



## **LEARNER HANDBOOK**

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# Welcome

Firstly, we would like to thank you for choosing Paddeco as your training and assessment provider.

Please take the time to read this handbook as it contains helpful and valuable information that will be useful to you.

The purpose of this handbook is:

- To inform you about your course, the awarding body, and how the programme will be delivered.
- To inform you of everyone's responsibility during the training and assessment process.
- To inform you of the roles of those who will be involved with your course.
- To introduce you to the policies and procedures at Paddeco.

Kind Regards,

The Paddeco Team

# Introduction to Paddeco

Paddeco provides training and assessment for the Engineering and Construction sectors across the UK. We have proven experience and expertise in delivering training and qualifications within the engineering industry. Our desire is to create an avenue for engineering trades to prove their competency and skills thus ensuring that they are able to acquire a recognised qualification and obtain the necessary CSCS SKILLcard to ensure accessibility to construction sites.

Following publication of the UK Government's Draft Building Safety Bill, there is a growing demand to prove competency within the workplace, this could be for future employers, health and safety legislation, or insurance coverage. Paddeco is in the unique position of being able to offer on-site learning and development programmes that suit candidates' needs as well as helping them to gain a recognised qualification.

Paddeco will inform, guide, help and support candidates through the process of accreditation.

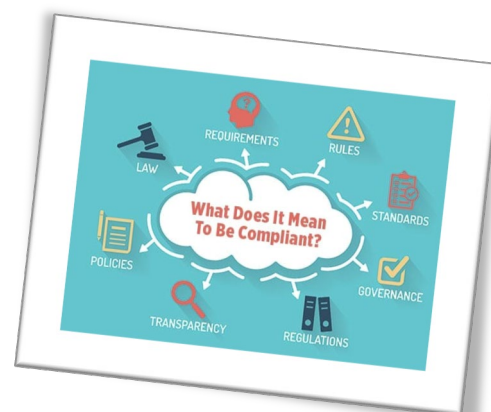
Following your initial enquiry, we will evaluate your skills, experience and knowledge. An Individual Learning Plan will then be developed which will be linked to the criteria of your qualification. Your assessor(s) will guide and support you right the way through to your certification.



# Roles & Responsibilities

## Learner

You are the learner and will need to prove that you are compliant and show that you can perform your job to national occupational standards in order to be awarded your qualification. Therefore, (with support and guidance) you will take responsibility for the quality of evidence produced for your portfolio.



## Assessor

You will be assigned an assessor who will be fully qualified, skilled and competent in your area of work. Your assessor will visit you in your workplace and guide and support you throughout your programme. They will plan, review and make a judgement about your competence. They are responsible to the awarding body for the accuracy of their assessment and will record your individual assessment progress.

## Teacher/Tutor

Teacher/Tutors will help support and guide through your learning journey (alongside your assessor) in achieving your desired units/qualifications and are available throughout your course.

## Internal Quality Assurer (IQA)

The Internal Quality Assurer supports the assessor and monitors the entire quality process to ensure that your programme is carried out in-line with awarding body's requirements. The IQA reviews your portfolio before submitting it to the awarding body.

## External Quality Assurer (EQA)

The External Quality Assurer is a representative of the awarding body. Their duty will be to check that Paddeco are carrying out the assessment and verification process correctly. The EQA will analyse a sample of portfolios to ensure they meet the awarding body standard and will visit the assessor in the workplace, along with the learner. If your portfolio is sampled, then the EQA may want to speak to you and ask suitable questions regarding your views on the qualification process with Paddeco.

## The SQA



The SQA is the awarding body organisation that develops and certifies frameworks and qualifications. Paddeco only deliver industry recognised qualifications and are accredited by the Scottish Qualifications Authority. The remit of the SAQ Accreditation body on the other hand is to regulate the SQA Awarding body. The SAQ Accreditation body has ultimate control over the qualifications process.

# Delivery & Assessment

Assessment is based on what you can do and involves you, your assessor, an internal verifier and an external verifier. Your qualification will comprise a combination of on-site and remote observation sessions with your assessor, along with the collection of evidence and completion of learning materials.

