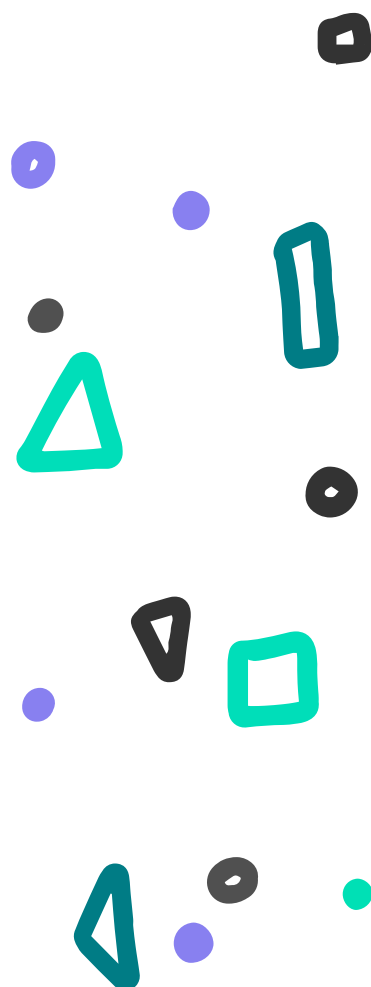


# Learner Handbook

Adult Skills Fund (ASF)



# Welcome...

Welcome to The Skills Network. We are privileged that you have decided to learn with us and we are excited to be a part of your learning and development, whatever your goal!

At The Skills Network, we offer a first class service through the learning materials to support your learning, the support our Contact Centre gives you and the tuition and guidance you will receive from your assessor.

In order for us to give you the best service possible, we will agree individualised and manageable deadlines with you that fit alongside your other life commitments within your 8-12 week course of choice. This structure will help you not only manage your time, but meet the high expectations we require of our learners. We want you to stretch your knowledge beyond the confines of your qualification framework and not only learn what you need to successfully achieve your certificate, but make strong progression routes into further learning or work opportunities.

We expect the best from our learners and in return will ensure that you receive an outstanding learning experience and come back to work with us time and time again.

We hope you thoroughly enjoy your course and wish you the best of luck with your studies.

## The Skills Network



[learner.support@theskillsnetwork.com](mailto:learner.support@theskillsnetwork.com)

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## Application & Enrolment

Complete your initial assessment, intent questions and tell us about any additional support you may need with your course.

You'll receive an email asking you to accept your funding partner and their terms and conditions before you are enrolled.

## On-boarding - Week 1

If you've told us that you have a learning disability, difficulty or additional learning needs, then a specialist Learning Support Advisor will be in contact with you a few days after enrolment to chat about the adaptations or reasonable adjustments you need.

Your LSA will also discuss how often you would like to be contacted and agree on a contact schedule.

# ASF Learner Journey

## First Impressions survey

Learner feedback is incredibly important to us so we can improve our services if there is an issue. You'll complete a survey around week 4 of your course.

## Learning & Assessment

Work through your learning and submit your units in line with your agreed deadlines. Assessors will give you feedback on your work and give guidance on progress for improvements and future units.

Your assessor can also give you 121 support if you need it by phone or email.

## Completion & Achievement

Our CCA's and Assessors will support you to complete and achieve your course.

When you finish your course, we'll carry out a quality check before your certificate is claimed from the awarding organisation. You'll also complete an exit survey to give feedback on your overall experience and the impact of your course on what you want to do.

## Progression & Next Steps

We have a Careers and Progressions team you can speak to if you want to move onto other courses or obtain some advice about employment or further study.

## Progress checks & Intervention support

We'll send you automated check-ins if you are working through your course in line with your dates.

It's important that you stick to your agreed due dates. If you struggle to meet a deadline, you can request up to a 7 day extension on your EQUAL account. You can also contact us at any point to discuss your course.

If you do fall behind, our LSA team will contact you to agree a new action plan and arrange any support you might need.

If you have told us you have an additional learning support need and want ongoing support from us, we'll check in with you as regularly as you want us to.

## Funding Compliance

Sometimes we will need to obtain additional evidence from you before funding can be fully confirmed. For example: Residency, ID, salary, or benefit evidence.

When this happens, our Compliance Team will call and email you to obtain this evidence, you'll need to provide this as soon as you can to avoid any delays to your marking!

# How is my Course Delivered?

Your 8-12 week course is run via Distance Learning.

Distance learning means you can study independently using learning resources at a time and in a place that is suitable for you, whilst working towards your agreed deadlines.

You will be allocated a Contact Centre Advisor (CCA) who will check in with you as necessary. If you're on track with your submissions and meeting your due dates, then this will usually be regular automated email contact to check in.

