUNCTIONAL SKILLS TUTOR
(if applicable)

English and maths support

- Builds confidence in English and/or maths
- Provides structured sessions and resources
- Supports you to prepare for assessments

Only applies if Functional Skills are part of your programme.



PASTORAL & SUPPORT TEAM

Support beyond learning

- Wellbeing and mental health support
- Personal or life challenges
- Additional learning support
- Signposting to external services

You can access this support at any stage.

Not sure who to speak to?

- Learning, assignments, progress ▶▷▶ Your trainer
- Work-related support ▷▶ Your line manager
- Wellbeing or personal concerns ▶ Pastoral support

Your Learning **Systems** & **Tools**

Where your learning and communication happens

During your apprenticeship, you'll use a small number of online systems to support your learning and track progress. You'll be guided through each one as part of your induction, and support is always available if you need help.

Although these are the core systems you will have contact with during your apprenticeship, you may have contact with others over the duration of your course. These may be dependent on the type of apprenticeship you're doing, or any additional qualifications. They could include virtual scenario based training software or access to additional supplementary training via our website.

Expectations:
- Check your BUD Messaging system regularly
- Attend online sessions on time, punctuality is improtant
- Let us know if you have difficulty accessing systems

Support is always available if you need help using any platform.

cognassist

Understanding How You Learn

One of the first systems you'll use helps us understand how you learn best. This allows us to tailor teaching, support, and engagement to suit your individual learning needs and strengths. This is an important part of making sure your learning experience works for you.

bksb

Maths and English Assessment

BKSB is used for initial assessments in maths and English. Depending on your programme, this may play a larger role in your apprenticeship if you are completing Functional Skills as part of your journey.

bud

Bud is the core system you'll use throughout your apprenticeship. It's where you'll:
- Access learning content
- Upload work and off-the-job evidence
- Receive feedback from your trainer
- Take part in reviews and track progress

Think of Bud as the central hub for your apprenticeship journey.

Communication & Additional tools

Staying in touch

Alongside your learning systems, communication is an important part of your apprenticeship. We'll stay in touch with you using a small number of tools.

Need help accessing a system?

Contact your trainer or the GLP Training support team - we'll help you get set up. Information you upload is used to support your learning and assessment and is handled in line with data protection requirements. If you have questions about data or privacy, your trainer can explain more.



Email
Email is used for:
- Important updates and reminders
- Training session details and links
- Progress review information

It's important to check your email regularly and let us know if your contact details change.



Microsoft Teams
Teams may be used for:
- Online training sessions
- One-to-one meetings with your trainer
- Group workshops or support sessions

You'll be shown how to access and use Teams during induction.



Additional systems
During your apprenticeship, you may also use other tools depending on your programme or any additional qualifications.

These may include:
- Virtual or scenario-based training software
- Supplementary learning resources via our website

Your Tutor will let you know if and when these apply to you.

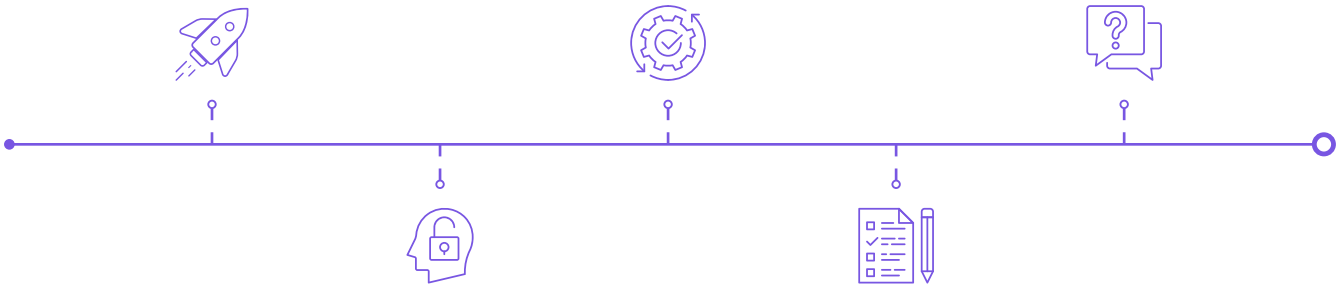
Your Apprenticeship **Journey**

Most apprentices experience similar stages:

GETTING STARTED
- Induction and onboarding
- Access to systems
- Setting goals

MID-POINT REVIEW
This is a chance to reflect on how far you've come and confirm you're on track.

