

# Learner Procedures and Guidance



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**Additional to the policies in this booklet you may have other company policies for your work placement that need to be read and adhered to in accordance with the employer.**

## Welcome to TALPER SEND Provision

This is our Learner Handbook and is a summary of the rules, policy and procedures that our company staff, placement staff and learners need to agree and abide by to create a safe and transparent working and educational environment.

Rules and regulations are very important to help make the TALPER Supported Internship a safe and pleasant place for our young people to learn and get the best out of their placement and learning.

If there is a question, you and your parents or guardians may refer to this handbook and may also contact your job coach or teacher to obtain further guidance. Alternatively, you can contact our office by email at [info@talper.co.uk](mailto:info@talper.co.uk)

After reviewing the handbook, you are to acknowledge by signing the Parent/Guardian, learner and TALPER staff Acknowledgments found in the back of this booklet and TALPER staff will photocopy this page for our records before returning it back to you for your reference. A copy can also be found on our website at <http://www.talper.co.uk>

We will also ask you to complete several forms required by TALPER for our records. An example of these forms are at the back of this handbook.

Be sure to update all information on your young person's account. All information is critical and must be accurate. In the event of an emergency this is the only way we have of knowing who to contact and what your wishes are for medical attention. Additionally, learners' medical information form must be returned to your young person's job coach or teacher by the end of the first induction week.

Job coaches and teachers are always available for help and advise if you need it, or to answer any questions you may have. The following Expectations for Student Behaviour should serve as a guide for your continued academic achievement and success throughout your time with TALPER. All students should:

1. Be ready mentally and physically to learn.
2. Demonstrate behaviour that is safe and non-threatening in placement and classrooms.
3. Demonstrate respect for people and property.
  - Every learner, regardless of level, race creed, or gender, has the right to a harassment-free environment.
  - Learners will respect the rights of all other learners and staff members.
  - Learners should address everyone with respect.
4. Take responsibility for their own behaviour and learning.
5. Use time and resources wisely.
6. Share responsibilities when working as members of a group.
7. Meet the requirements of their placement and class work.
8. Monitor their own progress.
9. Share ideas and concerns with their parents/guardians and TALPER personnel.

**Thank you for helping to acquaint your young person with our rules and procedures. Have a great year!**

## Learner Code of Conduct

*Working & Learning as a learner at **TALPER SEND Provision Ltd** you are expected to:*

- Have an attendance and punctuality record that an employer would expect and meeting the standards set by your job coach and teachers for your success.
- Be punctual and attend all lessons both on-site and online as required by your timetable, including vocational, English, maths, tutorial, work experience/industry placement and any other sessions.
- Report your absences to [info@talper.co.uk](mailto:info@talper.co.uk) email, make any appointments outside of your timetabled sessions, unless for an emergency. You must take responsibility to catch up on any missed work.
- Work hard and to the best of your ability.
- Meet all your work deadlines and ensure that work you submit for assessment is your own.
- Ensure that you observe classroom management practice both on-site and online.
- Respect the needs of others to concentrate on workplace/studying by restricting the use of mobile phones to areas outside the work placement, teaching and study areas.
- Behave in an honest and fair way in assignments and examinations, avoiding all forms of cheating and plagiarism.

*When working online you are expected to:*

- Help create a safe online environment by speaking and communicating calmly and politely, avoiding words and actions that may be interpreted as abusive or threatening.
- Show respect for TALPER online property and the online digital work and materials of others who work in the organisation.
- Only use your login details personally and never lend it to others nor use it or share links allowing others to access online materials and classrooms.
- Only log in to sessions that your teacher has invited you to attend.
- Refrain from sharing your screen with others unless requested by a member of staff and be mindful of your surroundings.
- Respect that others need to concentrate on studying, so restrict the use of personal communication to areas outside online learning, teaching, and study areas.
- Conform to the TALPER ILT Policy on the receipt and transmission of emails and other electronically transmitted information.

*Behaviour As a learner at TALPER SEND Provision Ltd you are expected to:*

- Value people equally respecting our democratic values of freedom of speech, appreciation of different beliefs, the rule of law and individual liberty and be kind, hard-working, respectful, and polite at all times.
- Be polite and treat everyone with respect, in person and online.
- Show respect for company, placement and library property and the possessions of others who work in the organisation including digital work.
- Not possess (other than those prescribed for medical conditions), supply or distribute alcohol, drugs, or other illegal substances on the premises.
- Not be in possession of an offensive weapon. You will be removed from the College immediately and where necessary, the Police will be involved.
- Avoid damaging the reputation of the Company when in the placement, classroom or online with inappropriate language, excessive noise, and over exuberant behaviour.
- Observe the any placement or classroom smoking, alcohol, and illicit drugs policies.

