



parenta.com





Congratulations & welcome to your course

An apprenticeship is a brilliant way to start your career. You will gain valuable workplace skills and experience whilst working for a real employer, earning a real salary and gaining a real qualification.

We are delighted that you have chosen us to support you on your journey - we'll be here every step of the way.

Our aim is to ensure that you achieve your qualification and enjoy your time with us.

You will benefit personally and professionally from the development you receive on our programmes.

This handbook is to help you on your learning journey with us, we've included lots of information that we hope you'll find useful. If you have any questions or want to speak to someone, don't forget your tutor is there to help you. They can be contacted via phone and email and their details are on page 3 so keep your handbook safe.

All the best,

Parenta

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Your tutor is:

Name:

Phone:

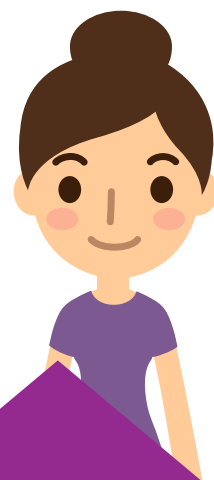
Email:

YOUR APPRENTICESHIP

Lots of people choose to do an apprenticeship because while working towards your qualification or Apprenticeship Standard, you earn a salary as well as gaining valuable hands-on experience.

An apprenticeship is “hands-on” learning - a work based qualification or Standard usually lasting between 12 and 24 months. Your course is made up of a number of units - based around your skills, knowledge and behaviours which you gain throughout your apprenticeship; and an End Point Assessment which includes either a multiple choice test, presentation or in-person observation and a professional discussion, supported by your portfolio.

You will learn about the laws in place to protect the well-being, safety and rights of employees at work. You will be encouraged to develop skills that are essential to life, learning and work such as analysing and solving problems and team work, etc.



VOCATIONAL QUALIFICATION OR STANDARD

Shows that you understand the job role and how to do it effectively.

Practical

Training on the job while gaining real experience.

Knowledge

Develop technical knowledge and understanding of the job.

FUNCTIONAL SKILLS

Functional Skills in English and maths

Increases confidence in everyday skills and are essential for you to complete your childcare qualification.

THE COURSE IS MADE UP OF 2 PARTS

Main part of the course - 12 to 20 months - depending on which course you are taking.

The units are based around your skills, knowledge and behaviours which you gain throughout your apprenticeship.

English and maths Functional Skills Level 1 or Level 2 - depending on which course you are taking.

Part 2 is in two sections -

Gateway - this is preparation for your End Point Assessment:

- Uploading of English and maths Functional Skills Certificates
- Evidence of portfolio work

End Point Assessment consisting of either a multiple choice test, presentation or in-person observation and a professional discussion, supported by your portfolio.

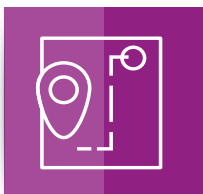
SO, WHAT HAPPENS NOW?



You will receive a call from your tutor soon to book your in-person induction with you and your manager. They will be your main point of contact throughout your learning journey with us. They will be there to answer your questions, support you and guide you, every step of the way.

Your tutor will arrange a meeting with you, either remotely/virtually or face to face so that you can discuss your learning programme in more detail. This is when you will discuss the units of the course and create your individual learning plan. Throughout your course, we will bring you regular top tips and advice to help your apprenticeship run as smoothly as possible.

Your individual training plan is a record of all of your learning. It is an outline of the off the job hours you are required to complete and show you the delivery plan across the months, which may consist of online, face to face or in person learning.



Your tutor will set your course work to complete on your OneFile e-learning platform and will agree submission timings with you. You will be required to attend online teaching and learning sessions as well as additional online classes for English and maths functional skills - if needed.

When your tutor visits you at work they will speak to your employer to see how you are getting on and they will observe what you're doing. You will be able to have a chat about your training plan and ask any questions you have.



At set, regular intervals normally every 8-12 weeks during your course, your tutor, together with your employer, will carry out a Progress Review - this involves going through your training plan in some detail to make sure

When all elements of your Standard have been achieved Parenta will apply for your final certificates. Evidence of your portfolio work, together with functional skills certificates must be uploaded to Gateway, as proof you have completed your qualification, to show you are ready for End Point Assessment.

PRINCIPLES AND VALUES

When working within Childcare, there are 2 principles and 9 values which should underpin and be incorporated in everything you do.





