



Learner Handbook

One Miah Group - OMG Education CIC

Email: info@omgeducation.co.uk

Tel: 0208 159 3838

Website: www.omgeducation.co.uk

Address: 4 Pinchin Street, London, E1 1SA

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For those on low income who may be eligible for free specialist legal advice on issues including: benefits and tax credits; debt; education; housing; employment; family problems. Helpline: 0845 345 4345	26

THIS HANDBOOK LINKS TO AND SHOULD BE READ IN CONJUNCTION WITH THE FOLLOWING POLICIES:

- Attendance and Punctuality Policy
- Safeguarding Policy
- Prevent Policy
- Learning and Behaviour Policy and Exclusion Process
- Health and Safety Policy
- ICT Acceptable Usage Policy
- ID Card Policy
- Privacy notice for learners and parents

Last updated	Next review	Person responsible
July 2022	July 2022	WR

WELCOME TO OMG

Welcome to OMG Education. We are looking forward to working with you to ensure that you have an enjoyable, safe, and successful experience whilst on your programme.

OMG Education delivers high quality and effective vocational training and accreditation programmes, and you can always expect high-quality service from our staff team.

If you have any questions, queries, or concerns about any aspect of the training or the services that we provide, please do not hesitate to contact me on 07498 330 265.

Jamal Miah, CEO

March 2022

ABOUT OMG EDUCATION

OMG Education CIC is a social enterprise, working with children and young people, supporting them to learn and grow through music and film engagement. We are committed to providing excellent service for all our learners.

VISION

To be recognised as the premier organisation for education, training, and mentorship of the youth and known for its excellence in teaching and learning.

MISSION

To positively impact the lives of young people through education, training, and mentorship. We strive to protect their rights, reduce disadvantages, and help them face the challenges of life.

LEARNER CHARTER

The Learner Charter sets out our commitments to you and what we ask from you in return.

WHAT YOU CAN EXPECT FROM US

- A friendly, caring, and safe learning environment that fosters an inclusive and supportive culture, free from bullying and discrimination by
- Being treated with respect and courtesy by all OMG Education Staff
- Provide and protect you with a healthy, safe environment to study in, including your e-safety
- Provision of high-quality teaching and training that suits learner needs, ability and experience
- Clear and accurate information on course content and methods of delivery; assessment arrangements, and the mechanism and timescale for receiving feedback about your work
- Appropriate resources, good classrooms, access to computers, course materials including e-learning resources
- Regular review of progress, fair and constructive feedback and advice about how to improve
- Access to additional support for those with an Additional Learning Support need
- Regular opportunities for you to comment on your course and OMG in general

- Assurance that complaints or appeals will be dealt with in a timely and fair manner

WHAT WE EXPECT FROM YOU TO DO

- Engage and fully commit to the learning opportunities you undertake with OMG
- Attend regularly (minimum 85%) and be punctual
- Communicate with staff if unable to attend
- Take responsibility for your work; complete it on time and to the best of your ability
- Inform your tutor of any circumstances which may affect your attendance
- Respect all learners, staff, and members of the public
- Follow our policies and practice during your time with OMG
- Help us to improve our service by providing regular feedback
- Adhere to the smart/casual dress code
- Respect premises and facilities
- Wear student ID at all times while in OMG
- Do not consume or be under the influence of alcohol or illegal substances while at OMG or on work placement
- Do not post or publish any images without OMG's consent

TRAINEESHIP PROGRAMME

YOUR TRAINEESHIP CONTAINS

FUNCTIONAL SKILLS:

- English up to level 2
- Maths up to level 2

PREPARATION FOR WORK:

- Supporting and preparing to go into work

WORK EXPERIENCE:

A total of 4 weeks in a work placement.

PROGRESSIONS:

Possible progressions from Traineeship:

- Employment
- Apprenticeship
- Further education

INITIAL ASSESSMENT

At the beginning of the Traineeship Programme, you will be given a variety of assessments to complete. These assessments help pinpoint exactly where you are and help decide what you need to concentrate on to build on your existing skills.