*Health, Safety and Security*

*As a learner at **TALPER SEND Provision Ltd** you are expected to:*

- Follow health and safety and evacuation procedures without discussion or argument.
- Not help or invite non-learners onto any of the placement/classroom premises – inform staff immediately if non-learners are on the premises. Visitors must report to Main Reception. Learners found accompanying non-invited individuals onto any premises including known suspended or excluded learners, will themselves be suspended.
- Take responsibility for your use of ICT and make sure that such usage is safe, responsible, and legal. No ICT device, whether College provided or personally owned, may be used for the bullying or harassment of others in any form.
- Look after your valuables (try not to bring anything that is not essential to work placement or the library as we cannot be held responsible for any loss/damage).

*COVID-19 Requirements As a learner at **TALPER SEND Provision Ltd** you are expected to:*

- Wear face coverings in buildings and all communal areas – unless you are unable to for medical reasons.
- Read all COVID-19 related guidance and information provided at welcome and induction events, ensuring they understand this, abide by it and participate in any COVID-19 related training.
- Must wash or sanitise your hands when you arrive at placement/classroom and then frequently throughout the day.
- Inform a member of staff immediately if you become unwell with coronavirus symptoms during the day.
- Stay within your allocated bubbles as indicated by your timetable.
- Adhere to the one-way system where it is in place and maintain social distancing.
- Do not post any malicious content on social media platforms concerning your peer, staff or visitors concerning COVID-19

The Covid-19 code may need to be enforced as and when required and at time of reading may or may not be in use. When in forced those found in breach of this code will be subject to disciplinary action.

## Safeguarding Policy

### ***Introduction / Context***

**TALPER SEND Provision Ltd** regard the welfare of our learners as our highest priority and are committed to protecting children and vulnerable adults from harm. This policy acknowledges our legal safeguarding duties in respect of:

- Working with other agencies to safeguard and promote the welfare of children [The Children Acts (1989) and (2004)]
- Ensuring that we have effective procedures in place for reporting and managing safeguarding concerns [Education Act (2002)]
- Ensuring that our staff understand their special legal position in relation to learners under the age of 18 [Sexual Offences Act (2003)], and their mandatory reporting duty in relation to FGM [Serious Crime Act (2015), Working together to safeguard children (2018)]
- Working with other agencies to report allegations against staff and promote safer recruitment, [Safeguarding Vulnerable Groups Act (2006)], [Working together to safeguard children (2018)]
- Protecting learners from radicalisation and violent extremism [Counter-Terrorism and Security Act (2015) and CONTEST (2018)]
- Compliance with data protection law [Data Protection Act (1998), General Data Protection Regulation (GDPR) (2016)] This policy has been developed with reference to the statutory guidance document Keeping Children Safe in Education (2022) This policy applies to all provision offered by the company including work-based learning.

### ***Principles / Purpose***

Safeguarding and promoting the welfare of children is everyone's responsibility.

- All staff will be familiar with this policy and with the procedures by which we report and manage safeguarding concerns.
- All staff should be receptive to any disclosures from learners, and alert to possible signs of abuse or self-harm.
- All staff should be familiar with the Staff Code of Conduct and demonstrate high standards in their professional behaviours.
- All staff should complete mandatory safeguarding training, and complete updates and attend additional safeguarding related training as required. •
- All staff should read and maintain a good working knowledge of Keeping Children Safe in Education Part 1

TALPER will:

- allocate sufficient resources to promote the welfare and safety of its learners.
  - The directors will be Designated Safeguarding Leads (DSL) to ensure that our safeguarding processes are applied swiftly and effectively.
  - will take all reasonable steps to prevent its learners from being drawn into terrorism.
  - recognise the positive contribution it can make towards protecting its learners from radicalisation and violent extremism.
  - continue to empower its learners to create communities that are resilient to extremism and protecting the wellbeing of learners who may be vulnerable to being drawn into violent extremism or crime.
  - continue to promote the development of spaces for free debate where shared values can be reinforced.
- 
- seek to ensure that all its staff and learners have a clear understanding of the government's Prevent strategy, and how it affects them.
  - share information to facilitate multi-agency intervention if this is deemed necessary to protect learners from radicalisation and violent extremism.
  - Any Prevent concerns will be reported via the Safeguarding Procedures.

TALPER will comply with all current data protection legislation to ensure:

- that all learner data in relation to safeguarding is processed in a lawful manner.
- to maintain learner confidentiality wherever possible but will always prioritise the sharing of information when this is deemed necessary to keep learners safe.



