

The background of the cover features a word cloud of positive terms like 'HAPPINESS', 'PROSPERITY', 'SUCCESS', and 'GOALS' in various shades of blue. In the foreground, there are silhouettes of a diverse group of people standing on a sandy beach. The silhouettes are colored in a rainbow gradient: red, purple, blue, green, and white. The title 'Brighter Futures' is written in a large, white, sans-serif font, and 'Student Handbook' is written below it in a similar font.

# Brighter Futures

## Student Handbook



# Welcome

Welcome to your programme and congratulations on securing your place with Brighter Futures.

We would like to take this opportunity to welcome you to the first step on the ladder of success.

Your attitude and commitment over the forthcoming year will determine what you get out of your programme as well as supporting the development of your knowledge, skills, and behaviours.

Brighter Futures are passionate in supporting you in making your aspirations a reality.


Let the journey begin!

# Mission Statement

"Our aim is to provide educational and training services that exceed all our stakeholders' expectations in order to continue an aspirational and sustainable business".



## Key Contacts

<b>Safeguarding Lead Officer:</b>	Nadine McEnuff - 07841 929 960
<b>Safeguarding Deputy Officers:</b>	Kelly Austin - 07732498733 Liam O'Brien – 07483 107775 Sally Morgan – 07778362404
<b>Mental Health First Aiders:</b>	Steve O'Rourke – 07834 001 170 Lisa Hill – 07841 929 957 Kelly Austin – 07732498733
<b>Appeals:</b>	Lisa Hill – <a href="mailto:lisa.hill@sysco.uk.com">lisa.hill@sysco.uk.com</a>
<b>Complaints:</b>	Lisa Hill - <a href="mailto:lisa.hill@sysco.uk.com">lisa.hill@sysco.uk.com</a>
<b>Welfare Officer:</b>	Each student will be given campus specific Welfare Officer contact details – issued and discussed during the induction period.
<b>Head Office/Brighter Futures Address and Telephone Number:</b>	The Threlfall Building Trueman Street Liverpool L3 2BA  Office Telephone number is 0151 236 1748
<b>Website:</b> <a href="http://www.brighterfutures.uk.com">www.brighterfutures.uk.com</a>	
<b>Campus Address and Telephone Number:</b>	This will be Campus specific and updated and issued to all students during the induction period.
<b>Bursary Email:</b>	<a href="mailto:bursary@sysco.uk.com">bursary@sysco.uk.com</a>
<b>Exams Officer:</b>	Julie Kenny - <a href="mailto:Julie.Kenny@sysco.uk.com">Julie.Kenny@sysco.uk.com</a>
<b>Campus IQA:</b>	Campus to insert contact details



## Meet the Team at your campus: photos of the below will be added by each campus

Tutor  
Safeguarding Officer  
Welfare Officer  
Coach  
English Tutor  
Maths Tutor

## Meet the Brighter Futures Quality Team:

You may see or speak to the quality team quite a lot while on programme. They will visit your campus to observe lessons and talk to you about your experience.



Lisa Hill – Manager



Nadine McEnuff



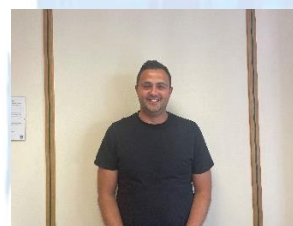
Steve O'Rourke



Sean Wilson



Ryan Gorst



Terry Smith

# Our Commitment

## We Will:

- Provide a comprehensive curriculum across all SP campuses ensuring ongoing development of knowledge, skills and behaviours.
- Act professionally & respectful to all.
- Provide a safe environment, accessible learning opportunities, and appropriate resources to enable your development.
- Provide appropriate academic and pastoral support to ensure you make effective progress.
- Provide constructive feedback on all your learning and support your progression to help maximise your success.
- Provide Information, Advice and Guidance to support you in meeting your programme aspirations and long term career goals.
- Ensure all Students are provided with placement opportunities to maximise knowledge and awareness within the industry.

## You Should:

- Behave in a respectful way showing consideration for others and the learning environment.
- Play an active role to maximise you're learning and attend classes on a regular basis on time and fully participate.
- Respond to feedback to help you improve your performance and learning.
- Comply with campus policies and the code of conduct.

# Expectations

You are required to work in line with the Brighter Futures Code of Conduct and Zero Tolerance Policy as well as the following:

**Arrival:** Arrive 5 minutes early for all classes, you will be issued with a Student ID pass you must always wear this.

**Attendance:** You should call or email your tutor if you are unable to attend class with a reason. You are expected to achieve a minimum of 95% attendance. An attendance plan will be put in place if your attendance drops below the required 95%. If you are not attending due to sickness or other reasons, then you must contact your tutor by 9.30am.

**Equipment:** You should come prepared with appropriate equipment. E.g., Laptop, Pen, Pencil, Notepad, Calculator and any practical kit/uniform required for the day.

**Mobile Phones:** Should not be used during class time and should be set to silent.

**Conduct:** Ensure you always adhere to a professional conduct. This includes your language, appearance, behaviour, and attitude.

**Attitude:** Maintain a positive & respectful attitude and actively join in all activities. This includes being aware of how you speak to others and their/your reactions. What you may deem as a joke, others may not.

**Food & Drink:** Bottled water only will be allowed in the classroom. Food should only be consumed during breaktimes.

**Work Experience & Career Development:** In addition to completing your qualification, you will be expected to complete a minimum of 50 hours in the following areas.

Work experience, preparing for the world of work, university visits, tasters and much more.

Work experience hours may take place during a normal weekday or over study days, evenings or weekends. The days and dates of your placement will be discussed and agreed with your tutor in the first term.

**Work and Deadlines:** You will always be made aware of work submission deadlines throughout the year. These will be on show in the classroom and on Evolve.

**Social Media:** Please do not take photographs of other students without consent, this includes posting photos on social media.