OUR APPRENTICE PROMISE

WE PROMISE TO:

- ☒ treat you fairly, politely and with respect
- ☒ listen to your goals to help you find the right qualification with the right support to help you achieve your goals
- ☒ make sure the expectations of the course are clearly defined and to make this information available to your employer
- ☒ provide an individual training plan for you in line with agreed criteria and to meet your employer's needs
- ☒ provide regular reports of your progress, measured against the expectations of your apprenticeship journey
- ☒ make sure it is easy for you to contact us and to be flexible in how we support you
- ☒ speak with your employer if you are falling behind with your work or struggling to maintain the effort required to complete the course
- ☒ provide you with help and support if you have a question, problem or a complaint
- ☒ let you know if you're eligible for funding or how much you need to pay, and whether you can get help with your costs

IN RETURN, WE ASK THAT YOU:

- ☒ complete the work and activities that you agree with us
- ☒ participate actively and fully in your programme
- ☒ treat Parenta staff and customers fairly, politely and with respect
- ☒ talk to us regularly about your progress
- ☒ let us know if you need any extra support



STAYING SAFE ONLINE

Going online and using social media are often a part of everyday life. You may have heard stories about internet scams, identity theft and nasty websites and worry about how to keep yourself, your information and your friends and families safe online.



Here are some tips for staying safe online

- ! Avoid arranging to meet someone in person who you have only met online
- ! Do not share personal information such as your address or phone number
- ! Think before becoming 'friends' with someone you don't know or have only met a few times
- ! Avoid opening emails or attachments from people you do not know
- ! Do not send photos of yourself to anyone, especially indecent photos
- ! If people share extreme beliefs online and attempt to radicalise you, inform a member of staff immediately
- ! Think before posting photos or videos of yourself - once you've put a photo online it can be shared and even downloaded - it is not just yours anymore.
- ! Keep your privacy settings as high as possible
- ! Remember that not everyone online is who they say they are

PLAGIARISM & QUALITY ASSURANCE

Plagiarism

Plagiarism is the using of someone else's work as your own. At Parenta we have a zero tolerance policy towards this. Anyone submitting plagiarised work will be invoiced as outlined within the terms and conditions of your contract, for the amount of £100 allowing for the extra marking and time required by your tutor, plus an additional amount should you go over your planned funding end date. We have a responsibility to report plagiarism to the awarding body. Plagiarism is extremely serious and is not a matter that will be dealt with lightly. Please always ensure that the work you submit to your tutor is 100% your own. If you are unsure how to avoid plagiarism please speak with your tutor.

Please read Parenta's Plagiarism policy [here](#).

Internal Quality Assurance / Certification

As you complete units and your tutor is satisfied that you have met the national standard, your tutor will submit your units for Internal Quality Assurance by the Internal Quality Assurer (IQA).

An IQA is employed by Parenta, and is responsible for the quality assurance of the qualification. The IQA provides advice and support to the tutors and ensures that the tutors apply the standards consistently and fairly.

A Quality Advisor is appointed and employed by the awarding body. The Quality Advisor verifies the assessment and internal quality assurance decisions and also quality assures the qualification process ensuring that it conforms to the national standard.



LEARNING WITH US

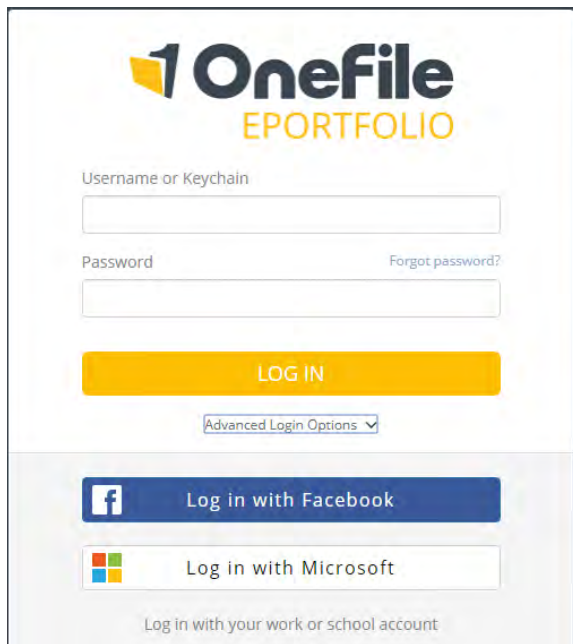
This section will help you understand how you will learn with us, what help and support is available and for you to keep a record of your login details.

We have an online system called OneFile that you will use to store, document and evidence your learning. It will record your progress and achievements all in one place. Your manager also has 'view only' access to your online portfolio. This is to keep track of your progress and to help identify any areas that you need extra help with. You can also use this facility to ask your tutor any questions you might have.

What's great about OneFile?

