

Quack Recruitment & Training

Learner Handbook v.2

Pathway to Construction Utilities – Hampshire County Council (HCC) Skills Bootcamp

Welcome

Welcome to Quack Recruitment & Training.

This handbook provides essential information about your programme, including:

- Programme structure and expectations
- Assessment requirements
- Safeguarding and support
- Your responsibilities as a learner

You are required to read and follow this guidance throughout your programme.

Programme Intent (Why the Bootcamp Exists)

This Skills Bootcamp is designed to:

- Address skills shortages within construction, civils and utilities sectors across Hampshire
- Support learners into sustained employment within construction and infrastructure roles
- Align to Hampshire Local Skills Improvement Plan (LSIP) priorities and regional labour market demand
- Develop both:
 - Core site readiness and health & safety knowledge (Level 1 & Level 2 qualifications)
 - Practical construction skills and employability behaviours required by employers

The intended impact is progression into employment within roles such as:

- Construction Labourer
- Civils Operative
- Utilities Operative

Programme Implementation (How it's Delivered)

Delivery Model

- 15 structured sessions
- 97.5 total hours
- 82 Guided Learning Hours (GLH)
- 15.5 hours employability activity

Delivery is designed to ensure learners develop:

- Knowledge (health & safety, COSHH, manual handling)
- Skills (tools, materials, site tasks)
- Behaviours (professional conduct, punctuality, teamwork)

Qualifications Delivered

As part of this Skills Bootcamp, you will complete the following accredited qualifications:

1. Highfield Level 1 Award in Health and Safety within a Construction Environment (RQF)
 - GLH: 21
 - TQT: 29
 - Assessment: 40-question multiple choice examination (60 minutes)
 - Pass Mark: 80% (32/40)

This qualification is CITB-supported and prepares learners for safe working within construction environments. It is a mandatory requirement for progression to the CSCS Labourer Card, alongside the CITB Health, Safety and Environment Test.

Content includes:

- Risk assessment and hazard awareness
 - Manual handling principles
 - Working at height
 - Plant and machinery safety
 - Hazardous substances (including asbestos awareness)
2. Highfield Level 2 Award in Safe Moving and Handling (RQF)
 - GLH: 10
 - TQT: 20
 - Assessment:

- 15-question MCQ exam (30 minutes)
- Practical assessment (observed by tutor)

This qualification develops safe manual handling techniques required in construction and site-based roles.

Assessment includes practical tasks such as:

- Lifting and lowering loads safely
- Carrying loads and changing direction
- Using handling equipment (e.g. sack truck)
- Team lifting and communication

Learners must pass both the knowledge test and practical assessment to achieve the qualification.

3. Highfield Level 2 Award in Health and Safety within the Workplace (RQF)

- GLH: 6
- TQT: 10
- Assessment: 20-question MCQ exam (45 minutes)
- Pass Mark: 60%

This qualification provides core knowledge of workplace health and safety responsibilities and procedures.

Content includes:

- Employer and employee responsibilities
- Risk assessment processes
- Hazard identification and control measures
- Accident reporting and emergency procedures

4. Highfield Level 2 Award in the Control of Substances Hazardous to Health (RQF)

- GLH: 5
- TQT: 6
- Assessment: 15-question MCQ exam (30 minutes)
- Pass Mark: 60%

This qualification focuses on identifying, handling and controlling hazardous substances in the workplace.

Content includes:

- COSHH regulations and responsibilities
 - Types of hazardous substances
 - Routes of exposure (inhalation, ingestion, etc.)
 - Risk control hierarchy and safe systems of work
5. CSCS Card Progression (Mandatory for Employment)

As part of the programme, learners will:

- Prepare for the CITB Health, Safety and Environment Test
- Sit the test at an approved Pearson VUE test centre
- Apply for the CSCS Labourer Card upon successful completion

This is a critical employment requirement for entry-level construction roles.

Assessment and Achievement

Assessment Methods

You will be assessed through a combination of:

- Multiple choice examinations (externally marked by Highfield)
- Practical assessment (for manual handling qualification)
- Tutor observation and questioning
- Scenario-based learning activities

Your tutor will:

- Set tasks
- Review submissions
- Provide feedback
- Confirm competency

Progress is reviewed regularly by your tutor and formally recorded in your ILP on a weekly basis.

Failure to engage may result in:

- Non-achievement
- Delayed certification

All learners are required to:

- Attempt and complete all assessments associated with each accredited qualification
- Achieve a pass in every qualification delivered as part of the programme

This includes all:

- End-of-course examinations
- Practical assessments (where applicable)

Pass Requirements

Each qualification has its own pass mark and assessment method (as outlined in this handbook).

To successfully complete the Skills Bootcamp, you must achieve a pass in ALL qualifications.

If You Do Not Pass the First Attempt

Where a learner does not achieve a pass:

- A resit opportunity will be scheduled at an appropriate time
- Targeted revision and support will be provided by the tutor
- A clear action plan will be agreed and recorded

Important

- Failure to pass any required qualification, even after resit, will result in:
 - Non-achievement of that qualification, and
 - May impact overall programme completion and progression outcomes
- Achievement data is monitored and reported to the funding authority, therefore full completion is expected.

Completion vs Achievement

Completed:

- Attended programme
- Completed activities
- Attempted assessments

Achieved:

- Successfully completed all qualifications
- Met required standards

Initial Assessment and Starting Points

At the start of the programme, you will complete:

- BKSb English and Maths assessments
- Skills Scan
- IAG Interview Review

These are used to:

- Identify your starting point
- Inform delivery and support
- Track your progress

Progress is reviewed weekly against your starting point.