DURING THE COURSE

After your initial assessment, you will have a one-to-one discussion with your tutor, where you will both develop a programme based on your individual needs. This programme will be recorded in your ILP and cover the following:

- Your personal details
- Your career progression aims
- Your overall targets
- Your basic skills target
- Your personal and social skills targets
- Your vocational skills target

- Qualifications and certificates you are hoping to achieve

Your ILP is a working document and can be updated at any time during your training.

REVIEWS

During your review, you will evaluate how you feel the course is going and how you feel about your targets. Your tutor will provide you with feedback on how he/she feels your course and targets are progressing. Your programme will be discussed to ensure you are still on track, and short-term targets will be agreed upon between you and your tutor for you to complete before your next review.

LEARNING MATERIALS

A variety of learning materials are available for your use while you are on the course. The materials are available free of charge and cover the following subject areas:

- English
- Maths
- Vocational Areas
- Personal and Social Development

TRAINING SESSIONS/ WORKSHOPS

Depending on what has been agreed in your ILP, various training sessions and workshops are provided. These cover the following areas:

- | | |
|------------------------|----------------------------|
| • IT Fundamentals | • Maths |
| • CV writing | • English |
| • Job search | • Budgeting |
| • Telephone techniques | • Moral Dilemmas |
| • Interview techniques | • Sexual Health |
| • Business writing | • Personal & Social Skills |
| • Equal opportunities | • Employability |
| • Health and safety | • Communication skills |

OMG EDUCATION WILL:

1. Provide guidance and training towards the qualifications and activities in your programme.
2. Check your progress through daily contact with you and by regular reviews.
3. Make sure you are working in a safe environment and that you receive Health & Safety training as part of your induction.
4. Follow our Equality and Diversity policy.

COURSE SPECIFICATIONS

[NCFE Level 1 Technical Award in Music Technology](#)

[NCFE Entry Level 1-3 Functional Skills Qualifications in English](#)

[NCFE Level 1-2 Functional Skills Qualifications in English](#)

[NCFE Entry Level 1-3 Functional Skills Qualifications in Mathematics](#)

[NCFE Level 1 Functional Skills Qualifications in Mathematics](#)

[Pearson Edexcel GCSE English Language 2.0 \(9-1\)](#)

[Pearson Edexcel Functional Skills English Level 1](#)

[Pearson Edexcel Functional Skills English Level 2](#)

[Pearson Edexcel GCSEs Mathematics \(9-1\)](#)

[Pearson Edexcel Functional Skills Mathematics Level 1](#)

[Pearson Edexcel Functional Skills Mathematics Level 2](#)

GENERAL INFORMATION

ATTENDANCE

TRAINING/ACTIVITY HOURS

Your Tutors will go through your timetable during induction. We do expect at least 85% attendance and excellent punctuality, and a willingness to engage with and make the most of all the opportunities made for you at OMG.

If you are not able to attend training or any activity that you have been timetabled to attend, please call us as soon as possible. Learners will be given full details of the dates of the centre closures.

SIGNING IN PROCEDURES

For health and safety reasons, it is very important to keep an accurate record of who is in the building at any given time. Everyone who comes into the building must sign in and out when they arrive and when they leave. A register will be taken in your training room. Your tutor will explain the procedure to you.

APPOINTMENTS, HOLIDAYS & AUTHORISED ABSENCE FROM TRAINING

You must let your tutor know if you plan to take any holiday leave or if you are going to be absent for any planned appointments.

SICK AND MEDICAL LEAVE

If you are not well and you miss training, you must contact us on the first day of sickness, or as soon as possible. Try to make appointments for the days when you don't have training. But if you do need to attend a medical appointment that will stop you from attending training, let the tutor know as soon as possible

TIMETABLE

A standard timetable will be produced which will detail the days and times of the week when Learners must attend the training. You will also be informed about holiday dates.