## Term Dates

Week Numbers	Week Commencing	Holidays/ Events	Week Numbers	Week Commencing	Holidays/ Events
Week 1	04/09/2023		<b>Week 24</b>	<b>12/02/2024</b>	<b>HALF TERM</b>
Week 2	11/09/2023		Week 25	19/02/2024	
Week 3	18/09/2023		Week 26	26/02/2024	
Week 4	25/09/2023		Week 27	04/03/2024	
Week 5	02/10/2023		Week 28	11/03/2024	
Week 6	09/10/2023		Week 29	18/03/2024	
Week 7	16/10/2023		Week 30	25/03/2024	
Week 8	23/10/2023		<b>Week 31</b>	<b>01/04/2024</b>	<b>EASTER</b>
<b>Week 9</b>	<b>30/10/2023</b>	<b>HALF TERM</b>	<b>Week 32</b>	<b>08/04/2024</b>	<b>EASTER</b>
Week 10	06/11/2023		Week 33	15/04/2024	
Week 11	13/11/2023		Week 34	22/04/2024	
Week 12	20/11/2023		Week 35	29/04/2024	
Week 13	27/11/2023		Week 36	06/05/2024	
Week 14	04/12/2023		Week 37	13/05/2024	GCSE Maths P1
Week 15	11/12/2023		Week 38	20/05/2024	GCSE English P1
Week 16	18/12/2023		<b>Week 39</b>	<b>27/05/2024</b>	<b>HALF TERM</b>
<b>Week 17</b>	<b>25/12/2023</b>	<b>CHRISTMAS</b>	Week 40	03/06/2024	GCSE Maths P2 GCSE English P2
<b>Week 18</b>	<b>01/01/2024</b>	<b>CHRISTMAS</b>	Week 41	10/06/2024	GCSE Maths P3
Week 19	08/01/2024		Week 42	17/06/2024	
Week 20	15/01/2024		Week 43	24/06/2024	
Week 21	22/01/2024		Week 44	01/07/2024	
Week 22	29/01/2024				
Week 23	05/02/2024				

\*Holidays may vary depending upon Campus – Campus to update

\*Parents Evening – Campus to update

Guest speaker events to be added– Campus to update



## Your Programme

Your programme will be built up of several key areas as demonstrated within the table below. Following the completion of your induction and initial assessment period you will agree several targets and milestones with your personal tutor in each of the areas below. These targets and milestones will be recorded within your ILP and saved within Evolve our E-portfolio and communication portal for you to access and review 24 hours a day.

### Studying with Brighter Futures

<b>Main Qualification</b>  37 weeks of subject specific delivery	<b>English</b>  GCSE, Functional Skills and development opportunities	<b>Maths</b>  GCSE, Functional Skills and development opportunities	<b>Enrichment Programme (Honour award)</b> Weekly enrichment sessions and guest speakers.	<b>Work Placement &amp; Career Development</b>  You will attend a number of Career information events, a work placement and prepare for the world of work.
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## Main Aim

This course will give you the opportunity to gain a nationally recognised vocationally specific qualification to enter into employment or to progress to higher education.

You will be issued with a timetable that will include a number of lessons, these will be both theory and practical based. You will be required to attend all your lessons to enhance your knowledge, skills and professional behaviours in your chosen vocational route.

Each programme that Brighter Futures delivers has a set number of required learning hours (GLH) that will be part of your study of learning, it is imperative that you achieve all your learning hours.



## UCAS Points Tariff for BTEC Programmes

GRADE	NATIONAL DIPLOMA	GRADE	EXTENDED DIPLOMA
<b>D*D*</b>	<b>112</b>	<b>D*D*D*</b>	<b>168</b>
<b>D*D</b>	<b>104</b>	<b>D*D*D</b>	<b>160</b>
<b>DD</b>	<b>96</b>	<b>D*DD</b>	<b>152</b>
<b>DM</b>	<b>80</b>	<b>DDD</b>	<b>144</b>
<b>MM</b>	<b>64</b>	<b>DDM</b>	<b>128</b>
<b>MP</b>	<b>48</b>	<b>DMM</b>	<b>112</b>
<b>PP</b>	<b>32</b>	<b>MMM</b>	<b>96</b>
		<b>MMP</b>	<b>80</b>
		<b>MPP</b>	<b>64</b>
		<b>PPP</b>	<b>48</b>

## English & Maths

Brighter Futures understand that English and maths skills are essential, and employers and universities really value them. Almost every job requires the ability to read, write and use numbers confidently.

During your time at Brighter Futures, you will continue to develop your English and maths skills embedded throughout your Study Programme. English will help with your communication skills, and you will also develop technical and numerical skills which are transferable to higher education and your career.

All students who do not hold at least a GCSE grade 4 or a functional skill level 2, are required to study English and maths as part of their study programme in each academic year. You will continue to study these subjects as part of your timetable to ensure that you have no barriers to your progression. Some learners will need to study Functional Skills as a steppingstone to your GCSE studies. During your Functional Skills studies you will develop skills in reading, writing and communication as well as core mathematical skills. The level you work towards will depend on the previous qualifications that you have achieved and your initial assessment results.

Students that have already achieved Level 2 FS /Grade 4 or above GCSE will upskill in these subjects, and this will be individually tailored and based on initial assessment results.

Good attendance to English and maths sessions is essential, poor attendance will see sanctions being applied.



To help you successfully complete your English and maths qualifications you will be supported by experienced members of staff who will do all that they can to help you achieve your goals.

Exam timetables will be produced and issued to all Students by Tutors as well as being emailed to your student email account. It is the responsibility of the Student to check these timetables are correct. If Students ever have any queries about exams, please speak to Julie Kenny the Exams Officer.

Good attendance to lessons is vital for success, the programme may have internal and external examinations and assessment throughout the year. If a Student fails to sit examinations Brighter Futures reserves the right to withdraw them from the qualification and charge them for the papers missed. Students must abide by all examination regulations. All Students will also receive any exam results through the post and to your Brighter Futures email address.

## **Enrichment Programme (Honour Award)**

Brighter Futures will provide all Students with a range of personal development and enrichment opportunities by developing responsible respectful and active citizens who are able to play their part and know how to become involved in public life via our key enrichment areas, some of the topics delivered will include the following: British Values, Prevent, Safeguarding, Equality & Diversity, Mental Health & Wellbeing, Healthy Relationships and Sex Education.

