

Quack Recruitment & Training

Learner Handbook v.2

Pathway to Retrofit Excellence – West Midlands Combined Authority (WMCA) 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 in retrofit and construction across the West Midlands**
- Support learners into **sustained employment outcomes**
- Align to **WMCA priorities and Local Skills Improvement Plans (LSIPs)**
- Develop both:
 - Technical knowledge (**Level 2 Retrofit**)
 - Assessment competence (**Level 3 Qualification**)

The intended impact is progression into employment and improved learner outcomes.

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

Each session includes:

- Recap and knowledge check
- Tutor-led delivery

- Practical or scenario-based learning
- Formative assessment
- Review and ILP update

Qualifications Delivered

Highfield Level 2 Award in Retrofit Principles (RQF)

- GLH: 28
- Assessment: 40-question MCQ exam (60 minutes)
- Pass mark: 80%

Highfield Level 3 Award in Understanding the Principles and Practices of Assessment (RQF)

- GLH: 24
- Assessment: Portfolio of evidence

Assessment and Achievement

Assessment Methods

You will be assessed through:

- Observation
- Questioning
- Written tasks
- Scenario-based activities
- Portfolio evidence

Level 3 Portfolio – Highfield Vault

Your Level 3 qualification is assessed through a **portfolio of evidence**, completed using:

Highfield Vault (online e-portfolio system)

You must:

- Access Highfield Vault regularly
- Complete all assigned tasks
- Upload required evidence
- Act on tutor feedback

Your tutor will:

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

Portfolio 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

Level 2 Exam

- End-of-course test
- Must be attempted
- 80% required to pass

If you do not pass the Level 2 exam:

- You will be offered a resit opportunity, at the most appropriate time.
- Additional support and revision will be provided
- Your tutor will agree on an action plan with you

Failure to achieve after resit may result in non-achievement of the qualification.

Completion vs Achievement

Completed:

- Attended programme
- Completed activities
- Attempted assessments

Achieved:

- Successfully completed Level 3 qualification
- Met required standards

Initial Assessment and Starting Points

At the start of the programme, you will complete:

- BKS 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 (Walsall / West Midlands)


Walsall Safeguarding Partnership

 <https://go.walsall.gov.uk/safeguarding>


 0300 555 2848

Black Country Healthcare NHS Trust

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


 0800 008 6516

Walsall Adult Social Care

 0300 555 2848

 adultsocialcare@walsall.gov.uk

Walsall Housing Support

 01922 652439

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
- BKSBS
- 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 Highfield Vault and BKS
- 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)
- West Midlands Combined Authority (WMCA)

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.