- ▶ user friendly and easy to use
- ▶ online access 24/7
- ▶ choose your format - you can submit your portfolio evidence through photos, audio and video clips
- ▶ contact your tutor - it's quick and easy to share work, ask questions and get feedback

How to use OneFile

The image shows the login page for OneFile EPortfolio. At the top is the OneFile EPortfolio logo. Below it are two input fields: 'Username or Keychain' and 'Password'. To the right of the password field is a link that says 'Forgot password?'. Below these fields is a large yellow 'LOG IN' button. Underneath the button is a link for 'Advanced Login Options' with a dropdown arrow. At the bottom, there are two social login buttons: 'Log in with Facebook' (with the Facebook logo) and 'Log in with Microsoft' (with the Microsoft logo). Below these is a small link that says 'Log in with your work or school account'.

To login, go to www.onefile.co.uk then select the "Log In" button located at the top right of the homepage.

Your username and password will be emailed to you. Your password is automatically generated and you will be prompted to change this when you login for the first time.

Your OneFile login details:

Username:

Password:

The screenshot shows the 'Onefile' Portfolio Dashboard. A blue sidebar on the left contains navigation links: Home, Portfolio, Learning Activity/assessment, Courses (0), Progress (0%), Resources, and Forums. The main content area is titled 'Portfolio Dashboard' and includes several sections:

- You are working towards:** A list of qualifications, including Skillsfirst Level 3 Diploma for the Children and Young People's Workforce (Early Years Educator) (RQF) and City & Guilds Functional Skills ICT at Level 2 (QCF).
- OVERALL AND TARGET PROGRESS:** A circular progress gauge showing 0% completion.
- CALENDAR:** A section indicating 'Today' with 'No activity has been planned yet' and a 'View calendar' button.
- TASKS DUE:** A bar chart showing task counts for 'Immediately' (0), 'This Week' (0), 'Next Week' (1), and 'In 2 Weeks' (0).
- My Profile & CV:** A section for updating personal details, with links for 'My Profile' and 'Display Settings'.
- My Portfolio:** A section for accessing learning activity/assessment, teaching, learning and assessment plans and progress.
- Upload Evidence:** A button to upload evidence and link to learning activity/assessment later.
- Courses:** A section stating 'You have no new courses.'
- Tasks:** A yellow panel indicating 'You have 1 new task.'
- Messages:** A section stating 'You have no new messages.'
- Witness Status:** A section to complete the witness status list.
- Resources:** A section to access online resources uploaded by the centre.
- BKSB:** A section for BKSB Login.
- Learning Activity/assessment Team:** A section showing the primary assessor, Linda Alexander, who is 'Offline'.

Callout boxes with arrows point to specific features:

- Shows the percentage of your progress.** Points to the 'Progress' link in the sidebar and the progress gauge.
- Displays the qualifications you are working towards.** Points to the 'You are working towards' list.
- Lists your tasks in priority order.** Points to the 'TASKS DUE' bar chart.
- Uploads evidence into your portfolio.** Points to the 'Upload Evidence' button.
- Allows you to send messages.** Points to the 'Messages' section.
- Allows you to update your personal information.** Points to the 'My Profile & CV' section.
- Direct link to your portfolio.** Points to the 'My Portfolio' section.
- Work for you to complete will show up as tasks.** Points to the 'Tasks' panel.
- Allows you to access centre resource documents.** Points to the 'Resources' section.
- Lists individuals who are linked to your portfolio.** Points to the 'Learning Activity/assessment Team' section.

Proposed plan

Once you have logged in and are on your dashboard (as pictured above) you can access your tasks by clicking on the "Tasks" panel.

You will be asked to update your profile information and verify your email address.

Please read your first task carefully as this will be your plan, scroll to the bottom and tick the box for "Learner" in the signature section and then click on "Save and Quit". This is an electronic acceptance of your plan and your tutor will receive a notification to say that you have read and agree with the plan.

Delivery Plan .

What is a delivery plan & how will I use this?

A delivery plan is a formal, working document which specifies how, when and where training will be delivered and what assessment methods will be used. The benefits of having a delivery plan include:

- 1. Clarity:** A delivery plan provides a clear understanding of the training program, including themes you will follow, teaching sessions you will attend and links to functional skills and EPA.
- 2. Efficiency:** A delivery plan helps to ensure that the training is delivered in a timely and efficient manner, with all necessary resources and materials in place to help you complete your course on time!
- 3. Consistency:** A delivery plan ensures that the training is delivered consistently across all themes throughout the duration of your course.
- 4. Flexibility:** A delivery plan can be adapted to meet specific needs of different learners and this can be discussed with your 121 tutor when you explore your ILP and skills scan.
- 5. Accountability:** A delivery plan provides a framework for monitoring and evaluating the effectiveness of the training program, and for making any necessary adjustments

A full copy is included within your Induction session.