## **Work Placement and Career Development**

Brighter Futures will provide a wide range of sessions to encourage Students to aspire, make good choices and understand what they need to do in order to reach and succeed in their chosen career pathway. This will include visiting universities, building a CV, attending a placement and linking in with the National Careers Service.

## **Information, Advice and Guidance**

We will provide you with information, advice, and guidance (IAG) throughout your programme to support you in reviewing your progress to date and making informed choices about your progression.

You will attend a Progress Review meeting with your tutor at 3 key stages within the year. This is a one-to-one meeting and will focus on the progress being made towards your targets, your personal milestones and progression pathway.

## **The Student Voice**

Your view on your experience is important to us, you will be asked to completed Surveys throughout the academic year to help us improve the programme, however if you wish to contact us around these Surveys please email Lisa Hill the Quality Manager who will be happy to gain your feedback.

# Potential Progression Pathways



If you would like to know more about potential career pathways, you can log into your Unifrog account by scanning the QR code:



## University or Higher Education

Successful completion of your Study Programme will provide you with the option to apply for University or Higher Education. As part of the support your tutors provides, you will receive guidance on how to apply to university, however further information can be found on your Unifrog account or on the UCAS website, please scan the below QR codes for more information:

UCAS



## Employment

Throughout your study programme, you will also receive information, support, and guidance on a variety of aspects, which could help you to secure either full or part time employment. This will form the basis of your ILP and 1-1 Review sessions in addition to the academic monitoring and target setting. If you would like more information on job opportunities scan the Unifrog QR code or scan the QR code below to see what Live job opportunities, there are when you complete your qualification:





## Apprenticeship

If you decide to combine further study with employment, you will be eligible for an apprenticeship within the sport and leisure industry. To find an apprenticeship scan the Unifrog QR code or alternatively scan the below QR code:



## Unifrog

Whilst on programme you will be given access to Unifrog, this portal will provide you with access to information, advice, and guidance in progressing into the areas mentioned above. You will also be able to access progression opportunities and complete online distance learning sessions.



## Microsoft Teams

Brighter Futures provide you with a free Microsoft package that allows you to access Word, Excel and PowerPoint when you are at home or in the classroom. You will also have a dedicated Teams group that will allow you to communicate with your campus and Tutor daily. Microsoft Teams for education makes it easy for Tutors to set up virtual classrooms, keep assignments organised, and collaborate on Word, Excel, and PowerPoint files in real-time which allows Tutors to dedicate themselves to you. Allowing you to aim high and achieve higher grades (Merits and Distinctions).

Microsoft provides a digital space that brings conversations, content, assignments, and apps together, enabling students to take full control of their own learning.





# Evolve System

Evolve is Brighter Futures' attendance and e-portfolio system and will be the central hub for all students' programme information. Students will receive their activation link to the Evolve system during their induction, which will be sent to their individual Brighter Futures email addresses. Once the student has activated via this link, they will be able to log onto Evolve and view all relevant programme information.

During induction, students will be asked to upload a profile photo for their Evolve account.

The Evolve system is where students will submit work for all different elements of their study programme to be marked by their Tutors. Their home page will show a Programme Tracker, detailing the vocational qualification that they have been enrolled onto, the Honour Award and any maths or English qualifications that they must complete as part of their study programme. The vocational qualification page will list all units being studied; from either this vocational page, or the individual unit pages, students can upload or create assignments which will go directly to their Tutors. When this has been marked, they will receive any feedback plus any provisional grades through the system, which will remain visible on both the vocational and unit pages. The maths, English and Honour Award pages work in the same way.

Students will also be able to track individual progress and monitor attendance and timetabled sessions through the Evolve system. The Attendance tab of their profile page will show all sessions for the current week when clicking on it, whilst the student can also apply date filters to check on any future weeks' sessions, or if they want to see their attendance for earlier weeks on programme.

There are Attendance and Progress tabs on the student's homepage, where a snapshot of their overall attendance and progress to date is available to view in a clear, concise format.

The system will also be used by tutors to record students' progress against soft targets and any milestones set for them at the start of their programme; these can be located within the ILP section of the students' homepage. In addition, tutors will complete feedback documents on Evolve that they will bring to each student's termly Review meetings, in which their progress across all elements of the programme will be discussed.

The Documents section of the system will be where any programme related information will be stored. This may include centre-specific documents like policies, but also more relevant information for a student's specific programme, such as assignment briefs or PowerPoint slides provided by their tutors.

In addition to this, a tutor may wish to set you worksheets on the system, which can be accessed again in the Documents section and then uploaded as evidence when completed.

The FAQs and Campus news section will also be updated during the academic year to provide students with plenty of other relevant course information.

## Completing Work for your qualification

You will receive guidance on submitting work as part of 'Study Skills' session during induction. But for now, here is a brief instruction of how to complete your work.

The format of assignments should take on either of the two possible structures:

Projects	Assignment/Reports
<ul style="list-style-type: none"> <li>✓ Title page</li> <li>✓ Introduction</li> <li>✓ Aims / objectives</li> <li>✓ Methodology (e.g. methods for gathering information)</li> <li>✓ Findings</li> <li>✓ Conclusions</li> <li>✓ Bibliography/referencing</li> </ul>	<ul style="list-style-type: none"> <li>✓ Title page</li> <li>✓ Introduction</li> <li>✓ Findings</li> <li>✓ Conclusions</li> <li>✓ Bibliography/referencing</li> </ul>

The majority of your assignments / reports will require you to use the **second** format.

### Title page

The title page should provide the title of your assignment, Unit details, Tutor name and your name.

### Introduction

An Introduction should outline what the assignment is about and what the aim(s) are.

### Findings

This should be the main body of your work. It is where you should complete all of the questions presented in the assignment. A statement of what you have found out e.g. results of your experiment/surveys) should include interpretation and analysis.

### Conclusion

This is where you should draw together your findings and ensure all the assignment questions have been answered.

