

Learner Joining Information

We are delighted that you will be joining us at Train Talent. Please bring this document along, as it provides a range of information that may well be useful.

Course Name:

Course Date:

Location:

Parking

- Our premises include car parking areas, please ensure you reverse park. It is important that learners, visitors and contractors park their vehicles responsibly. Vehicles are not to be parked making access difficult for emergency vehicles or others.
- No vehicle is to be left obstructing pedestrian routes, emergency exits, or other facilities designed to facilitate health, safety or fire arrangements.

Registration

- Learner will be required to provide personal information for Train Talent and awarding organization records database. The information Train Talent collects from you could include:
 - Name, address, email and phone number;
 - Date of birth;
 - National insurance number;
 - Financial and Credit card information
 - Personal description or CV
 - Photograph
 - IP address
 - Geographical location
- For the purpose of identification, Learners must bring one of the following ID on the day of training to prove your identity as well as printed passport photos;
 - A current original signed passport
 - A current original signed UK photo driving license
 - ECITB ACE/CCNSG Card
 - CITB/CISRS Card
 - ICATS/TTP Card
- A digital photograph of the Learner will also be taken by the Academy Staff for Train Talent and Awarding organisation records database.
- Attendees who are unable to comply with the requirements described in this section will be unable to start training/testing.

Practicalities

- **Timing-** start time is 8:00 am and finish time may vary. Any delegates arriving later than scheduled with no prior notice may be refused entry without refund.
- **Attendance-** You will be required to sign our Daily Attendance Records. It is vital that we know who are on our premises at any time for the safety of everyone.
- **Mobile phones-**Please make sure that your phones are switched off for the duration of your training course.
- **Personal possessions-**Please do not leave your valuables unattended. We won't be responsible for any loss or damage to your personal items. You will be provided with a locker and padlock to safeguard your personal belonging, the padlock must be returned to the administrator and the end of the course.

Client Responsibilities

- Ensure that all learners are eligible to attend relevant courses as described in the eligibility criteria in respective Course Registration Forms.
- Notify the academy of any learner reasonable adjustment, medical condition, medical requirement or taking any medication prior to the commencement of the course.

Learners Responsibilities

- You are required to notify either your Employer, our Trainer/Assessor or our Training Coordinator of any reasonable adjustments or medical conditions (if any), medical requirements or taking any medication.
- Notify the Training Coordinator/Centre Manager of any perceived malpractice or discrimination and report accident, incidents or near-misses.

Reasonable Adjustment

- If you require any language assistance or other adjustment, please inform your Employer and Trainer immediately. Alternatively, please ask reception to speak to a member of staff from the Training team.
- The Learner must demonstrate conversational use and understanding of the English language. Attendees/Learners who is unable to meet this requirement will not be allowed to attend the course.

Health & Safety

- **PPE-Please ensure you bring all your own PPE. You will need 1x Full or Half Mask, Safety Helmet, Safety Glasses and Safety boots with ankle protection.** Disposal cover all and gloves (if required) will be provided for the duration of the course.
- **Smoking**-is not allowed within the building. Appropriate 'No Smoking' signs are clearly displayed. There will be no ashtrays or cigarette litter inside the building. Any visitor or contractor found smoking in a "No Smoking" area will be asked to stop or leave the premises.
- **Safety**-Please familiarise yourself with any safety notices and emergency exit procedures in the event of a fire. If the fire alarm goes off, please follow the signed emergency exits or your lecturer to the Muster Area at the main gates.
- **Security** -CCTV cameras are installed and monitored. Signs are displayed warning that CCTV is in operation.

Lunch and refreshments

- Tea and coffee are available throughout the duration of your course inside the classrooms or via vending machine in the practical training area.
- Lunch can be obtained locally through a number of outlets. Lunch and vending machine refreshments are at Learners/delegates/Trainee's personal expense.

Data Privacy and Consent

- Train Talent is committed to protecting your privacy and ensuring that any information that it collects about any learner ("Personal Data") is never misused. Protecting the confidentiality and integrity of Personal Data is a critical responsibility that Train Talent takes seriously at all times. Train Talent recognises that the correct and lawful treatment of Personal Data will maintain confidence in the organization.
- Train Talent will keep different types of information for differing lengths of time, depending on legal, awarding or approving organization and operational requirements.
- Train Talent may ask for information about particular health needs, such as allergies to particular forms of medication, or conditions such as asthma, arthritis. Train Talent will only use such information to protect the health and safety of the individual, for example, in the event of a medical emergency or in carrying out physical activities.
- By using the Train Talent courses, qualifications, websites, and other services, you agree to the way Train Talent collects and uses your Personal Data according to the terms of its Data Protection Policy available at intranet/SharePoint.

Awarding Organisations