If you've told us that you have a learning difficulty or additional learning needs, then your CCA will be in contact with you a few days after enrolment to chat about the support you need. Your CCA will also discuss how often you would like to be contacted and agree a schedule with you.

Unfortunately, if you miss your deadlines your CCA will be in touch to agree an action plan and arrange any support you need. If you consistently fail to meet your deadlines then you may be withdrawn from your course, which can incur an administration fee.

You can contact us at any point to talk about your course – our contact details are at the back of this Learner Handbook.

If you'd like to speak to someone to discuss any additional support needs you may have, how these impact on your learning, any reasonable adjustments we can put in place or link you to a specialist at The Skills Network to explore your support needs further, you can speak to the Contact Centre to arrange this.



Once you have successfully enrolled onto the course, you can expect a welcome email where you will receive all the information that is needed to get started with your course and learning. You will also have access to a Welcome course on all the key information that you need to know while studying with The Skills Network – please take some time to complete this.

Your course may also have a Diagnostic Assessment included – this is important to complete because it tells you and your assessor how much you know already and what areas you need to focus on.

Your Welcome Email will contain links to information about:

- How to access your learning materials
- The Safeguarding Team
- Key themes such as British Values, Prevent, Safeguarding and Online Safety
- Study hints and tips, along with plagiarism and referencing
- A handy video explaining how your course will work.



[learner.support@theskillsnetwork.com](mailto:learner.support@theskillsnetwork.com)

# Learner Voice and Compliments

We want to hear your views – these can be compliments or things that you think could be done better.

Once you have completed your course we want to get your feedback on your learning, the support you've received and how the course is benefitting you and allowing you to achieve your goals. Your first and final feedback will include a link to a survey and you'll receive this by email too – we appreciate all feedback so we can continue to improve our courses and learning journeys for all learners.

You will receive two surveys via text or email; First Impressions and Exit Survey – all feedback is welcomed and allows us to improve the service our learners receive! In addition, there are opportunities to take part in Focus Groups and Telephone Feedback Interviews. There are also Monthly Learner Newsletters, Learner Reward and Recognition and EQUAL forums to be involved with.

We may also contact you while you're on your course to get specific feedback about an aspect of your learning journey.

Alternatively, you can send your comments to:

**[Learner.Voice@theskillsnetwork.com](mailto:Learner.Voice@theskillsnetwork.com)**

## Progressions and Next Steps:

As a leading training provider, we strive to offer lifelong learning opportunities to contribute to your ongoing progression, supporting the achievement of your personal and/or career goals.

At The Skills Network, we have a Careers and Progressions Team who are able to offer information, advice and guidance regarding your next steps within your personal and/or career goals and deliver useful workshops to support you in achieving your goals.



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You can contact them for advice on: [\*\*Progressions@theskillsnetwork.com\*\*](mailto:Progressions@theskillsnetwork.com)

If you would like further information regarding our full range of qualifications, please contact us on 01757 210522 and a member of our team will be more than happy to help.

For further career advice and guidance, visit the following websites:

- <https://nationalcareers.service.gov.uk/>
- <https://www.prospects.ac.uk/>



[learner.support@theskillsnetwork.com](mailto:learner.support@theskillsnetwork.com)



# Your EQUAL Account

EQUAL is the platform where all your learning resources, assessments and feedback are located.

You will receive an email with your login details. Please check your junk folder if this email cannot be found in your main inbox. After receiving your welcome email, you will be asked to reset your password. Your password should be at least eight characters long and should include at least one number.

Tip: Make your password hard to guess but easy to remember. However, if you forget your password, don't worry! Simply click the 'Forgot your password' link on the login page and follow the instructions in the email you receive.

## Logging in

Once you have successfully logged into EQUAL, you will see a summary page of your chosen course. This page will be your main overall source of information about your progress through the course (such as the next date of submission and the number of units you will be working your way through), and provides access to your assessments.

Your learning resources can be found in the 'Learning' tab.

## Course diagnostic assessment:

If your course has a diagnostic available, you will need to complete this before beginning your learning.

This is so you and your assessor understand your starting point of knowledge of the upcoming topics in your course. When you click on your course, you will see a box saying "Start Diagnostic Assessment" – simply click that button and work your way through the questions. The answers will guide you and your assessor in with areas you need additional development and learning on, and which ones are your strengths. The results will be published in a curriculum plan, which you can refer back to.