### ***Scope / Definition of Safeguarding***

Within the context of our training setting, 'Safeguarding' can be defined as the work we do to promote the welfare of children and vulnerable adults and protect them from harm, where:

- Children are learners under the age of 18, and Vulnerable adults will normally refer to learners above the age of 18 and up to 25 years, who are in receipt of an EHCP (Education, Health, and Care Plan) for a disability or specific learning difficulty.
- cases taken forward as safeguarding issues are likely to be issues where multiagency work is required in order to protect children or vulnerable adults who are suffering or likely to suffer significant harm (wherever the placement may be).
- cases are unlikely to be taken forward as safeguarding where they relate to learner behavioural issues which can be addressed internally via the Promoting Positive Learner Behaviour and Disciplinary Policy.
- We always work on the assumption that children or vulnerable adults may be the perpetrators, as well as the victims, of abuse.

### ***Management of our safeguarding processes***

It is the responsibility of the Designated Safeguarding Leads (DSL) to:

- Ensure the policy and procedure are up to date and reflect current legislation and statutory guidance.
- Co-ordinate to ensure that procedures are followed, cases are correctly reported and followed up, and staff are always available to deal with safeguarding incidents.
- Be responsible for safeguarding information requests from external agencies.
- Produce an annual self-assessment review of safeguarding practice and accompanying action plan.
- Work with staff to support the promotion of safeguarding and Prevent in the curriculum.
- Liaise with colleagues to ensure appropriate representation at meetings with external agencies.
- Ensure that safeguarding records are kept for the period specified in this policy.
- Provide professional advice, support and guidance to staff in relation to safeguarding or Prevent.
- Ensure that all concerns and safeguarding cases which are referred to them are correctly reported and followed up promptly.
- Make referrals to external agencies as required.
- Continue to monitor cases after referral to ensure that appropriate steps are taken to keep learners safe.
- Ensure that records of safeguarding cases are stored securely.
- Issue a privacy notice to learners who are subject to our safeguarding procedures.

It is the responsibility of the TALPER directors to:

- Ensure that all staff appointments are made subject to DBS checks and best practice in Safer Recruitment.
- Ensure that staff DBS checks are periodically renewed.
- Ensure that all staff complete mandatory training in relation to safeguarding.
- Ensure that correct procedures are adhered to if an allegation is made against a member of staff, and inform the Designated Officer for LBBD, the Education & Skills Funding Agency, and Disclosure and Barring Service where appropriate.
- Ensure that all staff are given regular and appropriate training in Safeguarding and Prevent.

***Record Keeping***

- All safeguarding records will be stored securely and will only be accessible to the Safeguarding Team.
- Learners who access our services will be supplied with a privacy notice which outlines how we will process their data and what their rights are in relation to this data.
- In accordance with good practice guidelines, and to ensure that notes and records continue to be available to support the safeguarding of children and vulnerable adults for the entire duration of their time at the college, we will keep safeguarding records for 7 years. After 7 years, safeguarding records will be securely destroyed.
- This policy will be reviewed annually.

## Diversity and Inclusion Policy

**TALPER SEND Provision Ltd** is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

The organisation - in providing goods and/or services and/or facilities - is also committed against unlawful discrimination of customers or the public.

### Our policy's purpose

This policy's purpose is to:

1. Provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time
2. Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:
  - age
  - disability
  - gender reassignment
  - marriage and civil partnership
  - pregnancy and maternity
  - race (including colour, nationality, and ethnic or national origin)
  - religion or belief
  - sex
  - sexual orientation
3. Oppose and avoid all forms of unlawful discrimination. This includes in:
  - pay and benefits
  - terms and conditions of employment
  - dealing with grievances and discipline
  - dismissal
  - redundancy
  - leave for parents
  - requests for flexible working
  - selection for employment, promotion, training or other developmental opportunities

## Our commitments

The organisation commits to:

1. Encourage equality, diversity and inclusion in the workplace as they are good practice and make business sense
2. Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation, and unlawful discrimination.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation, and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public

3. Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

4. Make opportunities for training, development, and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
5. Make decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
6. Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.
7. Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

#### Agreement to follow this policy

The equality, diversity and inclusion policy is fully supported by senior management and has been agreed with trade unions and/or employee representatives **at TALPER SEND Provision Ltd.**

#### Our disciplinary and grievance procedures

Details of the organisation's grievance and disciplinary policies and procedures can be found at [www.talper.co.uk](http://www.talper.co.uk). This includes with whom an employee should raise a grievance – usually their line manager.

Use of the organisation's grievance or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

## Health and Safety Policy

At TALPER SEND Provision Ltd we are committed to managing health and safety effectively to protect our employees and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our employees are our greatest asset. Our Health and Safety Policy Statement sets out our commitment and the objectives we aspire to in managing health and safety. It is signed by the most senior person in our organisation to demonstrate that our commitment is led from the top. Our approach to managing health and safety will be pragmatic and proportionate and will be prioritised according to risk with the objective of maintaining continuous improvement. We accept that we cannot eliminate risk from everything we do but we can manage risk in such a way that exposure to hazards is controlled as far as is reasonably practical. We recognise that improvement in health and safety will not happen by chance and that planning to manage using a systematic approach through risk assessment is a necessary first step and an ongoing process. In moving forwards, we will wherever possible eliminate risk through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated, they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection. Our success in managing health and safety will be measurable and we look to establish performance standards against which we can monitor our progress to identify future actions to go into our improvement programme. We will review our health and safety arrangements periodically and at least annually. We will monitor all information and guidance to ensure that all risk assessments remain current and that the control measures are suitable and sufficient.