APPRENTICESHIP ASSESSMENT
Apprenticeship Assessment is carried out by an independent assessment organisation. Your trainer will fully prepare you for this stage.



BUILDING CONFIDENCE
- Developing new skills
- Applying learning at work
- Regular progress reviews

PREPARING FOR ASSESSMENT
- Finalising evidence
- Mock assessments
- Apprenticeship Assessment preparation

ASSESSMENT & EVIDENCE

Assessment is about showing what you can do. Evidence may include:
- Workplace observations
- Professional discussions
- Reflective accounts
- Work products

Your trainer will explain assessment requirements clearly and support you throughout.

Progress reviews are supportive conversations. They help you reflect on progress, plan next steps, and make sure you have the right support in place.

As part of the progress reviews you will revisit your skillscan and if necessary be set actions for either you, your line manager or tutor to complete. This may include a action plan if you need more support in a particular area.

Learning in the workplace

A practical checklist for apprentices

What does "**off-the-job**" actually mean?

Off-the-job training is learning that supports your apprenticeship and helps you develop the knowledge, skills, and behaviours in your apprenticeship standard.

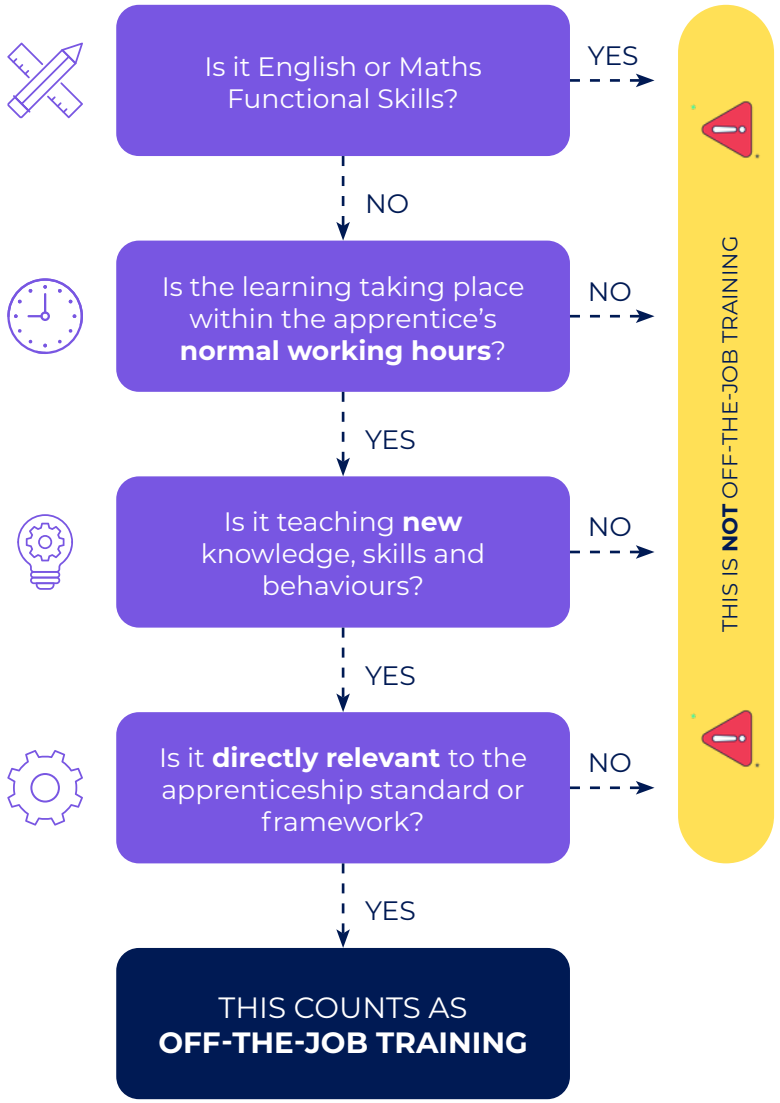
It:

- Happens during your paid working hours
- Supports your development as an apprentice
- Is planned and recorded with your trainer

It does not mean:

- Unpaid time
- Extra work in your own time
- Just "doing your normal job"

If you're unsure, your tutor will confirm this with you.



Common activities that usually count

You might already be doing some of these.

- Training sessions, workshops, or masterclasses
- Coaching or one-to-one sessions with your trainer
- Completing learning tasks or workbooks
- Preparing for discussions or assessments
- Reflecting on your work and learning
- Research linked to your role or programme
- Simulation or role-play exercises
- Shadowing colleagues to learn new skills
- Gathering evidence for your learning record
- Functional Skills learning (if included in your plan)

Activities that usually do not count

These are important parts of work - but they're not off-the-job training on their own.

- Your normal day-to-day job tasks
- Overtime or unpaid work
- Repeating tasks you already know how to do
- General staff meetings (unless learning-focused)
- Performance reviews without a learning focus

Recording off-the-job training

Your off-the-job training will be:

- Planned with your trainer
- Recorded through your learning system
- Reviewed regularly as part of progress reviews

You are not expected to track this alone - your trainer will support you.

Why off-the-job training matters

Off-the-job training:

- Is a required part of your apprenticeship
- Supports your progress and confidence
- Prepares you for your Apprenticeship Assessment
- Helps demonstrate your development over time

If you're ever unsure

If you're not sure whether something counts:

- Ask your trainer
- Record it and discuss it at your next session

It's always better to check than to worry.

Key reminder

Off-the-job training is about learning and development, not ticking boxes. Your trainer's role is to help make this meaningful and manageable.

Off-the-job training is about learning and development, not ticking boxes. Your Tutor's role is to help make this meaningful and manageable.

Safeguarding & Support

Your safety and wellbeing are important to us.

Safeguarding means protecting you from harm and making sure you feel safe, supported, and able to learn. This includes your physical safety, mental wellbeing, and protection from bullying, harassment, abuse, or exploitation.
Safeguarding is everyone's responsibility. If something doesn't feel right - whether it affects you or someone else - it's important to speak up.

What Safeguarding Covers

Safeguarding at GLP Training includes:

- Keeping you safe from harm or abuse
- Supporting your mental health and wellbeing
- Ensuring respectful and inclusive learning environments
- Responding to concerns quickly and appropriately
- Preventing people from being drawn into harmful or extremist behaviour

You will never be judged for raising a concern.

When Should You Raise a Concern?

You should raise a concern if:

- You feel unsafe or at risk
- You're worried about another learner or colleague
- Something makes you feel uncomfortable or distressed
- You notice behaviour that doesn't feel right

No concern is too small.

What To Do If You're Worried

- **If someone is in immediate danger**: Contact the emergency services straight away
- **If the situation is urgent but not an emergency**: Seek medical or urgent support
- **For all safeguarding concerns**: You can speak to your trainer or contact GLP Training's safeguarding team directly

Safeguarding also includes promoting respect, inclusion, and safety in learning and the workplace. These principles are reflected in British Values, explained in this guide.

Safeguarding Contacts

Safeguarding contacts and reporting methods may change, so to make sure you always have the most up-to-date information, please use the link below:

www.glptraining.co.uk/safeguarding

Here you'll find:

- Current safeguarding leads
- How to report a concern
- Confidential contact details
- External support organisations

This page is regularly updated.

Confidentiality & Support

All safeguarding concerns are treated seriously and sensitively. Information is only shared with those who need to know in order to keep people safe. Support is always available - asking for help will never affect your apprenticeship negatively.