PROGRESS REVIEWS

Your tutor will review your progress at regular points during your course. You will also have an Individual Learning Plan. At this meeting, you will review your learning, development and

progress on the course. There is also a chance to discuss your personal achievements and general skill development at this review. A copy of each review will be held in your file.

LEARNERS' PROPERTY

Learners should avoid bringing items of high value into OMG and should not leave their property unattended. Lost property is usually handed in at Learner Reception. OMG will not accept responsibility for any items in a learner's possession which are lost whilst they are engaged in OMG business, taking an examination or out on a trip/visit or on placement.

CHANGE OF ADDRESS, CONTACT DETAILS OR PERSONAL CIRCUMSTANCES

It is vital that Learner Reception is notified of any change of address, email or other contact details, including the date of the change or a change in relevant personal circumstances.

LEARNING SUPPORT

OMG is committed to inclusive education. All learners are given the opportunity to make the most of their individual skills and abilities.

FINANCIAL HELP

Learners will be provided with vouchers for breakfast and lunch. Some help with travel may also be available for learners who do not yet have a Young Person's Oyster card.

SPECIAL ACCESS ARRANGEMENTS FOR EXAMS

It is essential that learners tell us about their needs at the earliest opportunity and cooperate with us to satisfy the evidence requirements. Learners who believe they may qualify for special access arrangements should discuss this with their tutor

CARE TO LEARN

This scheme is to help young parents aged 16-19 wishing to further their education by contributing to childcare costs. You can apply for Care to Learn online at

<https://www.gov.uk/care-to-learn>.

WORKING PRACTICES & POLICIES

SAFEGUARDING

Staying safe - It is important that you take your personal safety seriously and minimise any risk to yourself. OMG will not tolerate any bullying, harassment, or discrimination. This includes discrimination by age, gender, disability, faith, sexual orientation, or race; harassment or bullying through inappropriate texting or misuse of social networks and using inappropriate language to other students or staff. This also includes the grooming of vulnerable adults where they are primed to allow themselves to be exploited or abused, i.e., in either unwanted financial or sexual behaviour.

If you are the subject of or witness to any of the above, talk to your tutor or the Designated Safeguarding Officers or on telephone number 0208 159 3838.

PREVENTING BULLYING AND HARASSMENT

We are committed to providing a safe and supportive learning environment where everyone can achieve their full potential. Bullying and harassment of any kind are unacceptable at OMG.

"Bullying is a behaviour by an individual or group which is usually repeated over time, but can be a one-off incident, that intentionally hurts another individual or group either physically or emotionally".

Bullying or harassment may be:

- Verbal and psychological.
- Mocking, making offensive comments, spreading hurtful and untruthful rumours;
- Excluding individuals from social groups.
- Physical; Kicking, hitting, pushing, and taking belongings.
- Cyber-bullying; using electronic media.
- Inappropriate text messaging, emailing or telephone calls, sending offensive or degrading images by phone or via the internet.
- Imposing or promoting religious or political views or beliefs in an individual or group setting that promotes hatred or active harm to other groups of people outside of that faith.

If you are being bullied or become aware of someone being bullied, tell someone you trust about your concerns and get some help, your tutor, member of staff, and Safeguarding Officer. You can also email or ask about the OMG Complaints Form.

Ask any member of OMG staff who will help you to identify possible options.

USE OF INFORMATION COMMUNICATION TECHNOLOGY

If your course requires you to have access to use the ICT facilities, you will be asked to sign an agreement regulating that use when you join the course.

Be thoughtful and careful when using social networking sites and other ways of communicating - make sure you are e-safe. With the current unlimited nature of internet access, it is impossible for OMG to eliminate all risks for learners. It is our view, therefore, that we will support learners to stay e-safe through regular training and education. This will provide individuals with skills to be able to identify risks independently and manage them effectively

As with most potential online dangers, the problems can start if you do not look after personal information properly. The risks you need to be aware of are:

- Cyberbullying (bullying using digital technology)
- Invasion of privacy
- Identity theft
- Seeing offensive images and messages

CONFIDENTIALITY

A student can generally expect that information revealed in confidence to a member of staff will not be divulged to a third party.

