



# Learner Handbook

Specialists in quality CPCS, NPORS, in-house plant training, health and safety, management training and NVQ (level 2 - 6)



At Birkwood we pride ourselves on our customer service and the professionalism, skills, knowledge and friendliness of our team.

The purpose of this handbook is to bring together information for our learners and clients to make your path through learning with Birkwood easier.

## Talk to us

We value your feedback and invite you to let us know what you think of our services so that we can do more of the same, improve or do things that will meet learner needs better.

This extends to new courses, we can design courses to meet the needs of your individual businesses. If there is something you want, just ask and we will try to help.

In response to your feedback relating to the use of plastics in our training rooms, as of January 2020 we have stopped using plastic cups, plates and cutlery.

All of our waste is already taken away and recycled but we are taking our responsibility to the environment seriously. When you come to us in future you will notice the difference.

Our role is to help our clients and learners to get the very best out of their training, so have your say. We even have a suggestion box in the entrance hall and all serious suggestions will be considered. Just let us know how we can help, and if we can - we will.

## We're here to help



## Short Courses

### Half/Full Day

Asbestos Awareness (UKATA)  
Emergency First Aid (Highfield Level 2)  
PPE Awareness (In House)

### NPORS or In House

CAT & Genny  
Abrasive Wheels  
Manual Handling  
Vehicle &/or Plant Banksman  
Quick Hitch Awareness

## National Vocational Qualifications

### Level 2

Plant Operation  
Construction Operations  
Slinger/Signaller

### Level 3

Occupational Work Supervision

### Level 4

Site Supervision  
Crane Supervisor

### Level 5

Appointed Person

### Level 6

Construction Site Management  
Construction Contracting Operations

## CITB

### Site Safety Plus

Health & Safety Awareness Level 1  
(HSA 1 Day)

Site Supervisor Safety Training Scheme  
(SSSTS 1 Day)

SSSTS Refresher 1 Day  
(to be taken before certification expiry date)

Site Management Safety Training  
Scheme (SMSTS 5 Day)

SMSTS Refresher 2 Day  
(to be taken before certification expiry date)

## Plant

### CPCS, NPORS or In House

360 Excavator  
360 Excavator - Lifting Operations  
180 Excavator  
Forward Tipping Dumper  
Rear Tipping Dumper  
Telehandler  
Telehandler - Suspended Loads  
Ride on Roller  
HIAB (m/c to be hired in)  
Agricultural Tractor  
Skid Steer Loader  
Loading Shovel  
Slinger/Signaller  
Industrial Forklift Truck

# Birkwood's Aims are to:

- Assist learners to improve their qualifications and employability.
- Provide appropriate and fit for purpose information, advice and guidance.
- Prepare staff for potential changes – training and reviews.
- Listen to learners and employers for continual improvement to our service.
- Effectively signpost learners to organisations that can assist them to achieve their goals
- Satisfy skills needs - by delivering industry focused training and providing support through the learner's journey.

## We will do this by providing our clients with:



### Information

We aim to offer you comprehensive information on the courses we offer, together with details of companies operating complementary services. We keep up-to-date with industry developments and funding to ensure our information is accurate. We listen to what our clients have to say about courses they require, take action and make changes where necessary.



### Advice

All our team members are qualified to offer advice and guidance, and are chosen for their interpersonal skills alongside their teaching skills and technical knowledge. We carry out assessment of our team members delivery of the IAG service to ensure we are offering the best possible service.



### Guidance

We aim to offer both companies and individuals guidance on options available to them based on their specific needs. This can include specifying courses that we deliver, advising on funding or financial options, or signposting to other providers as required by the needs of the individual client.

## Identifying Training Needs

Birkwood are happy to visit companies to assist with the identification of training needs and suitable training and qualification solutions. If required a comprehensive plan detailing training requirements, cost, funding, grant and timing will be prepared to assist the company to budget for and schedule training around the needs of the business.



## Funding

Birkwood have a policy of working with local, regional and national funders to ensure that their clients have access to funding where appropriate and actively work with funders to develop programmes suitable to the requirements of individual businesses.

Birkwood will assist with the preparation of funding documents where appropriate to ensure that client companies have access to funding support where this is available.

If the learners employer is based in an area where funding assistance is available, Birkwood will offer guidance on whether this will apply in a particular case, and where appropriate assess the needs of the business and apply for funding on behalf of the client.

## Signposting



If a client company is looking for training that Birkwood do not deliver, then the team are happy to refer clients to providers who deliver that type of training and full details are available at [www.birkwoodplant.co.uk](http://www.birkwoodplant.co.uk)

# Meet the Birkwood team



## **Sally Ramskill** Managing Director

Sally is responsible for the day to day running of the business including company liaison, funding and project management.



## **Mark Ramskill** Director

Mark is responsible for Health & Safety across the business and for managing the purchasing and maintenance of the sites and equipment. Mark is also a NPORS /CPCS trainer and tester.