### Bibliography/Referencing

This a list of all material you have read or used/sourced to help you write the assignment. Where possible it would be useful to use the 'Harvard' referencing system.



### **Presentation/Format of your assignments**

- Typed reports are preferred
- Short concise paragraphs
- Use headings throughout
- Font Size 12
- 1.5 Line Spacing
- Keep text justified

## **Grading**

Units will be assessed in different formats throughout the duration of the course. Work submitted may be assignments, reports, professional discussions, posters/leaflets and practical solutions.

A three-point grading scale of Pass, Merit and Distinction will be applied to all assignments. Each unit has a specified criteria to be used for grading.

Unit deadlines have no flexibility – they must be handed in on the deadline day. Any extensions will be agreed at the discretion of your tutor and IV.

### **Monitoring of Assignments and Student work**

Brighter Futures use software called Turn it in, this software will enable Tutors to identify if support packages such as AI have been used in the creation of the assignment or submitted work. Where it is identified that AI has been used, disciplinary or other sanctions may be issued to Students.



# Frequently Asked Questions

## **Can I ask for help on the assignment from my tutor?**

Once the assignment has been issued your tutor will not be able to give you any advice on whether you are working towards a specific grade or provide formal feedback on the work you prepare until it is completed. You must work independently to produce and prepare evidence for your assignment.

## **What happens if I am ill before the deadline for an assessment?**

Assignments must be handed in by their deadline. If you know that you will not meet the deadline and you have a justifiable reason for this (this may need to be submitted in writing); your tutor will be able to assist you on which form you need to complete. If this is approved your deadline will be different to everyone else in your class, but you must still meet the deadline agreed with your tutor.

## **What happens if I don't hand my work in by the deadline?**

You must comply with the deadlines or risk failing your whole unit. By not handing in work on time you will not be eligible for a resubmission if you don't achieve any of the grading criteria. If you do not meet the pass criteria on this submission you will not achieve the assignment and the unit.

## **I have finished my work by the assessment deadline, what happens next?**

You have to submit your work to your tutor with a signed and dated declaration of authenticity, which will confirm that the evidence has been produced by you. Remember, there are electronic tools that can be used to detect if assignments that might be available online have been used or have copied from another person. The tools can also detect if anyone has plagiarised text without making appropriate reference to the original author.

## **I have submitted my assignment by the deadline. Will I be given the opportunity to improve on my grade?**

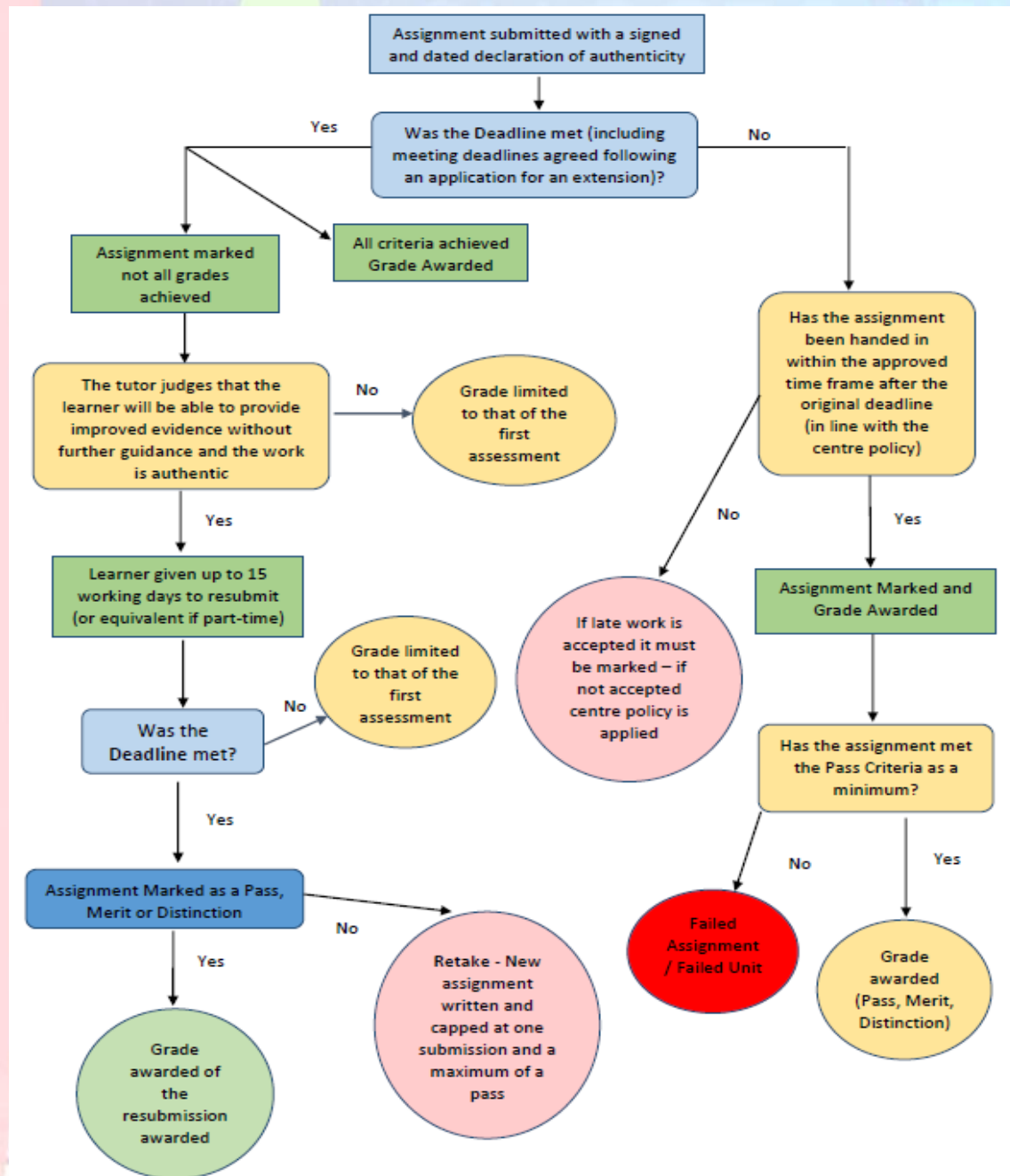
Your tutor will mark your assignment and if they believe that you are capable of achieving a higher grade will ask permission from the Lead Internal Verifier to offer you the opportunity to resubmit. This opportunity is only offered once and there is no guarantee that this offer will be made. Make sure you attempt all of the criterion in order to gain the highest grade with your original submission as this might be your only opportunity to do so.