See image below

Delivery Plan - Early Years Educator April 2024

Theme 1: Health, Safety & well-being

Theme 2: Children's Learning & Development

Theme 3: Positive Environments

*Key: **FL** = Flipped Learning **OT** = Online Teaching **CT** = Consolidation Tutorial **CP** = Consolidation Project / Direct Obs **WBT** = Workbased Learning Task
SD = Self Direct Study / Research **SR** = Self Reflection **WD** = Workplace Development – Shadowing, Mentoring etc.

*Delivery of activities may vary dependent upon the learning needs and abilities of the learner

Month	Theme	Topic	KSB Coverage	Flipped Learning & Online Teaching	Activity	OTJH	Functional Skills
1	Theme 1 Health, Safety & well-being	Induction		N/A	Face to face Induction Skills Coach ILP Skills Scan Online Teaching & Learning Induction (SD)	3 Hrs 3 Hrs	BKSB Diagnostics
	Theme 1 Health, Safety & well-being	Prevent PDP Peer on Peer Abuse Consent		N/A	Prevent Course (FL, SD) PDP Peer on Peer Abuse Sexual Consent (SD, SR, CP, CT)	4 Hrs 9 Hrs	Exemptions to be added*

OFF-THE-JOB TRAINING HOURS

What are Off-the-Job Training Hours?

To gain access to funding for your apprenticeship, the minimum off-the-job training if you work full-time is an average of 6 hours per week. Please remember that Off-The-Job Training is an essential part of your apprenticeship and therefore must take place during your normal working hours. This excludes any studying you do towards English and maths up to and including Level 2. **Please remember that Off-The-Job Training is an essential part of your apprenticeship and therefore must take place during your normal working hours.**

It is recognised that some apprentices may wish to study or do training outside of their working hours, however training undertaken outside paid employment cannot be counted towards meeting your Off-The-Job Training. Off-the-job training is learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of your apprenticeship. This can include training that is delivered at your normal place of work but must not be delivered as part of your normal duties.

Off-the-job training should reinforce practical, work-based learning with technical learning and underpinning knowledge. The focus of off-the-job training is on teaching new skills rather than assessing existing ones.

Off-the-job training will be delivered by Parenta as part of the agreed apprenticeship training, however off-the-job training should also include training that your employer undertakes with you. It is the responsibility of both Parenta and the employer to ensure that you spend the required amount of your employed time doing this.

It is up to your employer and provider to decide at what point during the apprenticeship the training is best delivered (for example, a proportion of every day, one day a week throughout your course, one week out of every five, a proportion at the beginning, middle or end). This will depend on what is best for you and your employer.



Off-the-job training must be directly relevant to the apprenticeship, it may include the following:

Additional Learning Support

If you require additional support for learning (other than for Functional Skills), this will be organised between Parenta and your employer. The support subsequently received to help you achieve the apprenticeship standard will be considered to be 'off-the-job' training.

Industry Visits

Any time which is spent out in industry counts towards 'off-the-job' training. You may be taken, via Parenta or your employer, to an organisation similar to your employment to learn new skills or see a different type of work in action. The visiting of a site other than your main place of work is an example of "Industry Visits".

Manufacturer training

This would entail training within your organisation to gain the technical skills required for your role.

Role Play

Your employers may wish to ensure that you have confidence, skills and abilities to deal with situations before placing you into difficult/challenging positions. These attributes can be gained through effective role play for example dealing with a difficult customer, where advice and guidance can be given to you on the best way to approach this, as well as learning how the employer would deal with it. This can be part of 'off-the-job' training.

Time writing assignments/assessments

You will be given research and assignments to complete by your tutor. It is important that you are given time to do this within your normal working hours. When completing any written work for your apprenticeship in this way, the time taken should be fully documented as 'off-the-job' training.

Mentoring

This occurs if a more experienced colleague or senior member of staff provides you with help or advice over a period of time. Usually at the onset of your apprenticeship a mentor may be appointed who is happy to pass on some of what they've learned over their employment and where you will benefit from their experience.

Competition

You may be asked if you would like to enter into a skills competition, either by Parenta or the employer. This is very beneficial and can result in gaining many new world class skills which will help you to be successful in your career. If given the opportunity to do this, you can document the time spent on it as 'off-the-job' training.

Teaching and Learning

Any taught sessions that take place with your Tutor in the way of teaching and learning sessions, presentations, and delivery of underpinning knowledge, which is carried out in your work hours is considered to be part of 'off-the-job' training.