## **Darren O'Donnell** Npors Trainer & NVQ Assessor

Darren has a wealth of experience in the construction/civil engineering industry. Darren is a qualified NVQ assessor and IQA and supports the Quality assurance across the NVQ programmes.



## **Darryl Loftus** Chief Quality Assurance Officer

Darryl is our Chief Quality Assurance Officer, responsible for Internal Verification of National Vocational Qualifications. Darryl teaches Management and Plant Qualifications, Site Safety Plus and associated.



## **Sean Markey** CPCS/Npors Trainer & NVQ Assessor

Sean has a diverse construction/horticulture background and is responsible for plant instruction and testing. Sean is qualified and an operator and instructor/tester under both CPCS and NPORS. He also delivers the Site Safety Plus 1 Day Health & Safety Course





**Gemma Watson** CPCS, NVQ & NPORS Administrator

Gemma is responsible for booking, co-ordinating, preparing and submitting completions for NPORS and CPCS courses. She also works on Site Safety Plus, UKATA and First Aid.



**Lisa Davis** Site Safety Plus, NVQ Administrator, UKATA & First Aid Administrator

Lisa is responsible for co-ordinating, preparing and submitting completions for Site Safety Plus, UKATA, First Aid courses. She also works on the Plant Training dealing with NPORS and CPCS bookings and paperwork.



**Ian Beech** CPCS/Npors Trainer & NVQ Assessor

Ian is a NPORS/CPCS Trainer /Tester. He is also a qualified NVQ Assessor and IQA. Ian delivers Site Safety Plus courses including the Supervisor course and the 1 Day Health & Safety. Ian supports quality assurance across the NVQ programme.

# You speak - We listen - We act!

We're the training facility you can trust. We take pride in our knowledge, flexibility and customer service.

Birkwood aim to ensure that Participants are provided with important information about their training, assessment and expectations at the start of each course.

Course specific information includes:

- The aims and objectives of the course
- Course content and how your work will be marked/assessed
- Awarding body requirements
- Support available to Participants
- Work required outside course time
- Progression—What you can do at the end of the course

These will be discussed before or during course registration to ensure learners are on a course suitable to their capabilities and needs.

## Safeguarding

Birkwood Plant Training Ltd promotes the welfare of children and vulnerable adults as defined in the Children's Act 1989 and the Protection of Vulnerable Adults Scheme 2004.

All out team play an active role in safeguarding. They are aware of:

- their duty to report concerns,
- the guidance for identifying abuse, and
- what to do if an allegation of abuse occurs and
- to recognise and follow guidelines regarding confidentially

Birkwood operates safe recruitment practices and all team members are checked through the Disclosure and Barring Scheme

If you have concerns regarding safeguarding tell your tutor/assessor or contact Birkwood on **01924 860444** or **info@birkwoodplant.co.uk**

# Safe learning behaviour

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The Birkwood team work hard to provide a learning environment that is safe, healthy, supportive and inclusive.

We want you to learn safely and our teams are trained in safeguarding, equality and health and safety including being involved in assessing risks and following health and safety procedures, to ensure your safety and satisfaction whilst learning with Birkwood.

Participants should contribute to this safe environment by understanding that:

- Being under the influence of alcohol or other drugs is not permitted.
- We have a **zero tolerance** policy against all forms of abuse including bullying whether direct, by phone, text or social media, harassment, discrimination, exploitation, or motivated by all types of extremism or radicalisation.

If you have worries about any aspect of health and safety you should report them to your tutor immediately. This means we will investigate and act in all cases.

We will refer concerns to external agencies where these involve children, at risk adults or radicalisation and cannot guarantee confidentiality.

We will also signpost you to organisations that can offer you support.

If you experience or witness any of these, or have concerns about someone, tell your tutor or contact Birkwood on **01924 860444** or **info@birkwoodplant.co.uk**



**When in Birkwood premises, or on a course provided by Birkwood, please consider others around you. Please do not use bad language or behave in a way that may offend others.**

# Complaints procedure

Birkwood Plant Training Ltd are committed to providing a professional, efficient, courteous and helpful training service to all our customers. However, if you believe that things have gone wrong and you are dissatisfied with our service, we want you to tell us. Then we can resolve your complaint, and try to ensure it does not happen again. This procedure tells you how to make a complaint about any of our services. All our staff receive guidance on how to handle complaints.

## How do I make a complaint?

You may be able to resolve your complaint by taking it up immediately with the individual member of staff concerned, or by calling Sally Ramskill on 01924 860 444. You may be asked to put the details of your complaint in writing. But if not, you can write (including email) to our offices at 22 Weeland Road, Crofton, Wakefield, WF4 1LN. (email: [sally@birkwoodplant.co.uk](mailto:sally@birkwoodplant.co.uk))

## What should I include in my complaint?

- Your name (and company name if appropriate), and address;
- The name and date of the course you attended;
- Copies of any relevant correspondence about the complaint;
- The name of the person who you wrote or spoke to, and when, to help us find the papers and/or phone logs;
- Details about what has gone wrong or has not been handled properly; and
- An explanation of how you would like us to resolve your complaint.