The screenshot displays the EQUAL LMS interface. The main content area shows the course title 'TQUK Level 2 Certificate in Awareness of Mental Health Problems (RQF)TEST' and a 'Start Diagnostic Assessment' button. Below this, a list of 10 units is provided, each with a 'Learning' button and an 'Assessment' button. The units are: Unit 1: Understanding mental health; Unit 2: Understanding stress; Unit 3: Understanding anxiety; Unit 4: Understanding phobias; Unit 5: Understanding depression; Unit 6: Understanding postnatal depression; Unit 7: Understanding bipolar disorder; Unit 8: Understanding schizophrenia; Unit 9: Understanding dementia; Unit 10: Understanding eating disorders. The 'Last study time' is noted as 23rd September 2024 at 14:54. The sidebar on the left includes 'Current Course' and 'Learner Room'. The calendar on the right shows September 2024 and highlights 'Oct 7th' as an upcoming date for 'Understanding mental health is due'.

## How to access your learning resources:

Once you have completed your diagnostic assessment (if available) or once you have clicked on your active course, you'll be presented with the below. Each unit is broken down into Learning and Assessment. To access your online learning resources click on the learning button for your unit:

The screenshot displays the EQUAL LMS interface for a different course. The main content area shows the course title 'TQUK Level 2 Certificate in Understanding Nutrition and Health (RQF)' and buttons for 'View Curriculum Plan' and 'Resume'. Below this, a list of 4 units is provided, each with 'Learning' and 'Assessment' buttons. The units are: Unit 1: Explore principles of healthy eating (Due Date: 21/06/2024, In Progress); Unit 2: Consider nutritional needs of a variety of individuals (Due Date: 05/07/2024, Not Started); Unit 3: Use food and nutrition information to plan a healthy diet (Due Date: 19/07/2024, Not Started); Unit 4: The principles of weight management. The 'Last study time' is noted as 23rd September 2024 at 14:56. The sidebar on the left includes 'Current Course' and 'Curriculum Plan'. The calendar on the right shows September 2024 and highlights 'Sep 23rd' as an upcoming date for 'Understanding eating disorders is due'.

Just make your way through the learning resources to gain all the knowledge you need to successfully answer the assessment questions.



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Our content is engaging and will get your brain working with activities, quizzes and additional reading. All of our courses are written by subject experts and approved by nationally recognised Awarding Organisations.

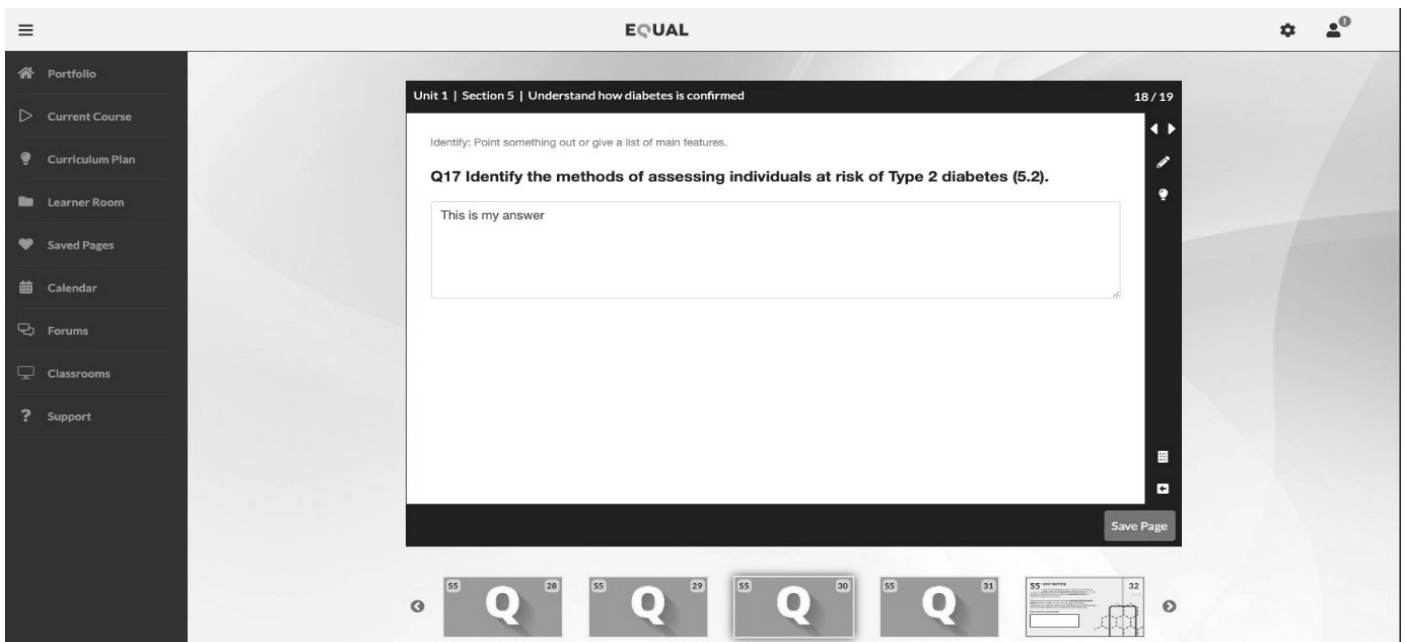
NB: Learners need to show Evidence of Learning within 4 weeks of enrolment to ensure their funding is secured.