Online learning

Online learning is a way of gaining underpinning knowledge and being able to learn at your own pace without needing to attend classes. This can be internet research where relevant information can be sourced to gain additional knowledge.

Job simulations

Job simulations are employment tests that ask you to perform tasks that you will eventually perform on the job. These tasks will be similar to tasks you will complete on a day to day basis once you are confident. For example, completing an example accident report forms or trialling different child observation. By using job simulations, employers can evaluate whether you are ready to do the job.

Job shadowing

Job shadowing is a common training technique for new employees or apprentices. Job Shadowing essentially involves spending a period of time with an experienced member of staff, observing everything that he or she does that is related to the work that is expected to be accomplished as part of the daily routine of the job. You will act as the observer, and the experienced member of staff as the demonstrator. This allows you the opportunity to see what is involved in performing the tasks associated with the work.



(CLICK TO ENLARGE)

SAFEGUARDING

We aim to provide a safe and welcoming learning environment for all apprentices.

We strive to protect you from risks associated with extremism and radicalisation. We have a zero tolerance policy to abuse, bullying, grooming, harassment and we will support you in understanding how to keep yourself safe in society. We will tell you what steps we will take on your behalf should we ever need to do so based on welfare concerns.

There are many laws in place to ensure employers operate a safe workplace and keep their staff informed of any hazards involved in the job. It is their responsibility to ensure you feel safe at work. **Visit the Parenta Safeguarding page [here](#) for more information and instruction on how to report a safeguarding issue.**

So what do we mean by safeguarding?

Physical Abuse

No one should touch you in a way that physically hurts you. This can include kicking, slapping, hitting, pushing or holding you back.

Emotional Abuse

No one should hurt your feelings by taunting, teasing, bullying or belittling you.

Sexual Abuse

No one should touch you in a way that makes you feel uncomfortable or upset. No one should make suggestive sexual remarks to you.

Stealing

No one should force you to hand over money or belongings. Stealing is a criminal offence.

Neglect

If you are looked after by a carer, they should not ignore or neglect you. You should know you are cared for.

Online

No one should harass or bully you, share information or images that make you feel uncomfortable or involve you in dubious activities.

Extremism

No one should attempt to influence you to hold extreme views including those justifying racist, sexist, religious or political violence.

Discrimination

No one should discriminate or hurt you because of your cultural background, religion, disability, sexual orientation, gender or age.

We will:

- ▶ make sure you understand what safeguarding is
- ▶ make sure you have someone you can talk to about any concerns
- ▶ make sure our staff are trained to respond to your concerns
- ▶ make sure you feel safe in the workplace
- ▶ deliver specialist advice through relevant organisations should you need it

In return, you should:

- ▶ look after yourself, your friends and your colleagues
- ▶ make sure you know who you can ask for advice and help
- ▶ tell us if you're in danger or have any concerns and we will refer you for specialist help

If you have any safeguarding concerns, please email safeguarding@parenta.com or call 0800 002 9242 and ask for the 'Designated Safeguarding Lead (DSL)'.

EQUALITY & DIVERSITY

We are committed to treating everyone fairly, to eliminate discrimination and we encourage diversity amongst both our workforce and our apprentices.

We value and respect the differences between all the people that we work with. We challenge inequality and ensure suitable support is provided for people's different circumstances and needs. We want you to achieve your potential and will respond to your needs and feedback to make sure you do.

So what do we mean by equality & diversity?

Equality

You will be treated with the same degree of respect and you will receive the same high quality of service to everyone we work with.

Diversity

We will respond to your individual needs and ensure the support you receive is right for you.

Discrimination

No one should be treated differently because of their cultural background, religion, disability, sexual orientation, gender, age or any other reason.

Bullying

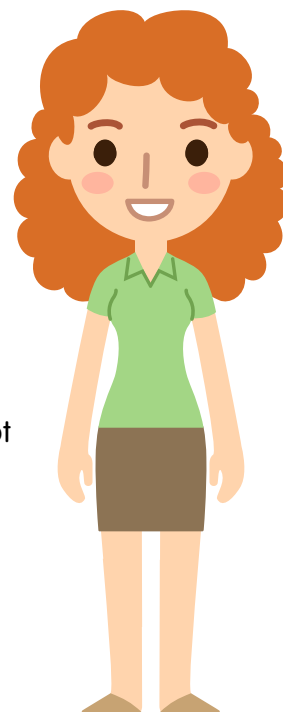
No one should experience any behavior that intentionally hurts them - emotionally or physically.