You will be asked to prove you are competent by showing:

- You can perform all the specified tasks consistently to the required standard (Performance);
- You understand why you are doing things (Knowledge and Understanding);
- You can apply the required skills in different ways (Range / Scope).

## Evidence

The evidence you need to provide can take many forms including:

- Direct observation of your performance by your assessor (photographic / recording)
- Products of your work
- Authenticated statement - witness testimony
- Personal statement
- Outcomes from questioning
- Outcomes from simulation
- Case studies
- Assignments or projects
- Accreditation of Prior Learning (APL) —evidence from the past

Your evidence may be collected through a range of sources, such as employment, voluntary work, training programmes and interests/activities which you perform outside your work. It can also be produced in various formats, e.g., your own reports; testimonies from colleagues, supervisors or members of the public; projects; models; audio tapes, photographs; videos.

## Demonstrating Knowledge, Understanding & Skills

In order to meet the standards, you will also be required to prove Performance, Knowledge and Understanding. Each unit contains a list summarising the knowledge, understanding and skills a candidate must possess. Evidence of how these have been achieved and applied could be included in the performance evidence as one or all of the following:

- Descriptions of why a particular approach was used
- Personal reports about the learning process
- Reflective reports which include how a theory or principle was applied

- Assessment interviews
- Assessment tests
- Responses to questioning

## Your Portfolio

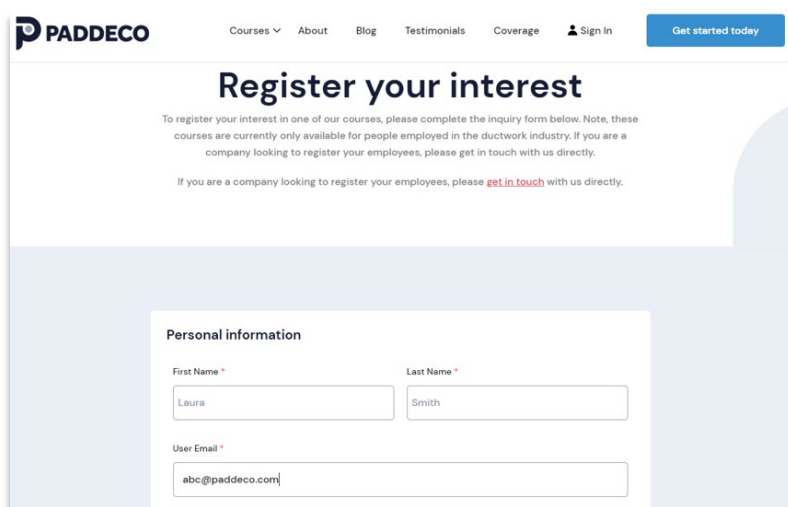
Your portfolio is a way of recording the evidence of your achievements; it proves you have the requisite skills, knowledge and understanding to support your claim to a qualification. A well organised portfolio which relates each piece of evidence to the relevant outcomes and Performance Criteria is essential. Your assessor will make the judgement that the evidence is valid, authentic, current and sufficient.

You will be assisted by your assessor throughout the duration of your qualification but ultimately your portfolio is YOUR responsibility. You must take ownership of your qualification, so it is completed successfully on-time.

## Learning Portal

We are moving all candidate learning online to make the experience easier and more enjoyable. Candidates will have 24/7 online access to course learning materials, helpful animation tutorials, useful links, and all unit questions. From course enquiry, through payment, induction and course question completion, everything can be found online in each candidates secure, password protected learning portal.