The calendar at the side also notes your upcoming submission dates and you can access your curriculum plan to reflect on what you already know.



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# Submitting your Assessment



Once you have worked through your learning content, the assessment questions will be at the end of the slides.

Answer each question in full and carefully, in your own words. If you have a break, you can also come back to your assessment questions by clicking on the Assessment tab on your current course overview page.

At the beginning of each question is a command verb – this identifies the level of detail required in your answer.

For more detail on command verbs, click here: <https://theskillsnetwork.com/documents/command-verbs-sep-24.pdf>

The 'Assessment' tab gives you a question overview of the unit you have clicked into. In this area, you can navigate to begin inputting answers to your assessment questions. To do this, select the 'Click to answer' button on the right-hand side of the screen.



Once you have completed every question in a unit, you will be directed to the Assessment Overview page to give your answers one final check before submission. You can go back into any of the questions to change your answer by clicking 'Click to edit' on the right-hand side of the page. When you have checked your answers and are happy with them, just click the 'Submit' button.

You will be asked to confirm that all work you have submitted is your own. This declaration serves as a reminder not to plagiarise or misuse AI tools.

After clicking 'Submit,' your assessment will be sent to an Assessor for marking. At this stage, you are no longer able to edit your assessment and you will be presented with a screen which shows whether your submission has been successful.

The screenshot displays an assessment interface with three question cards. Each card contains a question ID and text, a 'Your Answer:' field with a placeholder 'This is the answer to this question...', and a 'Click to edit' button with a right-pointing arrow. Below the question cards, there is a warning message: 'You may only submit your unit for marking once you have answered all of the questions in this unit. You will not be able to change your answers after doing this.' Below the warning is a checkbox with the text 'I can confirm that all of this work is my own.' At the bottom center is a 'Submit' button.

If a question is showing in a blue box – you have not answered this.

If a question is showing in an orange box – you have written an answer, but this has not yet been marked.

If your assessment is showing in a red box – your work has been marked by an Assessor and they would like you to re-submit some parts of it. Don't worry, just refer to your assessor's feedback to guide you.

If your assessment is showing in a teal green box – you have passed this subject to moderation!

### Copy and paste restriction:

*Please note: you are unable to copy and paste answers into the answer box. This system has been put in place to assist in preventing plagiarism.*




## How to access feedback:

You will be notified by email when your assessor has completed and returned your feedback, so remember to regularly check your inbox and your junk mail for these emails.

You should log back in to EQUAL by using your email address as the username and the password you have already created. If you have passed the unit, you will see a message of congratulations.

To access your feedback, click on the **Assessment** tab of your chosen unit then select **Review**. EQUAL will tell you the outcome of your assessment at the top, and your feedback is under this.

Assessment - Unit 1 - Explore principles of healthy eating







TQUK Level 2 Certificate in Understanding Nutrition and Health (RQF)

[Review](#)

[← Back](#)

Due Date: 22/10/2024

[Re-Submit](#)

-  Section 1 : Understand how diet is linked to health
-  Section 2 : Understand the components of a healthy diet
-  Section 3 : Know the nutrients in food and their role in maintaining health
-  Section 4 : Understand the principles of healthy food preparation [Questions](#)



Should your assessor require a little more information from you, don't worry! All of the questions you have answered correctly will be highlighted in green, which means there is no more work for you to do on these. However, the questions that are marked red are the ones that require a little more attention.

You should use the feedback from your assessor to help you with your re-submission.

Once you are ready to re-submit your assessment questions, you should check your answers in the overview page and then submit them for marking.





# Your Assessor

You will be assigned a subject-expert Assessor upon submission of your first assessment. However, should you require assessor support prior to this, please contact your Contact Centre Advisor who will be able to arrange this.

Your Assessor will mark the work you have submitted and provide personalised, robust, and developmental feedback.

Your feedback will focus on key areas: Summary, Strengths, Areas of Development and Next Steps.

Your assessor will provide key developmental feedback to support you for your next steps to work towards for your next submission, these may be around external research and referencing, or including personal examples within your answers, or linking to Safeguarding, Prevent, British Values, Online Safety (if appropriate). Your assessor will also provide feedback on your English and Maths skills as a means of support and give useful links for you to upskill yourself further to achieve your goals.

If you need to speak to your assessor, you can contact them via the email left in your feedback. If you haven't submitted any work yet, please contact Learner Services to arrange a support call.



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# What does this mean?

Pass subject to moderation: this means your assessor is satisfied that you have met the learning outcomes for the question or assessment.