### INTENT:

As a training provision for vulnerable young adults its legal and moral duties to ensure the health and safety & welfare of employees, learners, contractors, and others who may be affected by TALPER SEND Provision activities. It is our intent to demonstrate an ongoing and determined commitment to improving health & safety at work throughout our company. It will achieve this, as far as is reasonably practicable, by:

- Management and control of health and safety risks arising from work activities
- Consulting with employees on matters affecting their health and safety
- Providing and maintaining safe premises, plant and equipment
- Ensuring safe handling, storage, movement and use of substances
- Providing sufficient information, instruction, training and supervision
- Ensuring all employees are competent to carry out their required duties
- Maintaining safe and healthy working conditions with adequate welfare facilities
- Reviewing and, if necessary, revising all policies, risk assessments and procedures at appropriate intervals.

TALPER SEND Provision Ltd will strive for continued improvement regarding all health and safety matters by completing regular audit and review. There will be active open communication between staff, students and other stakeholders to ensure all are aware and committed to this policy. It will be brought to the notice of all employees and others via our website: [www.talper.co.uk](http://www.talper.co.uk):

## ORGANISATION & RESPONSIBILITIES

Everyone has legal and moral responsibilities for the health, safety and welfare of themselves, and all others who may be affected by their actions or inactions. The Health and Safety at Work etc. Act 1974 is the principal legislation covering health and safety responsibilities in the workplace. With few exceptions, tasks required by the Act can be delegated, but responsibility cannot be delegated. A manager delegating tasks retains responsibility for ensuring health and safety and for any documentation (such as risk assessments) required.

Corporation Overall responsibility for health and safety lies with the Corporation, who will ensure that there is a suitable structure to manage health and safety and that, as far as is reasonably practicable, sufficient resources are provided. Directors of TALPER SEND Provision Ltd will ensure that all work and training provider activity is undertaken in compliance with health and safety legislation. The Health and Safety Policy is developed and maintained to reflect current legislation and best practice; Procedures necessary to maintain health and safety standards are in place; There is an adequate management structure and delegation of tasks so that health and safety is adequately managed; Adequate resources, staff, funds and time, are provided to meet necessary health, safety and welfare requirements.

Directors of TALPER SEND Provision is responsible for ensuring that all work activity is undertaken in compliance with health and safety legislation. The Directors will ensure that: - the TALPER Health and Safety Policy is developed and maintained to reflect current legislation and best practice; Procedures necessary to maintain health and safety standards are in place; There is an adequate management structure and delegation of tasks so that health and safety is adequately managed; Adequate resources, staff, funds and time, are provided to meet necessary health, safety and welfare requirements.

To ensure adequate arrangements for risk assessment including:

- Identifying and ensuring that only suitably trained persons within the training provision carry out risk assessments.
- Ensuring that risk assessments are recorded, reviewed and updated regularly.
- Ensuring that risk assessment covers maintenance, disposal and emergencies as well as normal operation.
- Ensuring that out of date assessments are removed from general circulation whilst retaining a suitable archive copy
- Ensuring that safe working practices, identified by the risk assessments are documented, implemented and maintained in addition to ensuring that plant and equipment meets.
- appropriate standards, is maintained and appropriate records kept.

- Ensuring that all accidents and incidents are reported to the Directors at TALPER SEND Provision Ltd.
- Ensure mandatory checks and inspections are regularly carried out to ensure standards of
- health, safety and welfare are maintained, and that accurate records are kept.

Directors to provide Health and Safety advice within the training provision at all levels to enable all to manage health and safety issues within their place of work and ensure that their legal and moral duties are discharged as far as is practicable. Develop risk assessment and monitoring, to facilitate the continual improvement of health & safety management.

#### All Employees and Students:

- Ensure that they are aware of and comply with the health and safety policy.
- Attend and comply with appropriate health and safety training.
- Take reasonable care of their own and others (including students) health and safety.
- Co-operate with TALPER SEND Provision on all health and safety matters.
- Be aware of and comply with the requirements of risk assessments, safe working practices, signage and the wearing of PPE.
- Draw any health and safety deficiencies to the attention of management.
- Must NOT interfere with, nor misuse anything provided for health and safety purposes.