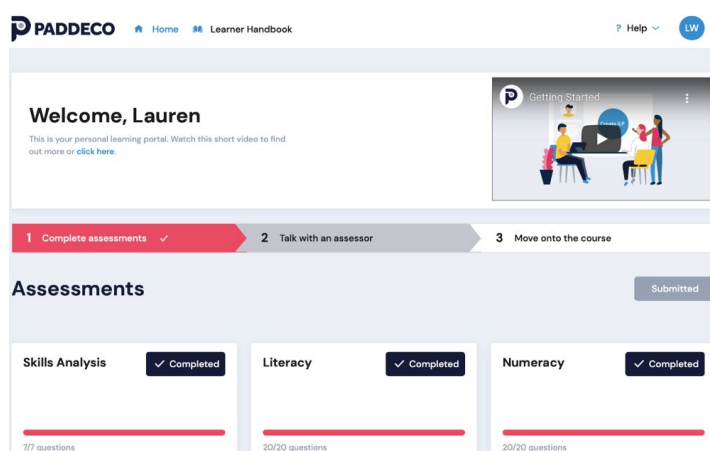
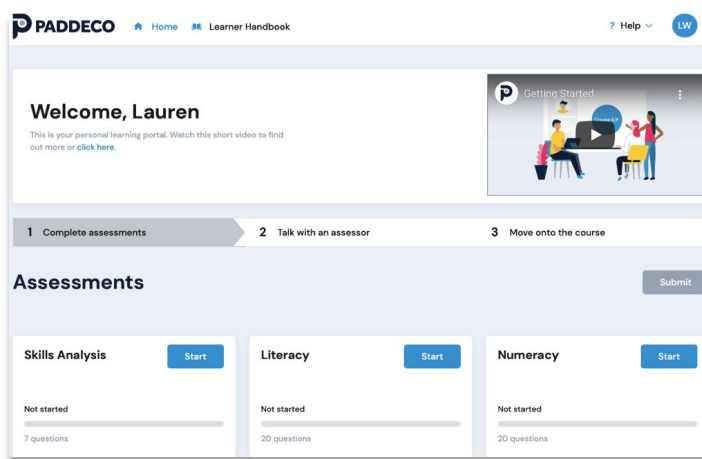
Below is a summary of some of the key features, however, **more information can be found on our YouTube channel:** <https://www.youtube.com/channel/UC5bK-tvkQquvK6J7bDgEHeg>



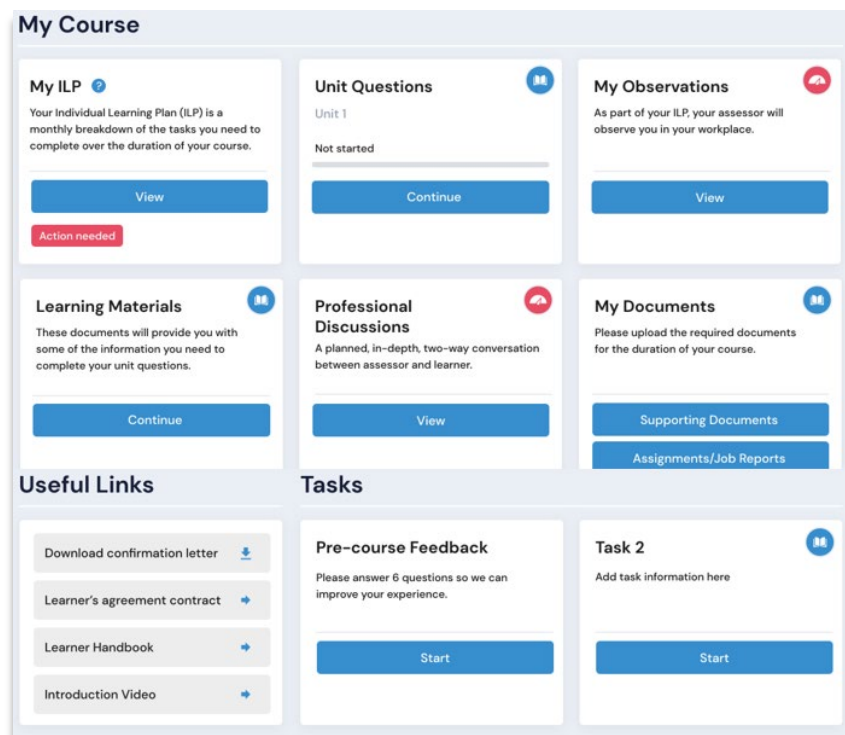
The screenshot shows the PADDECO website's registration page. At the top, there is a navigation menu with links for Courses, About, Blog, Testimonials, Coverage, and Sign In, along with a 'Get started today' button. The main heading is 'Register your interest'. Below this, there is a paragraph explaining that the courses are for people employed in the ductwork industry and that companies should get in touch directly. A form titled 'Personal information' contains three input fields: 'First Name' (with 'Laura' entered), 'Last Name' (with 'Smith' entered), and 'User Email' (with 'abc@paddeco.com' entered).