## **Will my tutor provide me with help on how to improve my grade?**

No. If you have been given the opportunity to resubmit your work in order for you to improve on the original grade, the tutor will only provide you feedback on what you have submitted. You need to read this feedback and see what you might have missed or areas where you haven't analysed or evaluated. Use this information from your tutor to think how you might improve the original assignment.



## Work submission process



## Plagiarism

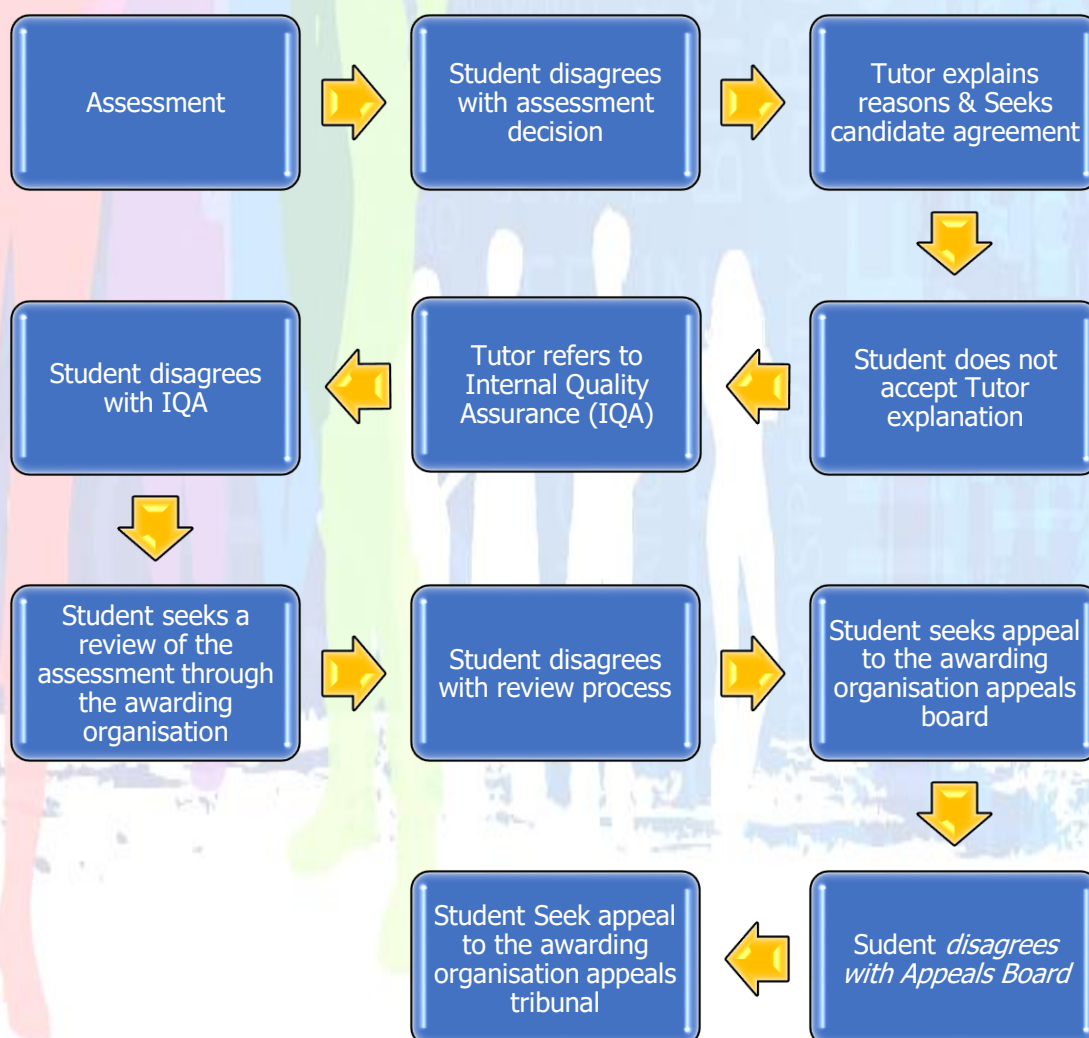
Plagiarism is defined as the practice of taking someone else's work or ideas and passing them off as your own.

Students must not copy text they have read during their research for the assignment directly, they must reword the information they have found, this includes the use of Artificial Intelligence.

Plagiarism is a serious offence, if you are found to have plagiarised you will be given a warning. Your work will be deleted, and you will have to re-submit your work within an agreed deadline. Repeated plagiarism offences could lead to failing the course and being removed from the programme. Tools to detect any plagiarised work are available to staff through the evolve system.

## Appeals Procedure

Our Tutors are very experienced in the subjects they teach and will always closely follow the marking schemes and assignment assessment criteria however if you are unhappy with a mark you have received for your work, please follow the process below to raise your concerns.



# Staying Safe Online

Everyone needs to be aware of the impact that their online activity can have on both themselves and other people, and the digital footprint that they create on the internet. Throughout your time on programme, you will attend a number of Enrichment sessions that will educate you on how to stay safe online, for now here are some top tips to staying safe:

## Use anti-virus software

You can get anti-virus software for mobiles as well as tablets, laptops and PCs. Make sure that you keep it updated.

## Check a website secure

Before entering private information such as passwords or payment details, look for the padlock symbol after the web address or 'https' in front of the web address in your browser.

## Think before you click and share

If you receive an email from someone you do not know, think before clicking on a link or an attachment - it could contain a virus. Do not share personal information without confirming the cause is secure.

## Cover your webcam

If you're not using your webcam:

- unplug it
- cover the lens
- point it at a blank wall
- If your webcam is built into your laptop be sure to have good computer security software installed.