English and Maths Support (BKSb)

If you score **below Level 2** in your BKSb assessment:

- You will be automatically enrolled in the **BKSb mini courses**
- These will support you to develop your English and/or maths skills to Level 2

You must:

- Complete assigned BKSb activities
- Engage with learning tasks
- Make progress throughout the programme

Your tutor will:

- Monitor your progress weekly
- Set targets
- Provide support

Engagement with BKSb is **mandatory** and monitored throughout the course.

Attendance and Participation

You must:

- Attend all sessions
- Arrive on time
- Participate fully

Attendance is recorded daily and reviewed weekly.

Failure to Meet Expectations

May result in:

- Withdrawal
- Non-achievement
- Loss of progression opportunities

Learner Responsibilities

You must:

- Provide accurate enrolment information
- Complete all onboarding requirements
- Submit work on time
- Engage in learning
- Follow all policies

Evidence Integrity

All work must be:

- Your own
- Accurate
- Complete

Safeguarding, Prevent and Local Support

Safeguarding Commitment

We are committed to keeping all learners safe.

Full Safeguarding Policy

A QR code is provided below, which links to the full Quack Recruitment & Training Safeguarding Policy.

Learners are expected to:

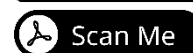
- Review the full policy
- Understand how to report concerns
- Familiarise themselves with safeguarding procedures

If you cannot access the QR code, request a copy from your tutor.

Designated Safeguarding Lead (DSL)

Jessica Roughton

Jessica.roughton@quackrecruitmentandtraining.co.uk



Report Concerns About:

- Personal safety
- Mental health
- Abuse or harm
- Radicalisation
- Bullying

Prevent Duty

You must:

- Complete Prevent training
- Understand risks
- Report concerns

British Values

We promote:

- Democracy
- Rule of law
- Individual liberty
- Mutual respect and tolerance

Local Support (Hampshire Wide)

Hampshire Safeguarding Adults Board

 <https://www.hampshiresab.org.uk>

 0300 555 1386

Provides safeguarding support for adults at risk, including reporting concerns and accessing local services.

Southern Health NHS Foundation Trust (Mental Health Services)

 <https://www.southernhealth.nhs.uk>

 0300 303 1570

Provides community mental health services across Hampshire, including crisis and wellbeing support.

Hampshire Adult Social Care

 <https://www.hants.gov.uk/socialcareandhealth/adultsocialcare>

 0300 555 1386

Support for adults needing care, including safeguarding, wellbeing and support services.

Hampshire Housing Support

 <https://www.hants.gov.uk/housing>

 0300 555 1377

Advice and support for housing issues, including homelessness and tenancy support.

Hampshire Domestic Abuse Support (Stop Domestic Abuse)

 <https://stopdomesticabuse.uk>

 0330 016 5112

Confidential support for individuals affected by domestic abuse.

Drug & Alcohol Support (Inclusion Hampshire)

 <https://www.inclusion.org>

 0300 124 0103

Support services for substance misuse, recovery and wellbeing.

Emergency

999 (emergency)

101 (non-emergency)

SEND and Inclusion

SEND Lead

Jessica Roughton – SEND Lead & DSL – jessica.roughton@quackrecruitmentandtraining.co.uk

Identification of Needs

Support needs identified through:

- Enrolment
- BKSb
- Skills scan
- Tutor observation

SEND Support Plans

Where required, a **formal SEND Support Plan** will be created including:

- Support needs
- Adjustments
- Review schedule

Reasonable Adjustments

We may provide:

- Extra time in exams
- Modified materials
- One-to-one support

Awarding Body Adjustments

The SEND Lead will:

- Apply for adjustments through Highfield
- Arrange approved support (e.g. extra time)

Monitoring

Support is:

- Reviewed weekly
- Recorded in ILP
- Adjusted where needed

Learner Responsibility

You must:

- Declare support needs
- Engage with support

Digital Requirements

You must:

- Access BKS B
- Complete digital tasks
- Maintain login details

Data Protection and PLR

You must:

- Provide accurate information
- Consent to PLR checks

Quality Assurance

We monitor quality through:

- IQA
- Observations
- Standardisation
- Weekly reviews

Complaints

1. Tutor
2. Programme Manager
3. Formal complaint

External Escalation

- Highfield Awarding Body for Compliance (HABC)
- Hampshire County Council (HCC)

Behaviour and Conduct

You must behave professionally.

Failure may result in removal.

Withdrawal

You may withdraw.

We may withdraw you for non-engagement.

Progression

You must:

- Apply for jobs
- Attend interviews

As part of this Skills Bootcamp, you are expected to actively engage in progression activity.

This includes:

- Attending employability sessions

- Applying for relevant job opportunities
- Attending interviews arranged by the provider
- Engaging with employer partners where applicable

Progression activity is monitored weekly and forms part of programme completion expectations.

Support Services

- Academic
- English & maths
- Mental health
- Careers

Feedback

Collected via surveys and reviews.

Learner Declaration

By enrolling on this programme, you confirm that:

- You have read and understood this handbook
- You agree to meet the expectations outlined
- You understand safeguarding, Prevent and reporting procedures
- You understand assessment requirements and progression expectations

This will be confirmed as part of your induction.