Candidates register their interest on our main website ([www.paddeco.com](http://www.paddeco.com)) and will receive correspondence from the Centre within 24 hours.

On registering interest, all candidates are provided with a secure login to our pre-course assessment area where they are required to complete short literacy and numeracy assessments, as well as a Skills Analysis so we can determine the most suitable course for them.



Once all assessments have been completed and submitted, a member of our team will call the candidate to advise them on the most appropriate course for them and to explain in more detail how the course works.



On completing a simple online payment and induction process, each candidate will have access to a plethora of support documentation and information via their portal dashboard:

- An ILP
- Learner Handbook
- Learning materials
- Supporting documentation upload functionality
- Unit questions
- Tutorial animations



## Certification Process

In order to meet the requirements of the awarding body and to ensure that candidates receive the highest level of teaching and assessment, the processes carried out by the Paddeco team are comprehensive and thorough.

Once all evidence of learning has been collected by the assessor, it will then be cross referenced against the criteria of the qualification; the assessor will then sign off all units including the portfolio and all collated material will then be sent to the quality team (IQA) at Paddeco.

The IQA team will review the portfolio of evidence and, if complete, will release it for certification. The IQA will inform the Paddeco SQA co-ordinator that certification from the awarding body can now be applied for.

Once all necessary quality checks have been completed the application will be processed for certification.



## Continuous Professional Development

Paddeco is committed to supporting and empowering you on your learning journey. Continuous Professional Development is about looking forward to what you would like to achieve and what your career aspirations are. Our first step will be to help you achieve your qualification.



Please be aware; this is the start of your journey to a better and more secure future within your chosen industry. On successful completion of your training, assessment, and certification with Paddeco, we will always be there, ready to help with your continuing personal development and happy to assist you in achieving your future aspirations and training and assessment requirements.

## FAQs

### 1. Does my course have a deadline?

Yes, your course will have a deadline, and within that overall deadline there will be individual milestones. However, Paddeco offers several qualifications, all of which vary in length.

### 2. How long will my course take?

That depends on which qualification you are working towards. Your assessor will be able to provide you with this information once he has determined which qualification is suitable for you.

### 3. Can I pause my course?

Only in exceptional circumstances, such as serious illness.

### 4. What COVID-19 precautions are you taking?

We are following site and Government guidelines when it comes to direct observations and when meeting candidates.

### 5. Are my English language skills good enough?

Your literacy (and numeracy) skills will be tested prior to receiving your Individual Learning Plan (ILP) so you are able to access the qualification. Should it be determined that either area requires support, that will be factored into your ILP, and you will receive the help you need.

## Thank You

Paddeco would like to thank you for taking time to read our Learner Handbook. We hope you enjoy and benefit from your qualification. It is a valued qualification that will support you through your career development. If you have any problems or queries do not hesitate to contact your assessor directly or the head office on 02920 501312 / 07749 595134 or [info@paddeco.com](mailto:info@paddeco.com).

The remainder of this Learner Handbook provides you with details of our policies and procedures that may be useful for you.



# Paddeco Policies & Procedures

## 1. Appeals Policy

Paddeco recognises that it has obligations towards all candidates who have a disagreement with any part of their learning journey to help and offer Information, advice and guidance (IAG) to settle their case. Paddeco will not show any bias towards any candidates if a disagreement in the learning journey or process is presented.

**Note: records of all appeals will be kept for six years by Paddeco.**

### Stage One

Discuss your disagreement with your assessor who will endeavour to resolve your issue at this stage. You must be specific and honest about your disagreement in order for Paddeco to assist you in the most efficient and reliable manner. If the disagreement is not resolved Immediately through conversation, the Paddeco assessor will Investigate and respond within 5 working days.

### Stage Two

Please write a letter to the Lead Internal Verifier (Mike Taylor- Paddeco Ltd, Tec Marina, Terra Nova Way, CF64 1SA or email [info@paddeco.com](mailto:info@paddeco.com) explaining in full, your disagreement. Mike will respond to you within 10 working days.

### Stage Three

If you are not satisfied with the response, please raise your concerns by writing to the Paddeco Internal Quality Manager (who is responsible for the quality of our delivery program) Joseph Lloyd at the above address or contact him via email: [joe@paddeco.com](mailto:joe@paddeco.com). You can also call 02920 501312 / 07749 595134.

