

Welcome to Greatest Expectations Training

Who are we?

Greatest Expectations Ltd is a registered charity which was established in 2009 to help unemployed people move closer to employment and help people already in work to develop further.

We help people enhance their current skills, teach new and essential skill such as ICT, English and Maths, also creating a professional CV and giving useful interview techniques. Our courses are designed so that unemployed people can move with increased confidence towards work.

Through our work we look to benefit not only those individuals working with us, but also their families and the local and national economies as a whole.

Summary of Aims and Objectives

- To improve the chances of finding continuous, rewarding employment for unemployed people in the area
- The provide help with functional skills in English, Maths and ICT
- To boost confidence, motivation and self-respect
- Where possible to provide work based learning opportunities
- Working with local employers to up skill their current work force with bespoke training packages, and in their recruitment processes.
- Wider aims include prevention and relief of poverty through education, training and other projects which benefits the local and national economies, as well as promoting pride in our area.
- To help people generate an income and become self-sufficient

Contact Details

**Calvary House
36-40 Grange Road
Middlesbrough, TS1 5BQ.**

Our opening times are: **9am-4pm Monday to Friday.**

Contact Numbers: 01642 220 777 / 01642 220 778 / 07403 271 828 (if texting ***please include your name***)

Email for general enquiries: info@greatestexpectations.co.uk

Website: www.greatestexpectations.co.uk

Check us out on Facebook and Twitter!

Parking and Facilities

Parking is not available at Calvary House, however we are opposite Captain Cook multi-storey, which as reduced tariffs on dedicated floors. Hillstreet Centre also has long stay parking at roof level. Please see their websites for up to date information.

www.captaincookshopping.com/parking

www.hillstreetshopping.com

For further options please check www.middlesbrough.gov.uk

Calvary House is wheelchair friendly and has wide entry doors. Classrooms are all located on the ground floor. Do let us know in advance of your visit so that we can try and accommodate specific requirements.

It is essential that you attend all the days and times required on your course to gain maximum benefit. Too much missed time may result in you being unable to complete your course.

We always try and be flexible if you have commitments, i.e. earlier or later start and finish times, however you should discuss this with your tutor as soon as possible so that we can work out the best way to accommodate you.

Safety and Housekeeping

Your safety is of paramount importance to us. Essential information on Fire Exits and evacuation procedures will be fully explained at induction. Please listen to them carefully and ask if you're unsure about something.

There are 2 fire exits.

- 1 Main door in to reception**
- 2 Entrance B – the door you will most likely use if based in classrooms 1-3**

The fire assembly point is outside Wilko's. A daily register will be taken by your tutor, but if you are visiting outside your main hours please remember to sign in and out at reception, making a staff member aware of your presence.

Help us to keep the building clean and tidy, especially making sure that doorways and corridors are free from obstruction. You are welcome to stay on the premises at breaks with your tutor's permission, and if eating please do so in the designated areas. Food and drink is not allowed at the computers.

Smoking, e-cigarettes/vaping is not allowed on the premises. At breaks please smoke well away from the building.

Information Advice and Guidance (IAG)

We have dedicated staff qualified in the provision of Information, Advice and Guidance (IAG). You will always be entitled to help which is tailor made for you. IAG is particularly important at 3 stages:

At the start of your Course: You will have attended an awareness session and met your tutor. At induction you will complete an "Individual Learning Plan" which will detail support you need and how we will meet this. There will be English and Maths assessments to establish functional skills requirements.

During the Course: This will help you maintain pace and momentum, and help review aims.

At the end of your Course: This will help you consider your future progression and options.

Since 2015 we have been awarded "Matrix" accreditation – see www.matrixstandard.com

Equal Opportunities

We fully endorse the principles of the Equality Act 2010 and Public Sector Equality Duty in our course delivery, and give due regard to the need to eliminate discrimination in all forms. We challenge negative attitudes, especially when they are based on protected characteristics: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity. We also avoid stereotypes in resources, promote multiculturalism, and plan lessons reflecting the diversity of our learners. Everyone is treated inclusively and is involved in decisions concerning them as much as possible.

Policies

Greatest Expectations has policies and procedures about your learning and how we operate as a business, including Safeguarding, Health and Safety, Data Protection and use of IT/internet. You can access the policies on request. They underpin our commitment to providing a safe, supportive environment in which to learn, and they are reviewed yearly.

Issues/Problems

We hope you enjoy being with us, but from time to time there may be issues which need addressing and we hope that in nearly all cases an informal chat will sort any problems. If this is not the case we have a procedure for making a formal complaint:

Stage 1 – You can put your complaint in writing to your training adviser clearly indicating the points of disagreement.

Stage 2 – If Stage 1 is not resolved your appeal will be passed to an Internal Quality Assurer (IQA) who will investigate this.

Stage 3 – If the IQA is unable to resolve the matter it will be passed to a Quality Learning Manager who will investigate further.

Stage 4 - If the appeal is in relation to an assessment decision it will be passed to the relevant awarding body; following their investigation any decision is final.

Candidate Regulations and Appeals Process

The meaning and importance of this will be explained in more detail at your Induction, and a full policy is available on request. It is important information about your right to appeal any decision made concerning your assessments, and about rules and regulations regarding your attendance, submission of work and conduct (or misconduct). Definitions of words are also given in the policy.

Appeals – an outline of the policy:

Stage 1 - Candidates have the right to appeal against any disciplinary decision if they believe that they have not been treated fairly. The person hearing their appeal must not have been involved in the original disciplinary judgement.

Stage 2 - An appeal should be made in writing to the Director of the Assessment Centre within five working days of the original warning. The candidate will be interviewed within five working days of the appeal being received and be informed in writing of the appeal decision within five working days of the interview. The candidate has the right to be accompanied to the interview.

If the candidate is not satisfied with results of the appeal they have the right to a final appeal to the Centre Director. The decision of the Centre Director is final.

Stage 3 - Students also have the right to appeal to the appropriate funding agents if they are not satisfied with the response from Greatest Expectations.

The results of successful appeals will be recorded and evaluated and an appropriate response taken to determine if the structures and processes in place are appropriate. The Centre Manager will lead on this with consultation from the Lead IV and the Standardisation team.

Data Protection

We need to keep your personal details electronically and in some cases manually. All of the personal details we hold about you are kept securely.

Electronically we use multiple password protection and encryption, paper based records are kept in secure storage accessible only to senior staff directly involved with your learning.

We store your information for up to 7 years as per awarding body contracts, however we will not hold data about you for longer than is necessary and the data will be used solely for the purpose it was intended and for no other reason.

Social Media & Feedback

We are always keen to share your success stories to encourage others who may need that extra bit of confidence or motivation. We welcome feedback, opinions and views (good or bad) which we can use to enhance or change our services. At the end of your course we will ask you to complete a brief feedback sheet, however please feel free to email your thoughts to the address on page 1.

Thanks for choosing Greatest Expectations, we hope you enjoy your time with us.