## GPDR policy

### Terms

**The Company:** this refers to **TALPER SEND Provision Ltd** (inclusive of all sites, including placements)

**Academic Age:** this refers to your age on 31st August 2022

**Data Control:** The Data Controller is TALPER Send Provision Ltd, 47b High Street, Ongar, Essex, United Kingdom, CM5 9DT. [Info@talper.co.uk](mailto:Info@talper.co.uk) - [www.talper.co.uk](http://www.talper.co.uk). The Data Protection is controlled by the directors of TALPER Send Provision Ltd – Andrea Cupper - [andrea.cupper@talper.co.uk](mailto:andrea.cupper@talper.co.uk) - 07756592981 and Lisa Talbot – [lisa.talbot@talper.co.uk](mailto:lisa.talbot@talper.co.uk) - 07756592980.

**Data Collection:** TALPER Send Provision Ltd is required to collect information from all its learners for academic, administrative, audit, funding, health & safety, safeguarding, security, wellbeing reasons. The Company is registered under the UK GDPR and is committed to being transparent about the data it collects. As well as the reasons stated above, other reasons for processing your data, falls under the following legal bases: -

- Necessity for the performance of a contract,
- Compliance with a legal obligation,
- Protection of the vital interests of the data subject or of another natural person,
- Necessary for performance of a task carried out in the public interest and general consent.

By signing the declaration you are authorising the Company to process your information for the purposes above and for any that you opt in for below. It is your responsibility to ensure the Company has an up-to-date record of your details. This includes changes in Name, Address, Contact Details, Next of Kin Details and Medical Details. If wish to update your details, please email [info@talper.co.uk](mailto:info@talper.co.uk) or call one of the directors Andrea Cupper - 07756592981 or Lisa Talbot – 07756592980.

Your Details: The Company collects a range of details about yourself including, your name, date of birth, gender, address, previous address (if applicable), telephone number and email address. We also collect details of your previous/current qualifications, employment, employment status, educational history, nationality, residency, and ethnicity. Your Household information is collected for the ESFA/GLA only (see below) and are not used by TALPER Send Provision Ltd for the enrolment purpose.

If your academic age is 14-18 (or under 25 and considered a vulnerable learner),

1. The Company can send/discuss with your Parent(s) / Carer(s) / Guardian(s) and School/Local Education Authority (LEA) regarding Attendance, Progression and Disciplinary details/data.
2. The Company can give your Parent(s) / Carer(s) / Guardian(s) access to your 'Educational Record' containing performance information on your ILP (Individual Learner Plan) such as Attendance and Punctuality.
3. The Company can use your mobile number & the mobile number of your next of kin, to send attendance related texts.

**Education and Skills Funding Agency Privacy Notice:** This privacy notice is issued by the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE). It is to inform learners how their personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations. For the purposes of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA. Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). Your information will be securely destroyed after it is no longer required for these purposes. Your information may be used for education, training, employment, and well-being related purposes, including for research. The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting

on their behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

**Your Information:** Your information may also be shared with other third parties for the above purposes, but only where the law allows it, and the sharing is in compliance with data protection legislation. Further information about use of and access to your personal data, details of organisations with whom we regularly share data, information about how long we retain your data, and how to change your consent to being contacted, please visit: <https://www.gov.uk/government/publications/esfa-privacy-notice>

**Data Storage/Deletion:** Your data will be stored electronically and on paper. Our electronic systems are encrypted, and only authorised individuals are given access to your data where appropriate for the above purposes. Paper records are stored in a secure location, this may be onsite/offsite. Your data is kept according to the Company's Data Retention Policy. We are required to keep your data once you have finished your course for reasons relating to Achievements, Auditing and Funding. After this time your data is appropriately destroyed.

**Eligibility/ Fee Remission:** The Company is required by the ESFA & GLA Funding Guidance to retain copies of all non-UK Passports and associated documents for verification of Eligibility to study. The Company may also retain copies of your Benefits/Bank Statements to provide evidence/reasoning for fee remission. European Social Fund You may be enrolled on to an Education & Skills Funding Agency (ESFA) programme that could be used as match funding and is therefore deemed part funded by the European Social Fund (ESF).

**Your Rights:** As this is your data, you have the right to access and obtain a copy of your data on request. You have the right to require TALPER Send Provision Ltd to change incorrect or incomplete data. You have the right to require TALPER Send Provision Ltd to delete or stop processing your data, for example where the data is no longer necessary for the stated purposes of processing. You have the right to object to the processing of your data where the organisation is relying on legitimate interests

as the legal ground for processing. The Company will only use “legitimate interests” as grounds for processing in a very few situations. If you would like to exercise any of these rights please speak to one of our directors (stated above). The Company does not use any software designed to automatically make decisions that may affect you. You have the right to complain to the Information Commissioner’s Office (ICO) via post at, Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. 0303 123 1113. [www.ico.org.uk](http://www.ico.org.uk)

***Additional Learning Support:*** To best support you whilst you are on the program, you will be asked information relating to your individual needs. This means, we record any and all declared Learning Difficulties and/or Disabilities, Medical Conditions and Educational Health Care Plans. We also record if you declare any current, previous, or pending criminal convictions or if you are ‘under 25 years old and a care experienced young person’ so we can make appropriate arrangements to support you whilst on the program. All information relating to Additional Learning Support is processed by the company and kept strictly confidential. We will pass information to the police for the purpose of crime prevention and prosecution of offenders, where applicable and formally requested.