Refer: this means you've not met all the learning outcomes and further information is required – your assessor will give you feedback to guide you to complete your answer. This isn't a fail, it just means that further information is needed to meet the question or unit specification as set by the awarding organisation.

What is moderation? Moderation is an internal quality assurance (IQA) check of your assessor's marking to make sure that they are marking in line with the requirements and specification, and that their feedback is of a good standard.

Sometimes, a moderator may disagree with the decision your assessor has made and ask for more information to fully satisfy the learning outcomes, or they may disagree that further information is needed and change the outcome to a pass.

Not every learner is moderated and most of the time you won't know it has taken place. If you have any questions about moderation please contact [Quality.Team@theskillsnetwork.com](mailto:Quality.Team@theskillsnetwork.com)



[learner.support@theskillsnetwork.com](mailto:learner.support@theskillsnetwork.com)

# Study Tips and Command Verbs

Assessment questions are a common way to test your knowledge and understanding of a subject. To answer these questions effectively, it's essential to identify the type of response that is expected.

Command verbs play a crucial role in this process, as they indicate the specific action you should take when answering the question. In this section, we will help you identify command verbs in assessment questions and provide tips on how to respond to them.

Command Verbs:

**Identify:** Point something out or give a list of main features.

**Outline:** Give brief details that cover the main points in summary.

**Describe:** Give a detailed account that sets out the main points of an argument, account or opinion.

**Explain:** Set out purposes or reasons or make something clear in relation to a particular situation. An explanation requires understanding to be demonstrated

**Summarise:** Give the main ideas or facts in a concise way

**State:** Express clearly and briefly.

**Define:** Give a definition or specify meaning of an idea or concept.

**Compare:** Examine subject matter to note the similarities and differences.

**Evaluate:** Make a qualitative judgement taking into account different factors and using available knowledge/experience/evidence.

**Analyse:** Break the topic down into separate parts and examine each part. Show how the main ideas are related and why they are important.

**Discuss:** Give an account that addresses a range of ideas and arguments.

You can also access these here - <https://theskillsnetwork.com/documents/command-verbs-sep-24.pdf>



# Study Tips

Your assessors have put together some useful tips to help you get the most out of your course:

When completing your answers, always try to give an example to 'back up' what you're saying. This will really help to cement and showcase your understanding.

Make the most of your online learning experience by engaging in the stop and think exercises. This will underpin your knowledge of the course content, whilst enhancing crucial digital skills.

Self-assess – Upon completing a new topic/ section, take a break. Before moving onto the next topic/ section, bullet point as much as you can remember from the last one and then check it for accuracy against learning resources.

Bookmarking ideas on mobile devices – Capture ideas on the go. Apps like Google Keep, Evernote (find one that you like as there are lots to choose from!) enable you to save your own thoughts or discussion points with others for exploration in greater detail during study time. You can also save weblinks, images and audio clips in such apps.

Broadening resources – Podcasts, videos mean that you can complete other daily tasks whilst listening to a learning resource. This is also a great way of getting the most up to date practice or approaches in your sector as professionals in such resources usually share new and upcoming developments.

Basic digital tools in 'Microsoft Word' to support:

- 'Read Aloud' to support reading.
- 'Dictate'- to support production of written work.
- 'Editor' – to proof-read, before submission.

Create a dedicated study space, (and minimise distractions).

Create a study schedule (stay organised – break down tasks and take regular breaks (to maintain focus)).



# Useful Policies and Links

## Safeguarding at The Skills Network

Safeguarding means ensuring that we protect ourselves and others from harm or damage using the appropriate measures.

The Skills Network is committed to ensuring that we take appropriate action to ensure that young people and vulnerable adults are kept safe.

We want all of our learners to enjoy a safe and productive working and learning environment throughout their learning journey with The Skills Network.

Our fully trained safeguarding team are available to offer their advice and guidance to ensure that anyone who may be at risk is given the appropriate support required.

If you would like to find out more about our safeguarding process, please contact one of our safeguarding team or utilise the other documents on our website at <https://theskillsnetwork.com/policies/safeguarding>

Our Designated Safeguarding Lead is Craig Tupling – Executive Director of Delivery and Quality.

Our Safeguarding Manager is Anna Valentine-Marsh.

If you have any concerns regarding a safeguarding issue or your own well-being while studying with us, you should contact the Safeguarding Team using the following details:

**Email:** [safeguarding@theskillsnetwork.com](mailto:safeguarding@theskillsnetwork.com)

**Phone:** 01757 600 706

Further details of all the Funding Provider's policies and procedures can be accessed via their website.



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## 'Prevent' at The Skills Network

The Skills Network is also committed to mitigating, and supporting others to mitigate, the threat of terrorism to the UK.

The Skills Network recognises that all staff and learners have a role to play in preventing extremism.