## What will happen next?

We will respond in writing to your complaint, within 10 working days of receiving it. If this is not possible, we will, within 5 working days, send you an acknowledgement explaining why we cannot provide you with an immediate response, including details of when you can expect a full reply.

## Compliments

Please also feel free to let us know when you think we are doing something particularly well, or a member of our team exceeds your expectations!

## General Statement of Policy

It is Birkwood's policy that no employee, prospective employee, student or potential student will receive less favourable treatment or be disadvantaged by any circumstances, conditions or requirements that cannot be justified.

## Equal Opportunities

Relates to treating people the same, although they may belong to similar groups, or enjoy similar characteristics. Equal Opportunity in particular relates to a legal framework, which makes it illegal to discriminate against people because they belong to particular groups

## Diversity

Diversity is a broader concept that builds upon the progress made through equal opportunities. Everyone is different and diversity is about recognising, respecting and valuing the differences we each bring. Equal opportunities and diversity work together by addressing the inequalities and barriers faced by people in under-represented groups and by valuing, learning and benefiting from the diverse cultures in society and our staff.

## Inclusivity

Inclusion is a sense of belonging: feeling respected, valued for who you are; feeling a level of supportive energy and commitment from others so that you can do your best work. As an employer committed to equality, diversity and inclusion in all its practices Birkwood recognises that groups and individuals are discriminated against on the basis of age, gender (including transgender people), ethnic origin, race, nationality, colour of skin, sexuality, impairment (physical, sensory or learning), physical appearance, marital or other life status and religious or political belief.

Every Participant is entitled to expect equality of opportunity in all aspects of their engagement with Birkwood and every potential Participant is entitled to expect the information, advice and guidance process to be free of all unreasonable barriers. All employees and Participants shall be made aware of this policy and its implications for them.

## Policy Statement

Birkwood Plant Training Ltd collects and uses information about people with whom it communicates. This personal information must be dealt with properly and securely however it is collected, recorded and used – whether on paper, in a computer, or recorded on other material – and there are safeguards to ensure this in the General Data Protection Regulations 2018.

Birkwood Plant Training Ltd regards the lawful and correct treatment of personal information as very important to the successful and efficient performance of its functions, and to maintain.

Confidence between those with whom it deals. To this end Birkwood Plant Training Ltd fully endorses and adheres to the General Data Protection Regulations, as set out in the General Data Protection Regulations 2018.

**Our full General Data Protection Regulations Policy can be found on our website [www.birkwoodplant.co.uk](http://www.birkwoodplant.co.uk)**

## Contact us

**Are you ready to book your training with us or do you want more information?**

If you are looking to book a course or are interested in any of the services we provide, contact us and we will help you in any way we can.

You can contact us via phone or email:

01924 860444

[info@birkwoodplant.co.uk](mailto:info@birkwoodplant.co.uk)

Birkwood Plant Training Limited  
22 Weeland Road  
Crofton  
Wakefield  
WF4 1LN



## From M1

- Junction 39.
- Take A636 towards Wakefield.
- Straight over first roundabout.
- Mercedes garage roundabout turn right past Pugneys (water park) straight over mini roundabout at ASDA.
- Turn left at traffic lights on to A61.
- Carry Straight on until you see “Guy Salmon” Land Rover dealer on your right.
- Take next right, down Agbrigg road
- At traffic lights turn right, stay on A638.
- Past Redbeck Café on right proceed under railway bridge, past Crofton Arms pub on left. Keep left heading towards Pontefract until you pass “Spring Green Garden Centre” on your right.
- Immediately after the junction for the garden centre turn right down narrow lane signposted for Birkwood House Farm, follow the road down.
- The car park is on the left adjacent to the training centre. If this is full continue down to overspill car park.

## From M62

- Junction 31.
- Take the Acton / Featherstone road (B6134).
- Straight on at 2 roundabouts.
- At 3rd roundabout continue straight on still on B6134.
- Continue on this road for approx 2 miles.
- Straight on at next roundabout still on B6134 leading to A645 Wakefield.
- Over railway bridge to traffic lights
- Turn right at lights heading towards Wakefield Sharlston & Streethouse
- Pass Victoria Garden Centre on the left.
- Continue on A645 through Sharlston Village.
- Rugby pitch on the left.
- Pass the Church on the left.
- Birkwood House Farm is signposted 500 yards on the left just after the 40mph sign, proceed down this lane until you pass a bungalow on the left.
- The car park is on the left adjacent to the training centre. If this is full continue down to overspill car park.