***Imagery/CCTV/Security:*** Your photo will be taken when you enrol and kept on record. This image will be assigned to your student file. It will be used for internal systems/processes such as registers, ID Cards, and day passes. Some of the placement sites are monitored by CCTV and access control barriers/doors, this is for the protection of all site(s) users. The Company has the right to prevent and/or restrict your access to and around our sites at our discretion. Your ID activity may be used for attendance related and incident related issues. You may be asked to participate in preventative screening searches for unauthorised and illegal items / substances to maintain site security and the safety of all users of the premises, this can also include the searching of any bags and vehicles you are bringing on site. CCTV imagery may be shared with the Police, where formally requested

## Privacy Policy

### **The information that you give us:**

As part of your admission to TALPER SEND Provision we may collect your personal details including: name, address, date of birth, next of kin, photo, car registration, siblings, email address, first and second language, employment/career data, dates of attendance, exam/test results, religion, ethnicity, health information, doctor's details, behaviour record, gender-related information, special educational needs/additional learning support details.

### **The uses made of your personal information:**

We will use your information to manage and administer your education. This will include putting together class lists, for sending event invitations, for communicating with you, for dealing with admissions, for putting together reports and registers, to check entrance exam results, to allocate you to the correct classes for assessments, to make arrangements for exams or visits, to consider whether to offer places to students, to consider whether special provision or assistance is required for exams and visits and to be able to tell other colleges your attendance dates if you leave.

Your photo will be taken when you are issued an ID card:

This image will be assigned to your student file. It will be used for internal systems/processes such as registers, ID Cards and day passes.

The legal basis on which we collect and use your personal information:

Generally, the information is processed as part of our public interest task of providing education to you. Where that information is special category personal information (e.g. medical information) we will process it because there is a substantial public interest for us to do so.

### ***How long we keep your personal information:***

Your data will be stored electronically and on paper. Our electronic systems are only accessible by authorised individuals that will have access to your data where appropriate and for the purposes detailed above. Paper records are stored in a secure location, this may be onsite/offsite. We are required to keep your data once you have completed your course for reasons relating to Achievements, Auditing and Funding, after this time your data is appropriately destroyed. We will keep information for a maximum of three years.

### ***How we share your personal information:***

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes:

- Your current school or educational establishment to enable your transition to the Supported Internship program
- The Local Authority to arrange additional learning support needs you may require or with regard to your Educational Health Care Plan
- Your Employer to organise the payment of course fees with your employer Safeguarding related purposes
- Public Sector Organisations e.g. Police, Social Services to fulfil our safeguarding duty. The prevention or detection of crime. The capture or prosecution of offenders

We may also share your personal information with third parties who provide services to the provision.

- UCAS To update the UCAS system if you apply to University

### ***How we transfer your personal information outside Europe.***

We do not store or transfer your personal data administration.

The information that you give us as part of our administration of TALPER SEND Provision Ltd we may collect your personal and educational details including: your name, address, email address, date of birth, next of kin details, exam results, attendance, photo, first and second language, employment data, dates of attendance, religion, ethnic origin, health records/conditions (inc. mental health), doctor's details, behaviour record, special educational needs details and gender related data.

### **The uses made of your personal information:**

We will use your information to manage and administer your education. This will include information for making registers, class lists, trip lists, communications, reports, employer information (for example for apprentices and day release students) and to identify pupils who cannot be used for marketing photos.

The legal basis on which we collect and use your personal information:

Generally, the information is processed as part of our public interest task of providing education to you. Where that information is special category personal information (e.g. medical information) we will process it because there is a substantial public interest for us to do so.

### **How long we keep your personal information:**

Enrolment, learner record documentation and student attendance information are currently kept for three years (paper copies) and (electronically). Curriculum course forms are retained for three years (electronically). In addition, if you have studied on a course that has been funded by European Social Funding (ESF), we are legally required to keep your information for a longer period of time. If your enrolment was prior to 2013 we will keep your details until at least 31 December 2022, if your enrolment was from 2014 onwards we will keep your details until December 2030.

### **How we share your personal information:**

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

- Your current school or educational establishment - To enable your transition process
- The Local Council and Local Authorities - To arrange additional learning support you may require
- Your Employer - To organise the payment of course fees with your employer Safeguarding related purposes
- Education and Skills Funding Agency - To ensure that our contractual obligations to the Government for funding educational provision can be fulfilled.