All complaints, allegations or suspicions relating to extremism are taken extremely seriously by The Skills Network.

For further information on Prevent, please review our Safeguarding and Prevent policy online - <https://theskillsnetwork.com/policies/safeguarding>

### **British Values:**

British Values are defined as democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs.\*

We expect all learners to respect other people, with particular regard to the protected rights set out in The Equality Act 2010.

*\*Source: The Prevent Strategy 2011 (www.gov.uk/government/publications/prevent-strategy-2011)*

In order to support your understanding and application of these crucial topics, we have developed additional online learning, which can be added to your EQUAL account if you would like to complete it.

Completion of these additional learning modules is not mandatory and should not be placed before the completion of your main qualification, but we do encourage that you engage with this content to help you develop a wider breadth of understanding.



## Complaints and Compliments:

If you have a concern, please initially raise this with your assessor or the contact centre. The member of staff must take every opportunity to resolve the complaint informally.

If an informal resolution is not possible, the complaint should be escalated formally using one of the following methods:

Complaints should be made in writing, either by email to:

**[complaints@theskillsnetwork.com](mailto:complaints@theskillsnetwork.com)** or by letter to The Skills Network, Abbey Court, 6-16 Benedict Drive, Selby, YO8 8RY.

Your complaint will be assigned to an Investigating Manager in the area where the complaint arose. They will investigate your complaint and provide a response and outcome within 10 working days. Please note if a complaint is complex, this may take longer than 10 days to investigate however you will be informed of this at the earliest opportunity.

For further information please see the Complaints Policy on our website:

**<https://theskillsnetwork.com/documents/complaints-policy-v3.pdf>**

Compliments can be given directly to staff by email, phone or letter, or you can send these to: **[Learner.Voice@theskillsnetwork.com](mailto:Learner.Voice@theskillsnetwork.com)**

All complaints will be treated fairly and within the directives of the Equality, Diversity and Inclusion Policy. All complainants will be treated with respect and fairness throughout any investigations and processes linked to a complaint made. **[https://theskillsnetwork.com/documents/Equality\\_Diversity\\_and\\_Inclusion\\_Policy\\_April\\_24.pdf](https://theskillsnetwork.com/documents/Equality_Diversity_and_Inclusion_Policy_April_24.pdf)**



## Plagiarism and AI Misuse

Plagiarism and AI Misuse is not acceptable at The Skills Network. The assessments you submit must be in your own words.

The Skills Network's policy on plagiarism and the misuse of AI in assessments aligns with the guidance set out by the Joint Council for Qualifications (JCQ) in their "Plagiarism in Assessments – Guidance for Teachers/Assessors" document <https://www.jcq.org.uk/wp-content/uploads/2023/07/Plagiarism-in-Assessments.pdf>: as well as their guidance on "AI Use in Assessments: Protecting the Integrity of Qualifications"

[https://www.jcq.org.uk/wp-content/uploads/2024/04/AI-Use-in-Assessments\\_Feb24\\_v6.pdf](https://www.jcq.org.uk/wp-content/uploads/2024/04/AI-Use-in-Assessments_Feb24_v6.pdf)

### What is Plagiarism?

Plagiarism is using someone else's words, ideas, images, or work without giving them proper credit. This includes copying and pasting from websites, books, or other sources without acknowledging the original author or source. This also includes the use of AI-generated work. AI-generated work is content produced by artificial intelligence or other automated means without substantial input or validation from the learner.

All learners must produce answers to be assessed against learning outcomes and course criteria in their own words, and the result of their own thoughts, ideas and experiences (lived or hypothetical). Where work is not the learners own and external sources or AI has been utilised to form responses and not appropriately referenced then this may be deemed malpractice in the form of plagiarism.

The Skills Network has systems and processes in place to assess the authenticity of work submitted. If it is found that your work is plagiarised, or AI has been misused then you may face one of the following sanctions:





- Work submitted may be rejected and must be recompleted
- A written warning about future conduct
- Notification to an employer regarding conduct
- Removal from the course
- Invalidation of previously issued certificate(s).

As a learner, it is your responsibility to ensure your work is your own and authentic. If you use other sources, you must reference the use of them and include your own independent effort within your assessment.

For our Plagiarism and AI Misuse Policy in full please visit:

<https://theskillsnetwork.com/documents/plagiarism-and-ai-misuse-policy-v2.pdf>



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## Appeals:

The appeals procedure is an internal procedure designed to give you the opportunity to appeal against results, timings, procedures, materials, and the actual assessment including assessment outcomes. In the first instance, please discuss your disagreement informally with your assessor. If you are unable to reach a suitable conclusion you have the right to make a formal appeal.

To raise an appeal please contact [Quality.Team@theskillsnetwork.com](mailto:Quality.Team@theskillsnetwork.com) with a written account of the appeal at the earliest convenience.