**Please note: Escalation to the SQA and the Regulatory Body, only apply to learners on regulated qualifications.**

**For example, learners on SVQ's (Customised awards are not regulated).**

### Stage Four

Please write directly to the Awarding Body at which you are registered and undertaking your qualification in partnership with. The Awarding Body will have specific response times for all queries.

*The Awarding Body details are as follows:*

**SQA**

Scottish Qualifications Authority  
The Optima Building  
58 Robertson Street  
Glasgow  
G2 8DQ

**If you are unhappy with the outcome of the appeal, you can contact the relevant regulatory body to make a complaint:**

**England & Wales - Ofqual**

Spring Place, Herald Avenue, Coventry CV 5 8BA  
[Public.enquiries@ofqual.gov.uk](mailto:Public.enquiries@ofqual.gov.uk)  
Telephone: 0300 303 3344

**Scotland – SQA Accreditation**

The Optima Building  
58 Robertson Street, Glasgow G2 8DQ  
Telephone: 0345 279 1000

The remit of the SQA Accreditation body is to regulate the SQA Awarding body (who is responsible for administering qualifications). The SQA Accreditation body has ultimate control over the qualifications process.

## 2. Complaints Procedure

The Complaints Procedure is in place so that you can alert us to times or situations when we may have let you down. This procedure provides us with welcome feedback to help improve services for learners in partnership with Paddeco.

The opportunity to provide structured, regular feedback is built into your learning programme but should you require more in-depth information on the procedure, please contact the Paddeco office for more information.

### The informal approach

One of the main reasons why people become unhappy with the service they receive is that they feel nobody is listening to them. Usually problems can be sorted out by explaining the situation to someone and discussing ways forward. We call this the informal approach and we recommend you start here.

### Whom can I talk to?

This may depend on what the complaint is about. Your assessor might be the person to talk to first or you may prefer to arrange to talk to the Centre Manager Lesley Palmer Tel: 02920 105312

There are other people who can advise you. You could speak to:

- Paddeco Ltd Operations Manager (Marlena Druzynska) Tel: 07596 415209
- Paddeco Ltd Managing Director (Kate Jones) Tel: 07544 360997
- Or any other member of Paddeco Ltd staff you feel comfortable talking to

### The formal approach

If you have tried the informal approach and still aren't happy, you may initiate the formal approach. You should contact the Operations Manager - Marlena Druzynska ([marlena@paddeco.com](mailto:marlena@paddeco.com)). An initial investigation of the complaint will be completed within ten working days and the outcome sent to you.

### What if I don't agree with the outcome?

If you are not satisfied with the outcome of your complaint, you can appeal against the decision. To do this, you must write to the IQA Manager - Joe Lloyd ([joe@paddeco.com](mailto:joe@paddeco.com)) within ten working days of the date of the complaint response letter, outlining the basis of your appeal.

The IQA Manager will review your case and respond within one calendar month of receiving your appeal letter.

For assessment-related complaints, candidates of SQA qualifications may also have the right to complain to the SQA awarding body, SQA will consider your complaint if you have already exhausted

all stages of “Paddeco’s Complaint Procedure” and you remain dissatisfied with the outcome of the way in which we handled your complaint, or you believe that we have unreasonably failed to apply the procedure correctly.

SQA may consider complaints about:

- Assessment – in the broadest sense, including the conduct of, preparation for and environment for assessment.
- Dissatisfaction with the way in which the centre handled the complaint

SQA will not consider complaints about:

- Academic judgement (use Appeals or Post -results Services)
- The wider experience of being a candidate (e.g. support services, funding, payment issues, failure to keep contact with the centre and facilities)

### **SQA**

Scottish Qualifications Authority  
The Optima Building  
58 Robertson Street  
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G2 8DQ

If you are unhappy with the outcome of your complaint you can contact the relevant regulatory body to make a complaint.

**Please note: This only applies to learners on regulated qualifications. For example, learners on SVQ’s (Customised awards are not regulated).**

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The Optima Building  
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Telephone: 0345 279 1000

The remit of the SQA Accreditation body. Is to regulate the SQA Awarding body (who is responsible for administering qualifications).