To ensure that our contractual obligations to the Government for funding educational provision can be fulfilled.



***Finance:***

The information that you give us:

In order to manage the financial affairs of TALPER SEND Provision Ltd, we collect and hold the following information about you: contact information, bank details where necessary, course information, funding information, your employer where necessary, Educational Healthcare Plan (EHCP) where applicable.

***The uses made of your personal information:***

We will use your information to ensure your place is appropriately funded, to pay/receive payment from you or your employer, to receive payment from funding agencies and local authorities, to make payments to our subcontracting partners, to make payments to suppliers.

***The legal basis on which we collect and use your personal information:***

Generally, the information is processed as part of our public interest task of providing education to you. Where that information is special category personal information (e.g. medical information) we will process it because there is a substantial public interest for us to do so.

***How long we keep your personal information:***

We will keep your information for a period of six years in addition to the current operating year. This is in order to comply with HMRC reporting requirements. By exception, we may keep information for the purposes of evidencing certain grants which we may receive from the European Social Fund for a period of up to ten years, as required by condition of grant funding.

***How we share your personal information:***

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

- Auditors - To provide audit evidence. Auditors will ensure your information is treated confidentially and held securely.
- Your Employer(s) - To ensure correct payments are received from your employer
- Funding a Local Council and local authorities - In order to receive payment for high needs income and ensure contractual obligations are fulfilled. We may also share your personal information with third parties who provide services to our business.
- Subcontracting Partners - To make payments to the subcontractors for services provided.

***How we transfer your personal information outside Europe:***

We do not store or transfer your personal data outside Europe agencies - In order to receive payment from the relevant funding agencies.

### ***Teaching***

The information that you give us:

As part of the delivery of our courses to you, our staff will collect (e.g. for marking purposes), the work that you create as well as information on your achievement and progression whilst undertaking your course. In addition, when you use the IT systems, we provide you with access to, we will process the data you input. The uses made of your personal information We will use your information for the purposes of teaching you, measuring your progress, achievement and progression.

### ***The legal basis on which we collect and use your personal information:***

Generally, the information is processed as part of our public interest task of providing education to you.

### ***How long we keep your personal information:***

We will keep your information for a period of time in line with conditions from the awarding bodies. Detailed information regarding retention of your student work is available on request to the Data Protection Officer.

### ***How we share your personal information.***

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

- Ofsted (Office for Standards in Education, Children's Services and Skills)
- OFS (Office for Students) Monitoring, Quality Analysis, Benchmarking, Inspection
- ESFA (Education and Skills Funding Agency)
- Awarding Bodies
- To ensure our contractual obligations are fulfilled
- Local Council and Local Authorities To arrange additional learning support or in relation to Educational Health Care Plans
- Public Sector Authorities e.g. Police For the prevention or detection of crime, capture or prosecution of offenders

### ***How we transfer your personal information outside Europe:***

We do not store or transfer your personal data outside Europe.

## **ALUMNI**

### **WHAT WOULD YOU LIKE TO KNOW ABOUT?**

The information that you give us:

To maintain our Alumni network, we collect and hold the following information about you: name, address, date of birth, former school, your destination after leaving the Provision (e.g. further study, employer), course and study information during your time at the Provision.

#### ***The uses made of your personal information:***

We will use your information to manage and administer our Alumni network. This will include:

- Opportunities for further study at the TALPER SEND Provision Ltd

#### ***The legal basis on which we collect and use your personal information:***

Generally, the information is processed on the basis of your consent.

#### ***How long we keep your personal information:***

Your details are retained until you withdraw your consent.

#### ***How we share your personal information:***

We may share the personal information that you give us with the following organisations (or types of organisations) for the following purposes.

- Ofsted
- OfS
- Analytical purposes.

#### ***Marketing:***

For marketing purposes, we collect: Names, addresses, dates of birth, email addresses, former school information, study information, current employment if relevant, photographs, videos, statements/biopics.

#### ***The uses made of your personal information:***

We will use your information to:

- Review TALPER recruitment
- Use in marketing and promotional campaigns
- Press releases and other media activities
- Inform you about future learning opportunities

#### ***The legal basis on which we collect and use your personal information:***

Where you have previously studied or commenced an application process with us before, then we will send you information about the courses we provide on the basis of our legitimate business interests. In doing so, we will comply with the requirements of the “soft opt in” and offer you an opportunity to refuse marketing when your details are first collected and in subsequent messages (by way of own unsubscribe). Any other marketing we carry out will be on the basis of consent.

#### ***How long we keep your personal information:***

We will retain your data for two years plus the current year.



# Examples of forms

## Emergency Contact Form

**Parent/Guardian contact details:**

Student Name: .....

Parent/Guardian Name: .....

Home Number: .....

Work Number: .....

Mobile Number: .....

E-Mail Address: .....