We will:

- ▶ make sure your environment is free of discrimination
- ▶ make sure you understand your rights and responsibilities and how you can complain or make suggestions for improving our service
- ▶ provide you with equality & diversity training
- ▶ treat you fairly and with respect as an individual regardless of your ethnicity, gender, religion, sexual orientation or whether you have a disability
- ▶ assess your needs in order to help you achieve your goals

In return, you should:

- ▶ respect those around you and treat them as individuals
- ▶ understand that your views may be different to those of others
- ▶ respect others' beliefs and understand that bullying or harassment of others will not be tolerated
- ▶ help other apprentices to feel included
- ▶ Talk to your tutor or the Parenta Team if you have any concerns



If you have any equality and diversity concerns, please contact either your tutor or Lisa Roper on freephone 0800 002 9242

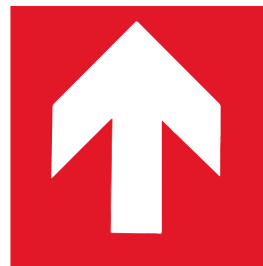
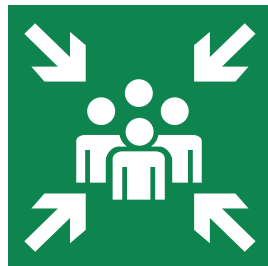


Parenta
Working together for our children

HEALTH & SAFETY

We are committed to maintaining high standards of health and safety practice.

Your health, safety and welfare are important to us. You are entitled to learn in a safe, healthy and supportive environment. We are committed to prioritising health and safety on all of our learning programmes to ensure the well-being of all who may be involved in or may be affected by our activities.



We will:

- ▶ ensure you are able to work and learn in a healthy, safe and supportive environment
- ▶ make sure you receive a health and safety induction including first aid arrangements and emergency procedures
- ▶ make sure you're aware of the risks and hazards around you and help you to develop safe working skills
- ▶ ensure you know how to report accidents and who to speak to if you're worried about safety

In return, you should:

- ▶ understand the importance of following safety rules and reporting accidents
- ▶ understand the importance of working safely and taking care of the safety of those around you
- ▶ use protective equipment or clothing when required
- ▶ only use equipment or machinery that you're allowed to use and only enter areas you're allowed to access
- ▶ abide by the code of conduct



EMPLOYEE RIGHTS & RESPONSIBILITIES

We will help you understand your rights and responsibilities as an apprentice, an employee and as a consumer. We will support you in building productive working relationships with your fellow apprentices, peers, colleagues and others.

Health & well-being

Should you need any advice or guidance in relation to health or well-being you can discuss this with your tutor or one of the Parenta Team. They can put you in touch with specialist organisations that can provide you with the professional guidance you require.

National minimum wage

The National Minimum Wage is the minimum pay per hour almost all workers are entitled to. The National Living Wage is higher than the National Minimum Wage - employees get this if they're over 23. It does not matter how small an employer is, they still have to pay the correct minimum wage.

There are different levels of national minimum wage, depending on your age and whether you are an Apprentice.

Increase in National Living and National Minimum Wages

The NLW and NMW from 1st April 2025 are as follows:

	NMW rate from 1 April 2025	Annual increase (£)	Annual increase (percent)
National Living Wage (21 and over)	£12.21	£0.77	6.7%
18-20 Year Old Rate	£10.00	£1.40	16.3%
16-17 Year Old Rate	£7.55	£1.15	18.0%
Apprentice Rate	£7.55	£1.15	18.0%

*Please note that the Apprentice Rate applies to apprentices aged 16 to 18 and those aged 19 or over that are in their first year of their apprenticeship. All other apprentices are entitled to the National Minimum Wage for their age.

INFORMATION, ADVICE AND GUIDANCE SERVICES

Parenta aims to provide a high quality, impartial information advice and guidance service, which will support both you and your employer to make informed choices about the ways in which Parenta can meet your training and development needs.

We are able to provide information, advice and career guidance from a qualified guidance professional on the following:

- Choosing the right course
- Decision making and establishing realistic goals
- Fees and financial support
- Learning support
- Progression options (for example apprenticeships, higher education or employment)
- Access to careers information and guidance
- Referral to other courses, agencies or services
- Identification of barriers and action planning to help reduce or remove these

All information, advice and guidance provided is confidential to the individual, and follows our Equality and Diversity, Complaints, Confidentiality, Data Protection and Safeguarding policies and procedures. It is also compliant with the Prevent Duty and embeds British Values.

Information, advice and guidance stages, processes and procedures

We will aim to follow these processes and procedures to ensure we are committed to providing you with a remarkable service. Quality information, advice and guidance will be readily available to you in a range of formats, forums and at different stages of your journey.