However, confidentiality does not mean being secret! If it is felt that a student or others are at risk of significant harm, are implicated in criminal activity, or there is a child or vulnerable adult protection concern, then it is expected that a member of the Safeguarding team will be informed. Information may then be shared with others, Social Services, and the Police

SUSTAINABLE DEVELOPMENT

Everyone has a responsibility to help look after our planet. At OMG, all staff and Learners are expected to support practices that contribute to the welfare of our environment.

Paper use & recycling

- Use double-sided printing on the photocopier to save sheets of paper
- Don't print more copies of documents than you really need
- This paper is regularly collected and will be recycled to make other paper products. Ask staff about recycling fax and copier toners and cartridges

Energy use

Always turn off lights in empty rooms. Staff will make sure that they turn off equipment that is not going to be used at the end of the day or the week.

Transport

Whenever possible, use public transport for travel. Fewer cars on the road mean lower levels of fumes and pollution.

EQUAL OPPORTUNITIES POLICY

OMG are committed to a more inclusive society through the promotion of Equality, Diversity and Inclusiveness and will not tolerate the discrimination or harassment of other Learners or staff.

OMG actively ensures that Learners and staff do not receive less favourable treatment because of their: Gender Identity, Age, Intellectual or Physical capability, Family circumstances, Marital status, Sexual orientation, Lifestyle, Race, Colour, Nationality, Ethnic Origin, Religion, Political persuasion or Offender status.

Our commitment to promoting equality and diversity is that we strongly believe that everyone is entitled to:

- Be treated fairly and with respect.
- Be regarded as of equal value.
- Work and learn in an environment that is free from harassment, discrimination, and victimisation.

OMG actively celebrates diversity and promotes equality of opportunity for everyone; all students and staff are responsible for ensuring that they:

- Do not discriminate against or harass others.
- Actively discourage any discriminatory behaviour.
- Report any incidents of harassment or discrimination

All such incidents are considered to be serious misconduct and will be dealt with promptly. As a student, you will have a part to play in helping us to create an environment that welcomes, values and builds on Diversity and Difference.

BRITISH VALUES

At OMG, the promotion and reinforcement of British values are important to us. We see British values as underpinning what it is to be a citizen in a modern and diverse Great Britain.

As well as striving to actively promote these values to our learners, we are also embedding these into teaching and learning across the curriculum.

The Department for Education has recently reinforced the need "to create and enforce a clear and rigorous expectation on all providers of education to promote fundamental British values." The Government set out its definition of British values in the 2011 Prevent Strategy, and these values have been reiterated with a statutory Prevent Duty placed on Providers of education from 1st July 2015

British values are defined within the duty as including:

- democracy
- the rule of law
- individual liberty
- mutual respect
- tolerance for those with different faiths and beliefs

With these values in mind, at OMG, we aim to:

- Help learners to become valuable and rounded members of society who treat others with respect and tolerance, regardless of background
- Promote the basic British values of democracy, the rule of law, individual liberty and mutual respect and tolerance for those of different beliefs and faiths to learners
- Celebrate difference and promote diversity
- Encourage an understanding of the difficulty other cultures face where such values are not respected

We are taking action to:

- Embed different materials about democracy and how the law works into curriculum materials
- Ensure that all our learners have a voice that is listened to and valued and demonstrate how democracy works through promoting our Learner Voice programmed activities

- Use opportunities such as general elections and debates to promote British values and help learners to argue and defend different points of view
- Actively consult with our learner representatives to gather learner views and feedback on key policies that affect the learner body
- Encourage learners to become responsible learners and to actively participate in their own learning and development
- Provide staff development training

HEALTH AND SAFETY

YOUR ENTITLEMENT TO HEALTH AND SAFETY

OMG are committed to safe learning and will help you to learn about safety.