Our Designated Safeguarding Team



Megan Ince
Designated Safeguarding Lead



Ronnie Morris
Deputy Designated Safeguarding Lead



Louise Lowe
Deputy Designated Safeguarding Lead



Cheryl Dunn
Deputy Designated Safeguarding Lead

Direct Dial for Safeguarding calls
01905 935205

Policies & Procedures

- Extensions and resubmissions are available where needed
- Breaks in learning can be agreed for valid reasons
- Clear processes exist to support you if progress slips

Full policies are available online, and your Tutor can explain any process.

Policies Page



Compliments, Complaints & Procedures

Your feedback helps us improve and ensures your learning experience is positive.

Giving Feedback

We welcome feedback about your experience, including what is working well. You may be asked for feedback during:

- Reviews
- Surveys
- End-of-programme discussions

Raising a Concern or Complaint

If something is not right, we encourage you to raise it as early as possible. You can:

- Speak to your tutor
- Contact the GLP Training support team
- Use the formal complaints process if needed

What Happens Next

- Your concern will be taken seriously
- It will be handled fairly and confidentially
- You will be kept informed of next steps

Raising a concern or complaint will never negatively affect your learning or progress.

We welcome feedback and take concerns seriously. Raising a concern or making a complaint will never affect your learning or progress negatively.

You will receive surveys through out your journey and we ask you to please complete these openly and honestly to allow us to contunsly improve and also recoginsie best practice and excellence

Expectations:
A Two-Way Commitment

What We Ask of You:

- Attend and engage with learning
- Complete agreed activities
- Communicate honestly
- Behave professionally

What You Can Expect from Us:

- High-quality training and support
- Clear guidance and feedback
- Fair and inclusive practice
- Support with wellbeing and learning needs

Attendance & engagement

- Attend planned learning and reviews
- Communicate early if you cannot attend
- Take an active role in your development

If you are struggling, support will always come before consequences.

Equality, Diversity & Inclusion

GLP Training is committed to creating an inclusive environment where everyone feels respected and valued. We do not tolerate discrimination, bullying, or harassment in any form.

First 30 Days Checklist:

- Log into learning systems
- Meet your trainer
- Understand off-the-job training
- Complete initial learning activities
- Ask questions

Key Contacts & Links

Trainer: Provided during induction
Support Team: Provided during induction
GLP Training Head Office Main Line: 01905 670884

If you're unsure who to contact, your trainer can guide you.

Additional **Learning Support** (ALS)

Additional Learning Support is available to help remove barriers to learning. Asking for support is normal and will never count against you.

At GLP Training, we are committed to making sure every learner feels supported, confident, and able to achieve their goals. Our Additional Learning Support (ALS) is here to help you succeed, whether you have a learning difficulty, disability, health condition, or other barriers to learning.

How We Identify Your Support Needs

We understand that every learner is unique. We find out what support you might need through:

- Information you provide during enrolment
- Observations and feedback from your tutors
- Your own requests for support at any point
- Cognitive assessments, such as the Cognassist screener, which help us understand your strengths, potential challenges, and the best ways you learn

The results of these assessments guide us in making sure you get the right help and adjustments to support your learning journey.

What Support Looks Like

ALS is all about helping you gain the skills, confidence, and independence to succeed in your apprenticeship. Depending on your learning journey, support can include:

- 1:1 sessions with your tutor or an ALS specialist
- Small group sessions in English, Maths, or apprenticeship-related work
- Strategies for planning, organisation, and time management
- Breaking tasks into smaller, manageable steps
- Support with exams, including access arrangements where required
- Guidance to help you advocate for yourself and become more independent

Specialist Support & Resources

Our ALS team can also provide:

- Assistive technology and training on how to use it
- Recommendations for online learning tools
- Dictation and read-aloud software
- Colour overlays or other aids for visual support
- Advice on reasonable adjustments for exams or assessments (where appropriate)

We regularly review your support alongside you, your tutor, and any other professionals involved, ensuring it continues to meet your needs effectively.