Please also remember when you are using your webcam for work or learning to ensure you always adhere to professionalism and safeguarding conduct.

## Check your privacy settings

You can use privacy settings to control who sees your information. Instructions on how to do this depend on what websites and social networking sites you're using.

## Internet Matters Advice:

To help families adjusting to a "new normal" following the measures taken to stop the spread of coronavirus, Internet Matters have created a dedicated space to provide expert advice, resources, and tools to make the best use of technology and staying safe while online at home. Just scan the QR code below for more details:







# Brighter Futures Learner ICT Policy

You are responsible for following the Brighter Futures ICT Policy. This policy includes the use of internet, E-mail, mobile or smart phones with text and/or web browsing functionality.

The internet is available for you when you are doing research, accessing information and completing work as required. You will be provided with log-in details to services provided by Brighter Futures which can include (but not limited to) Email, OneDrive storage, Teams, Word and Excel. You are required to act in a responsible manner using these services. Brighter Futures may review files and communications at any time. This may include internet, emails and instant messaging. All monitoring, surveillance or investigation activities are conducted by authorised ICT staff and comply with the GDPR.

Social networking sites will be banned to minimise abuse risks to you and other learners. You are required to sign a zero-tolerance commitment to confirm your pledge to Sysco's ICT Policy.

Any misuse of the system will be treated seriously and may result in disciplinary action. Depending on the content this may require reporting to the police.

## **Internet procedures**

- You will not be allowed to make unsupervised access to the computer network.
- Social Networking sites, chat rooms, online gambling are banned at all times.
- You must not breach any guidelines or standards of this policy.
- You must not use any services provided by Brighter Futures (including Email, OneDrive, Teams, etc.) for any Illegal, malicious, disruptive or antisocial activities.
- The services provided to you are exclusively for the use of each named Learner. You must not share or allow access to your account for any reason, including releasing your password to these services, and you must keep your password secure at all times.
- Passwords should be changed if there is any indication of any possible system compromise.
- You must not post personal, sensitive or confidential information in any way that may compromise its' intended audience.
- If an unsuitable site is discovered the incident must be reported.
- Cyber bullying will not be tolerated. This includes mobile phones and internet usage.
- Obscene language is prohibited.
- Sending or displaying offensive messages is strictly forbidden.
- You must not violate copyright laws.
- You must not attempt to access or breach any system to which you are not an intended consumer of the system
- You must not access websites containing any pornographic, extremist or any other offensive material.
- Web filtering is in effect to prevent internet misuse. Web access logs are recorded and processed with the legitimate interest as an education provider to enhance learners safety online.

## **Internet Safety Guidelines**

- Never give out your personal details without checking the reason why it is needed.
- Meeting someone you have only been in touch with online can be dangerous, tell an adult or a friends/family and don't do it alone.
- Be aware that people may not be who they appear to be on-line.
- Never send photos of yourself to anyone on-line, especially in response to a direct request.
- Trust your instincts. If someone is sending you email or chat requests that make you feel uncomfortable, tell a member of staff or the Safeguarding Officer.
- Learn how to block or ignore people.





- Don't reply to abusive messages.
- Learn how to keep an archive and save conversations.

### **Virtual Learning**

Due to the increased presence of remote and virtual learning with learners, all learners must adhere to the following when using the virtual learning platform:

- Learners will not be able to meet on the virtual learning platform without a Tutor/ staff member present.
- Staff will be able to see all learners present on the device that is being used.
- We are recommending recording sessions for everyone's safety. All staff will advise learners at the start of the session of the intent to record and clarify everyone present has understood and agreed.
- Staff will carry out a digital survey with learners to assess at home online learning capabilities and they have a device that is suitable for online learning.

Brighter Futures will continue to adhere to the government guidance for safeguarding in relation to remote and virtual learning.

# Safeguarding

## What is Safeguarding?

Safeguarding is a term used to protect from harm with appropriate measures the health, well-being and human rights of individuals, which allow people especially children, young people and adults at risk to live free from abuse and harm. It is important to know what constitutes abuse. It can be verbal, physical, sexual, emotional, financial or even neglect and can lead to the victim being hurt, upset, frightened or manipulated into doing something they know is wrong or do not want to do. There are lots of measures to safeguard people including organisations having accurate policies and processes and taking swift and appropriate action where a child or adult at risk may be at risk of harm (An "Adult at Risk" is defined as any person aged 18 years and over who is or may be unable to take care of him/herself or unable to protect him/herself against harm.)



Brighter Futures has a comprehensive Safeguarding & Prevent Strategy which covers staff and Students on areas of Safeguarding & Prevent support and measures. There also a dedicated Safeguarding Focus Team to steer forward Safeguarding & Prevent. Within this there are Safeguarding Officers who are responsible for supporting any concerns in relation to Safeguarding & Prevent.

## Safety and Wellbeing Code for Students

Safer learning, Prevent and Safeguarding is something that the Brighter Futures is committed to, and it applies to all staff and Students. Brighter Futures and its partners will ensure that the Safety of Students is taken into consideration when recruiting staff. We will also encourage the raising of awareness of Safer Learning by equipping Students with the skills needed to keep them safe and provide an environment in which Students can learn and develop.

Our students' welfare is of the utmost priority, and we recognise the importance of providing a safe and welcoming learning environment, that will help everyone feel safe and respected. We encourage all Students to talk openly and to feel confident that they will be listened to. We also recognise that both physical and mental health are important to your overall welfare. Mental Health first aiders are available, contact details are provided at the beginning of this handbook under key contacts.

All staff at Brighter Futures are trained on how to recognise the signs and symptoms of abuse, bullying and harassment, how to respond to any Students that disclose abuse, bullying or harassment. As part of our induction and enrichment programme we ensure all Students understand safeguarding and welfare, including where to go to for support. Safeguarding issues can stem from for a variety of reasons, including peer-on-peer abuse (Student to Student), sexual harassment/violence and online sexual abuse. Staff will challenge any form of sexual misconduct (verbal i.e., inappropriate language and non-verbal i.e., touching).