The SQA Accreditation body has ultimate control over the qualifications process.

### 3. Data Protection Policy

Data protection is the process of safeguarding essential information from corruption, compromise, or loss. The key principles of data protection are to safeguard and make available data under all circumstances.

The Paddeco SQA co-ordination team will ensure that candidates will be made aware that their personal data will be passed on to SQA in order to identify and certificate them. Paddeco staff will ensure that candidates sign and date a Data Exchange Agreement form which will inform candidates that their data may be exchanged on paper or electronically only to SQA and will not be shared with any third parties; all information obtained by Paddeco will be held securely.

Personal information that will be requested:

- Full name
- Date of birth
- Gender
- Address
- Contact Details
- NI Number

Paddeco Data Protection Statement: We will fully comply with the requirements of the law on data protection legislation and all associated codes of practice and recognises the central principle that data held on individuals must be collected and used fairly and in confidence.

Information will be held and processed in line with the principles of the Data Protection Act 2018.

Paddeco will supply an enrolment form for each candidate, this will be supplied by the assessor who will carry out a skills scan/induction to ensure the suitability of the candidate for the qualification. The completed enrolment form will then be transferred to the Paddeco co-ordination team which will be input into the company's own database. The form will contain personal information (as covered by data protection) in addition, it will include information that is required by the SQA for registration and certification purposes. The process for enrolling the candidate with the SQA will then be carried out by means of electronic enrolment via the SQA website.

Candidates will be informed that their personal data will be sent to SQA for the purposes of entering them for an SQA qualification, certification and maintenance of their record of attainment.

The web address (see below) for SQA's Privacy Statement will be provided to candidates on induction so that they can be made aware how SQA will use the candidate information collected.

<https://www.sqa.org.uk/sqa/45397.html>

## 4. Malpractice Policy and Procedure

We take all concerns of possible malpractice seriously, and any centre investigation will be fair, robust and in proportion to the nature of the concern. SQA Malpractice: Information for Centres can be found [here](#) and includes Standards for Devolved Investigations explaining SQA's expectations of centres when carrying out investigations. We understand that we are expected to meet these standards.

Malpractice can include both deliberate non-compliance with SQA requirements and maladministration in the assessment and delivery of SQA qualifications. We will investigate any suspected instances of malpractice, whether they are intentional or not, to protect the integrity of the qualification and to identify any wider lessons to be learned.

### Definitions of malpractice

Malpractice means any act, default or practice (whether deliberate or resulting from neglect or default) which is a breach of SQA requirements including any act default or practice which:

- Comprises, attempts to compromise or may compromise the process of assessment, the integrity of any SQA qualification, the validity of a result or certificate:and/or
- Damages the authority, reputation or credibility of SQA or any officer, employee or agent of SQA

Malpractice can arise for a variety of reasons:

- Some incidents are intentional and aim to give an unfair advantage or disadvantage in an examination or assessment (deliberate non-compliance).
- Some incidents arise due to ignorance of SQA requirements, carelessness or neglect in applying the requirements (maladministration).

Malpractice can include both deliberate non-compliance with SQA requirements and maladministration in the assessment and delivery of SQA qualifications. It is necessary to investigate any suspected instances of malpractice, whether they are intentional or not, to protect the integrity of the qualification and to identify any wider lessons to be learned.

Lesley Palmer, Centre Manager, will ensure that all centre staff including administrators, assessors, internal verifiers, the SQA coordinator, the Managing Director and candidates have access to this policy and understand their rights and responsibilities.

It is the responsibility of Lesley Palmer to distribute this policy, to report to and liaise with SQA and to lead centre investigations of suspected malpractice. If the malpractice concern involves Lesley Palmer, the Managing Director or another appropriate person within the centre will assume this role.

Should you wish to see a full copy of our Malpractice Policy and Procedure document, it can be provided upon request.



## 5. Equal Opportunities Policies and Equal Access to Assessment

### Scope

All qualifications, courses and services delivered by Paddeco, including support products for the teaching or assessment process including:

- *National Vocational Qualifications (NVQ) (NQF specification)*
- *Construction Awards (NQF)*
- *Competency Qualifications (QCF)*
- *Training Qualifications (QCF)*
- *E Portfolios*
- *Testing Platform*

### Requirements for learners

The policy details Paddeco's commitment to Equality of Opportunity and Diversity and is openly available to all learners through the learner Paddeco Learner Handbook.