Our Commitment to Equality and Inclusion

We celebrate diversity and are committed to creating an environment where all learners feel valued, safe, and respected. Everyone has the right to access education, training, and career opportunities, and we make reasonable adjustments to support your success.

Student **Discount**

As a GLP Training learner, you're eligible for a **TOTUM** card, the UK's **#1 student discount card**. This gives you access to discounts across thousands of places UK wide.

Follow the simple steps below to start saving on food, travel, fashion, tech and more!

Step 1: Visit the TOTUM Website or App

- Go to the TOTUM website (link to https://totum.com/apprentices) or download the TOTUM app from the App Store or Google Play
- Select Join TOTUM to begin your application

Step 2: Create Your TOTUM Account

- Sign up using your personal email address
- Create a password and complete your basic details

Step 3: Verify Your Learner Status

- When prompted, search for and select GLP Training as your training provider
- TOTUM will verify your learner status, either automatically or via approval from GLP Training

  This step can take a short period of time, so don't worry if your card isn't approved instantly.

Step 4: Choose Your Card Type

You can choose between:

- Digital TOTUM card (available instantly once approved)
- Physical + digital card (posted to you for an additional fee)

  Select the option that works best for you.

Step 6: Complete Payment

- Choose the length of membership you want (e.g. 1, 2 or 3 years)

Step 7: Start Saving!

Once approved:

- Access your digital TOTUM card in the app
- Start using discounts online and in-store straight away!

Need Help?

If you experience any issues during your application, check with your tutor or contact the friendly GLP Training admin team for support with verification.

Enjoy your discounts and make the most of your learner benefits with GLP Training!

GLP Training
Apprentice of the Month

At GLP Training, we believe it is important to recognise and celebrate the achievements of our learners. Each month we highlight an Apprentice of the Month to recognise individuals who have demonstrated exceptional commitment, progress, or professional behaviour during their apprenticeship.

How Apprentices Are Nominated

Nominations can be made by:

- The apprentice's GLP Training tutor
- Employer or line manager
- GLP Training staff

What We Look For

Apprentices may be recognised for:

- Excellent engagement with learning
- Strong progress and improvement
- Positive workplace contributions
- Professional behaviour and teamwork
- Overcoming challenges and showing resilience

The Apprentice of the Month is celebrated across GLP Training and externally may be featured in communications such as newsletters, social media, or learner updates.

Recognition is not only about academic achievement, it is about effort, growth, and the positive attitude apprentices bring to their learning and workplace roles.

We are proud of the progress our learners make and enjoy celebrating their successes.

Additional Support for **Apprentices aged 16–19**

If you are aged 16–19, you may receive additional support during your apprenticeship. This is because young apprentices are still developing confidence, independence, and experience in the workplace.

If you are under 18, you are legally considered a child for safeguarding purposes. This means enhanced safeguarding arrangements apply to help keep you safe and supported.

This additional support is not because you are doing anything wrong. It is there to help you:

- Settle into the workplace confidently
- Understand expectations and boundaries
- Stay safe and supported
- Develop independence over time

You will always be involved in conversations about support, and your views will be listened to.

Safety, Relationships and Personal Development Learning

As part of your apprenticeship, GLP Training provides learning to help you stay safe, confident, and informed - particularly if you are aged 16–19.

This learning may include:

- Understanding safeguarding and how to stay safe
- Peer-on-peer (child-on-child) abuse, including bullying and online behaviour
- Healthy and respectful relationships
- Understanding boundaries, consent, and appropriate behaviour
- Online safety and digital wellbeing
- Recognising risk, exploitation, or unsafe situations
- Prevent awareness and understanding how to seek help

This learning is delivered in a supportive, age-appropriate way and is designed to help you feel confident and informed — not judged.

If any topic raises concerns or questions, support is always available.

A Reassuring Reminder

Raising a safeguarding concern is the right thing to do. You will be supported, not judged, and help will always be available.