Should you wish to appeal against an external examination or assessment, The Skills Network will take the matter to the Awarding Organisation involved on your behalf. Please raise this with [Quality.Team@theskillsnetwork.com](mailto:Quality.Team@theskillsnetwork.com)

For our Appeals Policy in full please visit:

<https://theskillsnetwork.com/documents/appeals-policy-sep-23.pdf>

## Equality, Diversity and Inclusion Policy:

The Skills Network and your Funding Provider are committed to allowing access to education for all learners and users of educational services.

We will ensure there is no discrimination on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity leave, race, religion or belief, sex, or sexual orientation.

Further details of all of your Funding Provider's policies and procedures can be accessed via their website. Our Equality, Diversity and Inclusion Policy can be found on our website: [https://theskillsnetwork.com/documents/Equality\\_Diversity\\_and\\_Inclusion\\_Policy\\_April\\_24.pdf](https://theskillsnetwork.com/documents/Equality_Diversity_and_Inclusion_Policy_April_24.pdf)



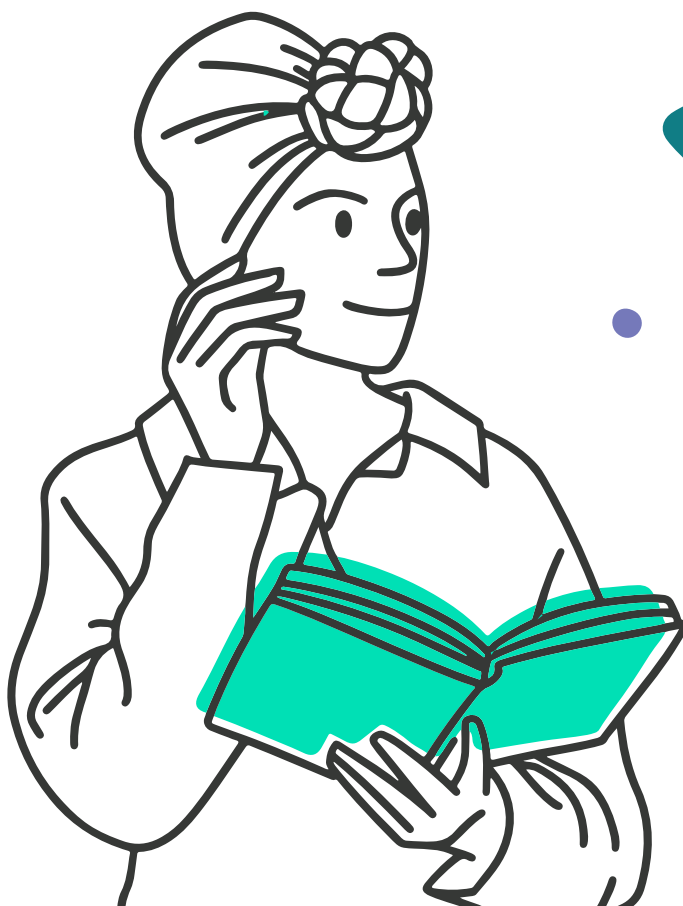
## Data Protection:

The Skills Network is fully committed to compliance with the requirements of current Data Protection legislation. We follow procedures that aim to ensure that all employees, consultants, partners, or other members of The Skills Network (who have access to any personal data held by, or on behalf of, The Skills Network) are fully aware of, and abide by, their duties and responsibilities under the United Kingdom General Data Protection Regulation (UK GDPR) 2020 and the Data Protection Act (DPA) 2018.

Any personal information collected by The Skills Network must be handled, used, and stored in compliance with current Data Protection legislation including the DPA (2018) and the UK GDPR (2020) (GDPR). The Skills Network takes measures to ensure all staff are aware of the importance of data protection.

The Skills Network regards the lawful storage of personal information as fundamental to the success of its operations.

For further information on how your data may be used please visit: <https://theskillsnetwork.com/policies/privacy-policy>



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## Terms and Conditions:

- I understand that I am enrolling on a distance/blended learning course.
- I am committed to completing the course, and in the event that I do not complete the course, I am liable to pay a fee of £100 to cover administration, registration, and learning material costs. These fees apply to co-funded learners aged 19 or over.
- I have completed an enrolment form and have read the terms and conditions.
- I agree to provide all the required evidence to ensure that I am entitled to funding for this course.
- I understand that I cannot access this course if I have already received funding for it before.
- I have received my learning materials and Learner Handbook and am now working towards completion of my first assessment (EQUAL login details if online).
- I will complete my assessments and submit them to The Skills Network, ensuring they are received by the due dates stated in my EQUAL account.
- I understand that I must complete each relevant unit and achieve a 'PASS' grade in each unit in order to successfully achieve the programme of learning.
- I am fully aware of who to contact and how to contact them if I have any problems with my coursework.
- I can confirm that I have received an explanation of the information and resources.
- I understand that my Contact Centre Advisor will rate my progress throughout and should I show a lack of, or no, progress, I may be withdrawn from my course.
- I will demonstrate a positive attitude to learning in line with the provider's code of conduct and I will treat other learners and staff with mutual respect and courtesy to foster a supportive and inclusive environment.