As a learner of this course, you are entitled to:

- learning that takes place in a safe, healthy and supportive environment, with H&S induction
- training support for your health and safety
- information on the main findings from any risk assessment and any related instructions
- regular reviews of your health and safety understanding and practices
- information on what to do in an emergency or an accident or for ill-health
- information on the health and safety policies and procedures of OMG and your employer
- be consulted on health and safety matters and decisions that affect you and your course
- report anything dangerous that happens and not do anything you feel puts you in danger

As a learner, you are responsible for:

- cooperating with OMG and your employer on health and safety
- following all health and safety rules and procedures
- following the information, instructions and training you are given
- not doing anything that would put you or others at risk
- contributing to health and safety by reporting defects and dangerous situations or where you think health and safety can be improved
- reporting if you are bullied or harassed
- not damaging or misusing anything provided for purposes of health and safety
- keeping your work area clean and tidy
- doing any necessary health and safety training, e.g. fire drills
- following any health and safety training plan

For more information on Health & Safety, visit:

<https://www.hse.gov.uk/legislation/>

FIRE PROCEDURES

You will receive instruction on fire procedures for the centre where you are studying. Always follow the Health & Safety rules given by your tutor in your training area. Make sure you always sign the register when you enter and when you leave the building. Never smoke anywhere near the OMG building. Keep corridors and walkways clear of obstructions.

If you discover a fire, raise the alarm straight away or tell a member of staff straight away

When you hear the fire alarm: DO:

- Follow an evacuation route, go to the agreed meeting point and report in
- Get out and stay out!
- Make sure you fully understand these fire procedures. If not, ASK!

NO SMOKING POLICY

Staff and Learners are not permitted to smoke cigarettes, including e-cigarettes, in any part of the building. Anyone who wants to smoke or 'vape' must do so outside the building, away from the front entrance. Any Learners or staff smoking within the building are creating a fire hazard and putting lives at risk. Failure to observe the no-smoking policy may result in disciplinary action being taken.

DISCIPLINARY PROCEDURE

When Learners begin their training at OMG, they will be asked to sign the 'Acceptable Behaviour Policy as part of their induction. The following stages will be used when there has been an incident of misconduct or unacceptable behaviour.

Informal discussion/counselling: Your Tutor will make every effort to resolve the matter at this stage.

Formal Verbal Warning: If, despite informal discussions, your behaviour does not meet acceptable standards, you will receive a formal verbal warning.

Written Warning: If there is no improvement in behaviour or a further incident occurs, a written warning will be given at an interview between you and a member of the management team.

Final Written Warning: If your behaviour remains unacceptable. A final written warning will be given and will be kept on your file.

Suspension or Dismissal: If Learners fail to improve their behaviour or conduct, they may be suspended from the training programme for a stated period or dismissed from the programme.

Serious acts of misconduct such as:

- Theft
- Fighting or assault (verbal or physical)
- Deliberate damage to OMG property
- Sexual or racial harassment
- Being unfit to attend training due to alcohol or illegal drugs
- Serious negligence

MAY result in dismissal following a full investigation.

You can appeal against a decision within 5 days of the disciplinary action. A senior manager will investigate your appeal.

APPEALS AND COMPLAINTS

It is the OMG policy to provide the opportunity to learners, service users and members to complain about the level and quality of service(s) they have received. This is whether they are a learner on an OMG funded programme, on a programme/activity delivered by OMG staff, a member of OMG, a provider contracted by the OMG, or any external organisation that has entered into a service agreement with OMG.

It is the organisation's policy to provide the opportunity to learners, service users and members to appeal against decisions made as part of our quality assurance procedures. It is our policy to deal with appeals and complaints in a fair and transparent, and effective way. The operational application of this policy is outlined in the Complaints Procedure.

LEARNER VOICE

WHAT IS A COURSE REPRESENTATIVE?

A Course Representative is elected by the Course members to chair Course meetings and represent the views of the class in meetings with OMG Managers and through our online learning platform.

WHY SHOULD I BECOME A COURSE REPRESENTATIVE?