Apprenticeship **FAQ**

What people usually ask us?

1. **What happens if I change employers during my apprenticeship?**
   If you change employers, tell us as soon as possible. In many cases, your apprenticeship can continue with your new employer. We'll work with you to check eligibility and support a smooth transition.

2. **What if I'm made redundant during my apprenticeship?**
   If you're made redundant, contact us straight away. We'll support you to find alternative employment or explore options to continue your training where possible. Additional government support may be available depending on how far you are through your apprenticeship.

3. **Can I take a break from my apprenticeship?**
   Yes - in some circumstances, you may be able to take a break in learning. This could be due to health, personal circumstances, or work-related reasons. Your trainer will explain how this works and what it means for your programme.

4. **How much time should I spend on my apprenticeship?**
   At least 6 of your paid working hours per week must be spent on off-the-job training. This includes learning activities, training sessions, coaching, reflection, and work-based projects that support your development.

5. **What are Functional Skills (English & maths) - do I need to do them?**
   Functional Skills are qualifications in English and maths. What you need to do depends on your age when you started your apprenticeship and any qualifications you already hold:
   - If you started aged 16–18: you'll normally need to achieve the required English and maths level (if you don't already have an accepted equivalent) to complete your apprenticeship.
   - If you started aged 19+: English and maths can still be included in your training (and funded) if you don't already hold an accepted qualification, but they are not always required for completion. We'll confirm what applies to you and what's included in your training plan.

   If English and/or maths are part of your plan, our specialist in house team will support you with teaching, resources, and preparation.

6. **What happens if I don't pass an assessment first time?**
   Assessment is part of learning. If something doesn't go to plan, your trainer will give feedback and support you to prepare for a resit where appropriate. You are not expected to get everything right first time.

7. **How do I balance work, learning, and life?**
   This can take time to adjust. Planning ahead, staying organised, and communicating early if you're struggling all make a difference. Your trainer and employer can help you manage workload and expectations.

8. **What support is available if I'm struggling?**
   Support is always available. This includes:
   - Trainer support
   - Pastoral and wellbeing support
   - Learning support or reasonable adjustments
   - Safeguarding support

   You're encouraged to ask for help early - it will never count against you.

9. **What happens at the end of my apprenticeship?**
   You'll complete an Apprenticeship Assessment with an independent organisation. Once you've successfully completed this, you'll receive your apprenticeship certificate and can explore progression or further opportunities.

Still got a question?
Your trainer is your first point of contact, and you can also find more information on the learner platform.

Jargon Buster

Apprenticeship terms explained simply

Apprenticeship Standard	The document that sets out what knowledge, skills, and behaviours you must demonstrate.
Behaviours	The professional attitudes and ways of working expected in your role.
Break in Learning	An agreed pause in your apprenticeship due to specific circumstances.
EPA (End-Point Assessment)	The final assessment that takes place at the end of your apprenticeship.
EPAO (End-Point Assessment Organisation)	The independent organisation that carries out your EPA.
Functional Skills (English & Maths)	Qualifications that support communication and numeracy skills.
Gateway	
IQA (Internal Quality Assurer)	Ensures assessment decisions are fair and consistent — they are not assessing you.
KSBs (Knowledge, Skills & Behaviours)	The three areas you must demonstrate during your apprenticeship.
Off-the-job training	Learning that supports your apprenticeship and takes place during paid working hours.
Portfolio / Evidence	Examples of your work that show what you can do (not all apprenticeships require a portfolio).
Progress Review	A planned review involving you, your trainer, and employer to check progress and support.
Reasonable Adjustments	Changes or support put in place to remove barriers to learning.

GLP House, Barbourne Road, Worcester, WR1 1RS
info@glptraining.co.uk
01905 670884

Explore GLP Training
Scan to visit our website and discover our full range of programmes and pathways.

If your question isn't covered here, speak to your Tutor or contact Admin & Onboarding.
01905 670884 | learnersupport@glptraining.co.uk

Certified B Corporation

www.glptraining.co.uk