This policy has also been communicated and agreed by Paddeco staff including all contractors. This policy also contains the forms you will require.

### Introduction

The policy covers Paddeco requirements for Equality of Opportunity, Diversity and considerations for Special Access and Particular Assessment to apply any reasonable adjustments for assessment and what must be approved with Paddeco prior to any adjustments being applied.

### Diversity

Paddeco is committed to giving every learner an equal opportunity to achieve the qualification and strives to ensure that we:

- Support learners in-line with current UK legislation and EU directives, and through its support do not intentionally or unintentionally disadvantage learners.
- Support equality of opportunity and diversity regardless of
- Age
- Disability
- Gender
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity

- Race & ethnicity
- Religion and belief
- Sexual orientation
- Actively discourage discrimination, bullying and harassment for all.
- Actively promote inclusion for under represented groups

## General

Paddeco will consider any access arrangements that may be required before a learner is enrolled on to a qualification. Learners must be made aware that they must achieve all the required components to achieve either a unit of achievement or a full qualification under agreed rules of combination. No amendments to the learning outcomes or performance requirements may be made; however, learners may present their evidence of meeting the requirements of the qualification or unit in a different way. Where learners are not able to meet the qualification requirements for the full qualification, they will be able to achieve unit certification and credit for each unit. Paddeco will, where practicable identify if a learner is capable of achieving the full qualification or units at the induction/ initial assessment stage of the process. This will avoid the learner being disadvantaged at a later stage.

Providing Paddeco holds evidence of a learner's need for an access arrangement or particular assessment requirement then it should be put in place before the learner begins the unit or component to be assessed. Paddeco does not need to consult the awarding body provided the access arrangements comply with the awarding body strategy for assessment and or training, and the learner can present evidence of meeting the qualification requirements. Evidence the learner presents will be subject to normal assessment procedures, including internal and external verification.

Where health and safety forms part of the qualification requirements the learner will need to provide evidence that they can meet the learning outcomes of the qualification. However, assumptions about health and safety implications must be avoided; where there is reason to think that in particular circumstances there is a risk for the learner then Paddeco will carry out and document a full risk assessment. This must be referenced to individual circumstances and carried out by a competent and qualified person. This should take account of any access arrangements which might reduce or remove the risk.

If there is any doubt about the acceptability or appropriateness of an access arrangement, then Paddeco should consult the awarding body quality advisor before putting it in place and log the response for reference.

Access arrangements are intended to assist learners to demonstrate their attainment whilst meeting the assessment and qualification requirements in full. Any access arrangement should be agreed in advance by the assessor, IQA and the centre.

Where an access arrangement has been put in place the quality assurance coordinator / Lead IV for Paddeco must ensure that records are kept for quality assurance and verification purposes.

## Language other than English/Welsh/Irish (Gaelige)

There is an implicit assumption that someone holding a certificate in England will have a competence in English at least to the level of the qualification. This is reflected in the regulations laid down by Ofqual and the other qualification regulators, as appropriate.

For learners, whose first language is **not** English, Welsh or Irish (Gaelige), it is not sufficient for them to be competent to operate only in the context of their first language.

The Ofqual document 'Regulatory Arrangements for the Qualifications and Credit Framework (2008)' has regulations in place for the assessment being carried out in languages other than English, Welsh or Irish (paragraph 5.21, page 31). This document applies to all accredited qualifications within the QCF. It has a further statement that it is the awarding organisations responsibility to ensure that, '...lack of proficiency in English, Welsh or Irish (Gaelige) does not prevent the learner from properly carrying out the role that is supported by the qualification' (paragraph 5.21 (b) page 31).

If an assessment is carried out in a language other than English, Welsh or Irish (Gaelige), clear evidence must be if the learner is also competent in English, Welsh or Irish (Gaelige) to the standard required for competent performance throughout Great Britain.

A full range of policies and procedures can be provided upon request by emailing [info@paddeco.com](mailto:info@paddeco.com)