Before enrolling:

- We provide information, advice and guidance on a range of course options, choosing a course that is most suited in terms of content, level, delivery style, qualification accreditation, entry requirements, location and support available
- We provide information, advice and guidance on our provision, to support you in understanding fees, funding, learning support and progression opportunities
- We provide information, advice and guidance on the appropriateness, eligibility and suitability of training programmes on offer and to redirect enquirers who do not meet our eligibility and/or entry requirements or require additional advice and guidance
- Information may be provided in a number of ways, either, verbally, by email or through printed materials

At induction:

- We will complete a detailed course induction with you so that you know what to expect throughout the course and can look at the qualification units in more detail
- We will agree an individual learning plan so that the course can be tailored to meet your individual needs, agree the timescales and delivery methods that will be used
- We will agree progress review dates to ensure that we can review and support you to make good progress towards achievement

We will provide information, advice and guidance on:

- Course structure
- Learning support
- Assessments and certification
- Programme goals, target dates and record of progression

On programme:

- You will receive regular reviews and feedback on your progression to support you to work towards achievement and to help remove or minimise any barriers to ensure your success!
- We will signpost or refer you to internal and external advice services if required

We will provide information, advice and guidance on:

- Available learner support
- Possible progression/employment routes
- Job search techniques and help with creating a CV
- Equality & Diversity, Health & Safety, Safeguarding, Prevent Duty and British Values

On exit:

- We may signpost or refer you to other agencies as required
- We will ask for your feedback on course and IAG services, this will support us to improve and make changes to our services

We will provide information, advice and guidance on:

- Further learning or employment opportunities and job search websites
- Career options and opportunities
- A List of Agencies/providers, e.g. colleges or IAG services if required

In return we ask you:

- To attend appointments (or inform of cancellation)
- To contact us promptly if there are concerns about your course
- Give as much relevant information as possible to help us respond to any enquiries
- To treat Parenta staff, employers and fellow learners with respect
- To give us feedback on the services you have received

All Information, Advice and Guidance is conducted by a qualified professional via individual discussions, telephone and email communication. To access our IAG service please call Parenta on: **0800 002 9242**

WHAT NEXT?

As you near completion of your apprenticeship your tutor will discuss options about what you would like to do next. You don't have to stop learning - you could move onto a higher level qualification. Here are the courses we offer at Parenta:

CHILDCARE

Level 2 Childcare Diploma for the Early Years Practitioner

If you're currently working with children in a paid role, such as a nursery nurse or pre-school assistant, and you want to learn about how to support the development of young children, this course would be ideal for you!

Level 3 EYE

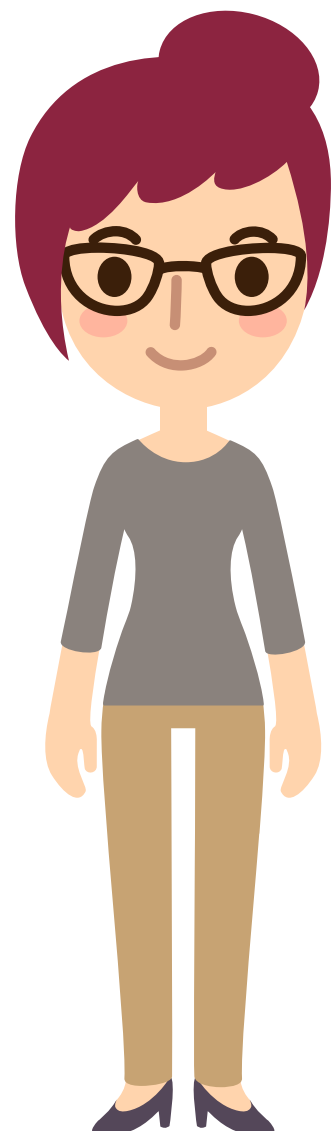
This course would suit you if you are currently working in a role where you carry out regular child observations and deliver planned activities for children under 5 years.

FURTHER LEARNING

Level 5 Early Years Lead Practitioner

Level 5 is beneficial for those who are currently working as senior practitioners, deputies and managers of childcare settings.

This course is ideal if you want develop and enhance your practical leadership, management knowledge and skills. It is an excellent progression from Level 3 EYE.



YOUR OPINION COUNTS

We want everyone to have a great experience with us. We strive to continually improve how we do things and would really appreciate you sharing your experience with us. You can help us by telling us how we did, what you think and what you thought of your experience with Parenta.



Share your story!

We love to hear about your stories and to have the chance to include them in our marketing materials.