Suitable times for contact / Alternative comments:

.....  
.....  
.....  
.....

## e-Safety Rules

**These e-safety rules help to protect you, the employer and TALPER SEND Provision Ltd by describing acceptable and unacceptable computer use:**

- TALPER SEND Provision Ltd owns the computer network and can set rules for its use.
- It is a criminal offence to use a computer or network for a purpose not permitted by TALPER SEND Provision Ltd.
- Irresponsible use may result in the loss of network or internet access.
- Network access must be made via the user's authorised account and password, which must not be given to any other person.
- All network and internet use must be appropriate to education.
- Copyright and intellectual property rights must be respected.
- Messages shall be written carefully and politely, particularly as email could be forwarded to unintended readers.
- Anonymous messages and chain letters are not permitted.
- Users must take care not to reveal personal information through email, personal publishing, logs or messaging.
- Systems may not be used for private purposes, unless authorisation by a member of staff has been given.
- Use for personal financial gain, gambling, political activity, advertising or illegal purposes is not permitted.

TALPER SEND Provision may exercise its right to monitor the use of computer systems, including access to web-sites, the interception of e-mail and the deletion of inappropriate materials where it believes unauthorised use of the computer system may be taking place, or the system may be being used for criminal purposes or for storing unauthorised or unlawful text, imagery or sound.

## e-Safety Agreement

All students use computer facilities including internet access as an essential part of learning, as required by the curriculum they are following. Both students and their parents/carers are asked to sign to show that the e-safety rules have been understood and agreed.

**Student:** ..... **Placement:** .....

**Student's Agreement:**

- I have read and I understand TALPER SEND Provision Ltd e-Safety Rules.
- I will use the computer, network, mobile phones, internet access and other new technologies in a responsible way at all times.
- I know that network and internet access may be monitored.

**Signed:** ..... **Date:** .....

**I have read and understood TALPER SEND Provision Ltd e-safety rules and give permission for my son/daughter to access the internet.**

**Parents's Consent for Web Publication of Work and Photographs**

I agree that my son/daughter's work may be electronically published. I also agree that appropriate images and videos that include my son/daughter may be published subject to the rule that photographs will not be accompanied by students' names.

**Parent's consent for Internet Access**

I have read and understood the e-safety rules and give permission for my son/daughter to access the internet. I understand that TALPER SEND Provision Ltd will take all reasonable precautions to ensure that the students cannot access inappropriate materials, but I appreciate that this is a difficult task.

I understand that TALPER SEND Provision Ltd cannot be held responsible for the content of materials accessed through the internet. I agree that TALPER SEND Provision Ltd is not liable for damages arising from use of the internet facilities.

**Signed:** ..... **Date:** .....

**Please Print Name:** .....

## LEARNER MEDICAL FORM

The information given in this form is to help ensure that TALPER SEND Provision Ltd is fully able to adjust to any requirements a student may have to make their time with us enjoyable and productive. In no way would this information adversely affect the application and enrolment process.

Name in full: (MR/MRS/MISS/MS)	Date of Birth:
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Address:	Telephone Number:
Postcode:	

**Please give details of two people to contact in an emergency:**

Name:	Name:
Relationship:	Relationship:
Home Telephone:	Home Telephone:
Mobile:	Mobile:

Name of doctor with whom you are registered:
Telephone Number:

<b>Student Travel Details:</b>
Independent: (provide own mobile number) .....
Travel Buddy: (provide name and contact no) .....
Other (please state) .....

Do you have a Learning Disability and/or Difficulty YES  NO

Do you have any of the following medical conditions?

Epilepsy   
Asthma   
Mental Health

Colour Blindness   
Skin Allergies   
Allergies

Diabetes   
Mobility Problems   
Other (please state below)

Give details of medical conditions:

Do you need to take any medication during placement/study hours?

Do you need to carry or require medication administered to you in an emergency? If yes, please give details below.

**In the interest of your health and safety while you are attending placement and study day it may be necessary to share this information.**

Name:

  

Signature:

  

Date:

Please return this form to Andrea Cupper, Lisa Talbot or your job coach on completion.

Thank you

## Photographic Evidence

Parent/carer to read carefully, completed and return to your job coach/tutor at TALPER Send Provision Ltd.

I agree that TALPER Send Provision Ltd may authorise photographic images or video/audio recording of the learner where they are made (please tick each box to agree):

- For the inclusion in his/her assessment course work which is shared with the awarding body to obtain their qualification
  
- As part of the group as evidence for course work which may be shared with their peers and/or the awarding body to obtain their qualification
  
- For marketing and promotional material to support TALPER Send provision Ltd and the learner for case studies, media, and any appropriate social media platform with prior agreement from the learner and/or parent/carer.

Parent/carer consent:	
Name of learner:	
Signature of parent/carer:	
Relationship to the learner:	
Date:	