### **Brighter Futures will also make sure that:**

- We will establish and maintain an environment where Students feel secure, are encouraged to talk, and are always listened to.
- We will ensure students are aware of the companies Mental Health first aiders and can access these when they need to.
- We will ensure all students attend mental health awareness lessons as part of the Enrichment Curriculum.
- Ensure Students know who the responsible person in the organisation is so they can approach if they are worried.
- Develop effective links with relevant agencies and co-operate as required with their enquiries.
- Keep written records of concerns raised by Students, even where there is no need to refer the matter immediately.
- Ensure all records are kept securely; separate from the main Student file, and in a locked location.
- Closely follow and adhere to internal procedures where an allegation is made against a fellow Student, member of staff or volunteer.
- Ensure Students are aware of their rights and freedom from abuse.
- Provide a Safeguarding & Prevent Officers and Mental Health First aiders who are trained and able to assist with any raised issues.
- Develop a curriculum that will help learners stay safe and recognise what they need to do if they do not feel safe and identify who they may talk to for support.
- We will respond to the mental wellbeing and ensure our students are effectively supported.
- We will deliver an enrichment curriculum that will enhance Student resilience.
- We will provide Students with the knowledge to understand inappropriate behaviour towards and ensure they know how and who to report their concerns to.



## Who is your Safeguarding & Prevent Officers?

Please contact our Safeguarding Officers if you have any concerns within safeguarding, which may include:

- Bullying (including online)
- Sexual Harassment or Violence.
- Online abuse.
- Neglect.
- Grooming.
- Exploitation.
- Radicalisation.

This list is not exhaustive, if you have any additional concerns do not hesitate to contact a member of the team or you can report a concern by scanning the QR code which will take you straight to the Brighter Futures website where you can access the safeguarding raising a concern form:



### Designated Safeguarding Lead

The Brighter Futures Safeguarding & Prevent Lead is **Nadine McEnuff** who can be contacted on 07841 929 960 between the hours of 9am to 5pm Monday to Friday.



### Safeguarding Officer

The Brighter Futures Safeguarding Officer is **Sally Morgan** who can be contacted on 0151 556 7882 between the hours of Monday, Tuesday, Thursday 9am to 4pm, and 9am to 3pm Friday.



### Designated Safeguarding Officer

The Brighter Futures Safeguarding Officer is **Kelly Austin** who can be contacted on 07732 498 733 between the hours of 9am to 4pm Monday to Thursday, 9am to 3pm Friday.



### Designated Safeguarding Officer

The Brighter Futures Safeguarding Officer is **Liam O'Brien** who can be contacted on 07483 107 775 between the hours of 9am to 4pm Monday to Thursday, 9am to 3pm Friday.



## Outside of these numbers please see the numbers below.

If you need help or advice, you can contact Careline (Liverpool City Social Care Call Centre) Staff are available 24 hours a day of the year, providing a central contact point for enquires or advice:

0151 233 3700 for Careline Children's Services (aged 14-18)

0151 233 3800 for Careline Adult Services (aged 18 years and over)

Other numbers for other areas Campus to add??

The Department for Education Coronavirus (Covid-19) helpline is available to answer questions. DFE Coronavirus helpline: 0800 0468687

If you believe that someone is vulnerable to being exploited or radicalised, you can raise concerns to the Liverpool City Council PREVENT Safeguarding Team. [prevent@liverpool.gov.uk](mailto:prevent@liverpool.gov.uk)

Other numbers / email address for other areas Campus to add??

Further to the above number you can find more information on the services by scanning the QR codes below:

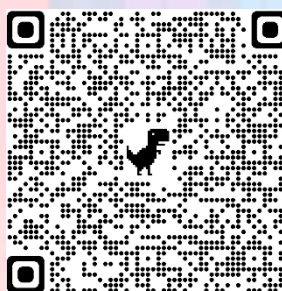
### Careline Children's Services



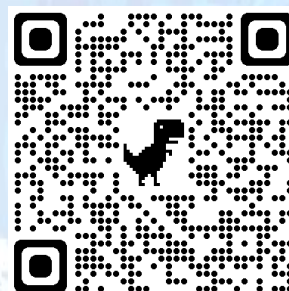
### Careline Adult Services



### Department for Education Coronavirus (Covid-19)



### Liverpool City Council PREVENT Safeguarding Team



# What is the Prevent Strategy?

Prevent is about safeguarding and supporting those vulnerable to radicalisation. Prevent is 1 of the 4 elements of CONTEST, the Government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism. (Prevent, Pursue, Protect, Prepare).



There are 3 key terms in relation to prevent that it is important to understand:

- Extremism – holding extreme political or religious views.
- Radicalisation – the process by which a person comes to support terrorism or forms of extremism leading to terrorism.
- Terrorism – the unlawful use of violence and intimidation to bring out political or social change.

The idea of the Prevent programme is to fend off the possibility of radicalisation before it is too late. This means helping people who may not yet hold extremist views but who are showing possible signs of being influenced by them. It can be very difficult to identify somebody who may be on the point of being radicalised but below are some steps that may prove useful.

- Keep an eye out for uncharacteristic behaviour or comments that may suggest a person is being badly influenced for example, isolating themselves from family and friends, becoming increasingly argumentative and refusing to listen to different points of view, embracing conspiracy theories, increased secretiveness particularly around internet use.

## How can I report somebody who may be becoming radicalised?

The idea with Prevent is to try and stop potential terrorists from developing the will and desire to commit attacks, and so is the first stage of anti-radicalisation. The public is very important in preventing this as they can report people who may be showing signs of being radicalised. To report any instances, **you can either call 999 or the police anti-terrorist hotline on 0800 789 321 to report an immediate terrorist threat.**

## British Values

### What are British Values?

The Home Office's definition of Extremism is "Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. Also calls for the death of members of our armed forces whether in this country or overseas".

The fundamental British values underpin what it is to be a citizen in a modern and diverse Great Britain valuing our community and celebrating diversity of the UK.

Brighter Futures actively promote British Values with staff and Students in order to reflect life in modern Britain. British Values are covered throughout a student's programme through hot topics and learning resources.