Visit **parenta.com/testimonial** if you're happy to share your experience of learning with us

Here are some apprentice testimonials:

“Parenta services are great at supporting, giving advice and support where needed. Ecorida is an easy and clear website to upload work.”

“Amazing service. So approachable, always helps us if we need help. Can always contact them about anything. Fantastic people.”

“Very helpful at all times and I'm so impressed with the service I have recommend Parenta to several people and will continue to do so.”

“I think that they are very good and helpful. Always feel my queries are answered and my tutor is fantastic.”

“Excellent and a good experience very professional and friendly and outstanding training experience.”

“My tutor has been such a great support, she put me at ease straight from the start. She has given me the support as and when I've needed it.”

USEFUL CONTACTS

ACAS: 0300 123 1100

[acas.org.uk](https://www.acas.org.uk)

Information, advice and assistance on the law and rights for both employees and employers to help prevent or resolve workplace problems

Alcohol Concern: 0300 123 1110

[alcoholconcern.org.uk](https://www.alcoholconcern.org.uk)

Leading national charity working on alcohol issues

Beat, Eating Disorders Association: 0845 634 1414

[b-eat.co.uk](https://www.b-eat.co.uk)

Helplines, online support and a network of UK-wide self-help groups to help adults and young people in the UK beat their eating disorders

Change4Life

[smarttools.change4life.co.uk](https://www.smarttools.change4life.co.uk)

Help and guidance on a number of different ways in which you can get healthier

ChildLine: 0800 1111

[childline.org.uk](https://www.childline.org.uk)

Free, private and confidential service anyone up to the age of 19. You can contact a ChildLine counsellor about anything

Citizens Advice

[citizensadvice.org.uk](https://www.citizensadvice.org.uk)

Citizens Advice can provide support and advice on a wide range of topics, including many common workplace issues

Connexions: 0800 0126 606

[connexionslive.com](https://www.connexionslive.com)

Information and advice for young people

Equality and Human Rights Commission:

0808 800 0082

[equalityhumanrights.com](https://www.equalityhumanrights.com)

Working to eliminate discrimination, reduce inequality, and protect human rights, ensuring that everyone has a fair chance to participate in society

FRANK: 0300 123 6600

[talktofrank.com](https://www.talktofrank.com)

Friendly, confidential drugs advice

Forced Marriage Unit: 020 7008 0151

[gov.uk/stop-forced-marriage](https://www.gov.uk/stop-forced-marriage)

Contact the Forced Marriage Unit (FMU) if you're trying to stop a forced marriage or you need help leaving a marriage you've been forced into

Health and Safety Executive: 0845 345 0055

[hse.gov.uk/youngpeople](https://www.hse.gov.uk/youngpeople)

Advice, guidance, news, tools, legislation and publications from the independent regulator for work-related health and safety

NHS Live Well

[nhs.uk/livewell/pages/topics.aspx](https://www.nhs.uk/livewell/pages/topics.aspx)

Information and tips on a range of topics linked to your physical and emotional well-being

NSPCC: 0808 800 5000

[nspcc.org.uk](https://www.nspcc.org.uk)

Free, confidential advice open 24 hours a day; 7 days a week

Release: 0207 324 2989

[release.org.uk](https://www.release.org.uk)

Confidential helpline offering information and advice on drug use, the law, human rights and legal issues

Stonewall: 0800 050 2020

[stonewall.org.uk](https://www.stonewall.org.uk)

Working to achieve equality and justice for lesbians, gay, bisexual and transsexual people

NHS Stop Smoking

[nhs.uk/Livewell/smoking/Pages/stopsmokingnewhome.aspx](https://www.nhs.uk/Livewell/smoking/Pages/stopsmokingnewhome.aspx)

Information about the resources available to you on the NHS about quitting for good

United Nations High Commissioner for Refugees:

020 7759 8090

[unhcr.org.uk](https://www.unhcr.org.uk)

Facts, statistics and answers to commonly asked questions about refugees (England)

STUDENT DISCOUNTS

When you have been enrolled onto the course with us and have your funding allocated, you will be able to apply for Totum Student Discount Card. This is available for £14.99 per year and will offer you a wide selection of deals and offers. There may also be local transport deals available to you as an apprentice.

You can apply for your card through their website at www.Totum.com. You will need to know who your course is funded by if you choose to apply for this; please ask your tutor for this information if you are unsure.



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If you need to speak to anyone at any time,
in the first instance, please call your tutor.
Alternatively you can speak to our customer
service team who will forward a message.

Working together for our children

0800 002 9242
hello@parenta.com

www.parenta.com

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Medway City Estate, Rochester, Kent, ME2 4NZ