Course Representatives represent the interests and opinions of their fellow course members. They ensure learners are happy with the teaching and the support available on their course. Where there are issues or areas for improvement, it is their duty to make sure that these concerns are voiced. Course Representatives are a vital link between the learners and OMG; by providing a direct link to the opinions and feedback of learners, Course Representatives make a huge difference to the quality of the learning at OMG.

There are many tangible benefits of being a Course Representative and looking after the interests of learners in your Course group. First and foremost, Course Representatives will enhance their abilities with key transferable skills as they undertake their responsibilities.

Transferable skills are highly attractive to future employers. These skills include:

- Communication (written and verbal)
- Time Management
- Teamwork
- Negotiation
- Networking
- Organisation and planning

All of this looks great on your CV and could really give you a head start over any competition when applying for jobs in the future. Ultimately, the role of the Course Representative offers you a sense of achievement in having been central in representing the view of the learner to Senior Management.

HOW DO I BECOME A COURSE REPRESENTATIVE?

Nominations & elections are held in each class shortly after you start your course. This gives you the opportunity to select a member of your class to represent you in meetings with staff, chair class meetings etc., and you can also nominate yourself.

We both publish and respond to suggestions through posters and online, so you can find out how we are dealing with anything you have commented on.

STUDENT COMMITTEE MEETINGS

You will also be invited to attend a variety of meetings/forums with OMG staff. Your tutor will let you know when these meetings are taking place each month

CLASSROOM VISITS

Delivery Managers and SMT members visit all classes to welcome learners and also give an initial welcome to the organisation. During these visits, SMT members openly explore any issues that learners may have and note any suggestions for improvement.

ONLINE FEEDBACK

Learners are now able to provide feedback, comments and suggestions via a dedicated Learner Voice email address: feedback@omgeducation.co.uk.

In addition to the above, OMG will continue to capture feedback from paper-based evaluations online and telephone surveys.

ANALYSIS & DISSEMINATION

OMG will listen to views and, where appropriate, act on learner feedback. We will publish findings from the Learner Voice through a number of channels. These include 'You Said, We Did' communications via prominent displays of posters, OMG's website and face to face.

CONTACTS

OUR CONTACT NUMBERS:

Jamal Miah, Director: 07498 330265

Paula Philip, Head of Education: 02081593838 Ex 304

Harold Lisk, Head of Creative Development: 02081593838 Ex 203

You may find these useful if you want to find out more about a particular issue.

Equality Advisory Support Services

Promotes and monitors human rights. Protects, enforces and promotes equality across the nine "protected" grounds of age, disability, gender, race, religion and belief, pregnancy and maternity, marriage and civil partnership, sexual orientation and gender reassignment. **Helpline: 0808 800 0082**

Citizen's Advice Bureau

Free advice on a variety of issues including employment law, claiming benefits and debt solutions. www.citizensadvice.org.uk/

Community Legal Advice

For those on low income who may be eligible for free specialist legal advice on issues including: benefits and tax credits; debt; education; housing; employment; family problems. **Helpline: 0845 345 4345**

National Minimum Wage

Department for Business Innovation and Skills
<https://www.gov.uk/government/organisations/department-for-business-innovation-skills>

Dyslexia Action

Park House, Wick Road, Egham, Surrey TW20 0HH
<http://www.dyslexiaaction.org.uk/>

Women's Aid Federation (England)

Rape Crisis

Email: info@rapecrisis.org.uk
www.rapecrisis.org.uk

Freephone Helpline: 0808 802 9999

Disability Rights UK

<https://www.disabilityrightsuk.org/>

Drug and alcohol abuse organisation

www.addaction.org.uk/

FRANK

<https://www.talktofrank.com/>

0300 123 6600

SMS 82111

Shelter

Freephone helpline for those facing a housing emergency.

www.shelter.org.uk

National Careers Service

<https://nationalcareers.service.gov.uk/>

The National Careers Service provides everyone aged 13 and over, access to the best

For women who have experienced violence (physical, emotional or sexual abuse).

PO Box 391, Bristol BS99 7WS

information, advice and resources to make more effective choices about skills, careers, work and life.