Some examples of British Values.

- Democracy – leadership, voting, Joint decision making.
- Rule of Law - legislation, agreed ways of working, codes of conduct.
- Respect & Tolerance - embracing diversity, the importance of cultural heritage and traditions, tackling discrimination.
- Individual Liberty – personal development, equality and human rights, respect and dignity.





# Equality & Diversity

## What is Equality & Diversity?



Equality in the UK is about promoting the right to be free from discrimination and to have choice and dignity to be valued as an individual. The word diverse means "varied and different" hence the term diversity is more than equality. This is about valuing variety and individual differences for the benefit of society, organisations and individuals.

Brighter Futures has a comprehensive Equality & Diversity Strategy which covers staff and Students. This also encompasses raising awareness for staff and Students which is done via hot topics and learning resources

In the UK under there are certain existing legislation the areas of nine

If you would like Equality and code below:

### The 9 Protected Characteristics

Gender	Sexual Orientation	Pregnancy & Maternity
Ethnicity	Faith & Belief	Marriage & Civil Partnership
Disability	Age	Gender Reassignment

the Equality Act 2010 legal requirements under to promote equality in protected characteristics.

more information on Diversity scan the QR



## Wellbeing

Mental health as a state of wellbeing in which every individual achieves their potential, copes with the normal stresses of life. Mental health includes our emotional, psychological and social wellbeing. It affects how we think, feel and act.

- 1 in 4 people in the world will be affected by a mental health disorder at some point in their life.
- These include depression, anxiety disorder, eating disorders, psychosis or bipolar disorder.
- Common early signs of a mental health problem are poor motivation, highly emotional, increased anxiety, lack of energy, making statements of self-worthlessness, irrational, being on edge, extreme mood swings.....are to name a few.

It's important to talk about mental health and get help early if things don't feel right, just like we would for our physical health.

Wellbeing is made of 2 key elements: 1 Feeling Good, 2 Functioning Well. Resilience is an important aspect also of your wellbeing. Resilience is the ability to cope with life's challenges and adapt to adversity, your level of resilience can



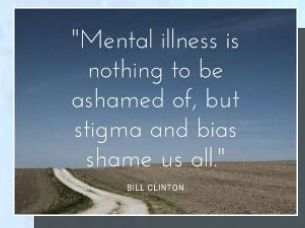


change over the course of your life. Resilience is important because it can help protect against the development of some mental health problems. Resilience helps us to maintain our wellbeing in difficult circumstances.

In manageable amounts and with the right support and help in place most people cope well with life's challenges. It is important to seek support and advice, there are agencies to help and to stop people feeling alone.

**If you have would like any support and guidance in relation to Mental Health you can contact one of our Mental Health First Aiders: Steve O'Rourke 07834 001170/ Lisa Hill 07841 929957: contactable between 9am and 5pm, Monday to Thursday and 9am to 3.30pm Friday.**

If you would like more information and to access support, please scan the QR code



## Bursary

Students on a Study Programme with Brighter Futures are able to apply for support through the 16 to 19 Bursary Fund, which is designed to help eligible students with any educational course related costs during their programme. Students can apply for support from different pots of Bursary funds, including Discretionary, Vulnerable and Free Meals; there are specific eligibility criteria for each pot of Bursary funds which must be met for an application to be granted.

All required types of eligibility evidence are clearly stated on the Brighter Futures Bursary Fund Application Form 2023/24, which should be provided to you by your Tutor during induction or available to download on [www.brighterfutures.uk.com](http://www.brighterfutures.uk.com), the Brighter Futures website. Applications should be sent to the [bursary@sysco.uk.com](mailto:bursary@sysco.uk.com) email address, where they will be assessed by the Bursary team. No applications will be awarded without the appropriate evidence being included within applications.

The Bursary is available to support with transport, books and equipment and other educational course related costs. In order to reimburse these educational course related costs, eligible students must provide evidence (i.e. copies of receipts) to Brighter Futures, which should again be sent into the [bursary@sysco.uk.com](mailto:bursary@sysco.uk.com) email address.

Reimbursements are usually made each Wednesday to go into students' bank accounts on a Thursday, although this is dependent on evidence being sent in prior to the weekly deadline. Please be aware, after this period, any bursary evidence submitted exceeding 4 weeks from the date of purchase will not be backdated for reimbursement.

Once approved for Bursary, subject to the appropriate eligibility evidence being submitted, eligible students will receive a confirmatory email from Brighter Futures detailing the support they can expect to receive as a result of their individual financial assessment. Continued receipt of the bursary will be conditional on meeting agreed standards of attendance and behavior.

## Health & Safety

It is important as student that you make every effort to avoid risk to yourself and others by acting in a safe and responsible manner. Accidents can easily be avoided by paying careful attention to instructions from Tutors with regard to safety during your time on the premises.

If you have an accident on-site, please report this to a member of staff immediately who can then appoint first aid and ensure your accident is reported.

The First Aider(s) at your Campus are listed on the front of this handbook in Key Contacts and it should also be sign posted around your Campus.

## Fire Procedure

Instructions regarding fire procedure, precautions and the correct use of fire-fighting equipment are posted in all our Campuses. Upon commencement of your programme, you will be instructed on the Campuses policy on their fire drill and the location of escape routes, fire exits and assembly points for the safe evacuation of the building. You may be required to participate in fire drills on a regular basis.

## Helpful Tips

- Log on to your Evolve account regularly to keep track of your feedback and marking of your work, targets and deadlines.
- If you forget your password for Evolve, click the 'forgot password' function and follow the prompts.
- Regularly access and check your Brighter Futures Email account.
- Know what your predicted grade is and how you can potentially aim higher.
- Store key contacts from this handbook in your phone.
- Look out for guest speaker events and attend these to support your personal and professional development.
- Check your Evolve timetable weekly to remind yourself of lessons and times
- Attend all sessions prepared and arrive 5 minutes early!
- Refer to your personal targets and milestones within your ILP on a monthly basis.
- Know when your one-to-one Review meeting will take place.
- Begin work placement preparation as early as possible.