# Frequently Asked Questions

## What is distance learning?

- It is a flexible way to gain a qualification and improve your career prospects in your own time. You are provided with all the learning materials you will need. You then have access to support from the Learner Services team or from your assessor, but this is entirely up to you! There are deadlines to meet, most courses are around 12 weeks long. However, distance learning does not suit all learning styles, and face to face/classroom study may be more appropriate in some cases.

## What if I need additional support?

- Don't worry, we are here to help. Our policy reflects our belief that everyone should have an equal opportunity to study.
- This includes ensuring we make any reasonable adjustments for our learners with additional needs, offering more 1-2-1 support from specialist assessors or a dedicated CCA, alternative assessment methods such as verbal assessment, read-aloud content, large font version, additional time where appropriate, paper-based options and differing formats/presentation of feedback.
- It is important that you are open and honest with us about any specific requirements you may have so we can support you in the best way.

## What eligibility criteria is there to complete a course?

- There are various eligibility criteria, depending on the funding stream and provider you have been allocated to. The specifics will have been covered in your enrolment session. However, if you were born outside the UK, you will be asked to provide proof of your residency or ID.
- As a general rule, learners should reside in England and be aged 19 or over on 31st August of this academic year (unless previously agreed).

## How am I assessed?

- You will be assessed throughout your study by a series of assessment questions which are built into the course. These questions are linked to the learning outcomes as set by the awarding organisation. Your answers are automatically saved and are available for you to revise and edit at any point before submission. You submit your assessment answers to your assessor for marking, your assessor will provide you with summative feedback and give an assessment decision for each question.



## What happens if I need more time?

- We will do our best to help you, but you will be expected to complete in a timely manner, in line with the deadlines provided in your EQUAL account. However, if you think you may struggle to meet any deadline, you should contact The Skills Network Contact Centre immediately as they may be able to organise a new deadline with you. This should be used as a last resort, as new deadlines cannot always be easily agreed.
- If you need a one-off extension, you can apply this yourself in your EQUAL account – at the top of your current course overview is a button to request an extension of up to 7 days:

### Current Course



TQUK Level 2 Certificate in Understanding Nutrition and Health (RQF)

 [View Curriculum Plan](#)

 [Resume](#)

[Request Extension](#)

Last study time: 10th October 2024 at 14:40

## Do I have to meet with an Assessor or support staff?

- No. The communication you and your staff have with your assessor or CCA will be via telephone, email, live chat or through The Skills Network's online system, EQUAL via your assessment feedback.

## What happens if I do not pass an assessment?

- If you do not pass an assessment, don't worry. Once your Assessor has marked your work, you will receive an email instructing you to log into the system. If your result is 'Refer' this means your assessor has highlighted some areas which need more attention in order for you to pass. You will then be able to re-attempt and re-submit the questions you didn't pass first time round.

## When will I receive my certificate?

- Once you have successfully completed your course and your assessor has given you a PASS for each relevant unit assessment, your work will need to be passed through an internal quality check. This may take up to 8-10 weeks but is usually within 2-4 weeks. Upon completion of this, your certificate will be sent out to you, either by post or email.



learner.support@theskillsnetwork.com

# Who to Contact...

Contact Centre: 01757 600915

Live Chat: Learner Services Support (theskillsnetwork.com)

WhatsApp: 07429 959331

Information Services (Funding eligibility compliance):

Compliance@theskillsnetwork.com

Quality team (moderation, appeals and plagiarism advice)

Quality.Team@theskillsnetwork.com

Feedback and compliments: Learner.Voice@theskillsnetwork.com

Complaints: Complaints@theskillsnetwork.com

Safeguarding: Safeguarding@theskillsnetwork.com

Assessor team inboxes:

Please include FAO ASSESSOR NAME in your email. If you haven't been assigned an assessor yet or don't know which academy your course is in, please contact us via Live Chat

business.academy@theskillsnetwork.com

earlyyears.academy@theskillsnetwork.com

healthandsocial.academy@theskillsnetwork.com

Post:

FREEPOST RSRR-ALCX-KJLX

The Skills Network, Abbey Court, 6 – 16 Benedict Drive, Selby, YO8 8RY

Office opening hours:

Monday – Thursday: 8.00am to 6.00pm

Friday: 8.00am to 5.00pm

Saturday: 9.00am to 1.00pm



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