

A woman with dark curly hair, wearing a light blue blazer and a gold necklace, stands on the left side of the frame, gesturing with her right hand towards a group of people. She is in a modern office or training room with large windows in the background. Several people are seated at long tables, facing her. The room is bright and airy, with a white ceiling and a large window on the right side. The overall atmosphere is professional and collaborative.

**ATC TRAINING**

# Learner Handbook



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# Welcome to ATC Training

Thank you for choosing ATC Training.

We hope you enjoy your course and find all our resources useful and informative. We promote flexible learning using our online materials and often supplement this content with delivery of group or individual teaching sessions via our virtual platform.

## Learn at a time that suits you.

We recognise you may be fitting in your studying around a busy job. Although we have a ton of resources online, sometimes you just need to ask a question to a real person so feel free to contact us via the live chat or WhatsApp anytime, and we will do our best to respond straight away.

From time to time we may schedule a webinar to allow our learners to discuss any aspects of the course, share ideas and clarify understanding, you will be invited to these optional sessions if applicable.

We also recognise the need for traditional classroom training and offer face to face courses nationwide, where there is sufficient demand. Look out for any scheduled dates online or get in touch if you are interested.

## Rest assured. We take quality, safety and security seriously.

ATC Training Limited are an accredited CPD provider (no. 777991) and an approved Highfield Qualifications centre (no. 19175). Our processes and policies have passed independent review and we are approved to deliver Ofqual regulated qualifications.

All of our team are qualified in their areas of specialism and hold the relevant DBS checks. We store all personal data securely to comply with the General Data Protection Regulations and are registered with the UK's Information Commissioner's Office.



## How to get in touch:



Live chat via our website [www.atctraining.co.uk](http://www.atctraining.co.uk)



Email us at [support@atctraining.co.uk](mailto:support@atctraining.co.uk)



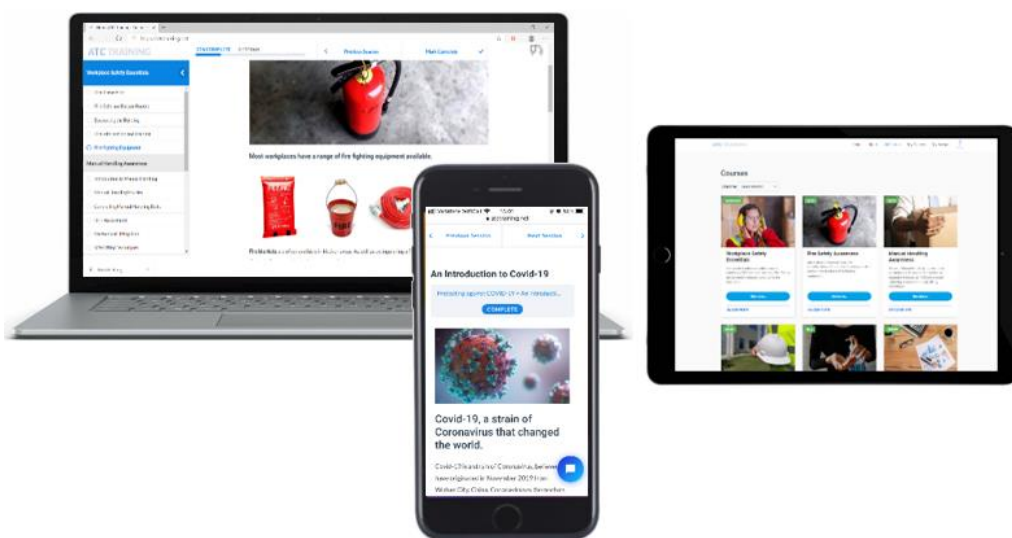
Send a WhatsApp message to 07476 017256





## Accessing your Online Course

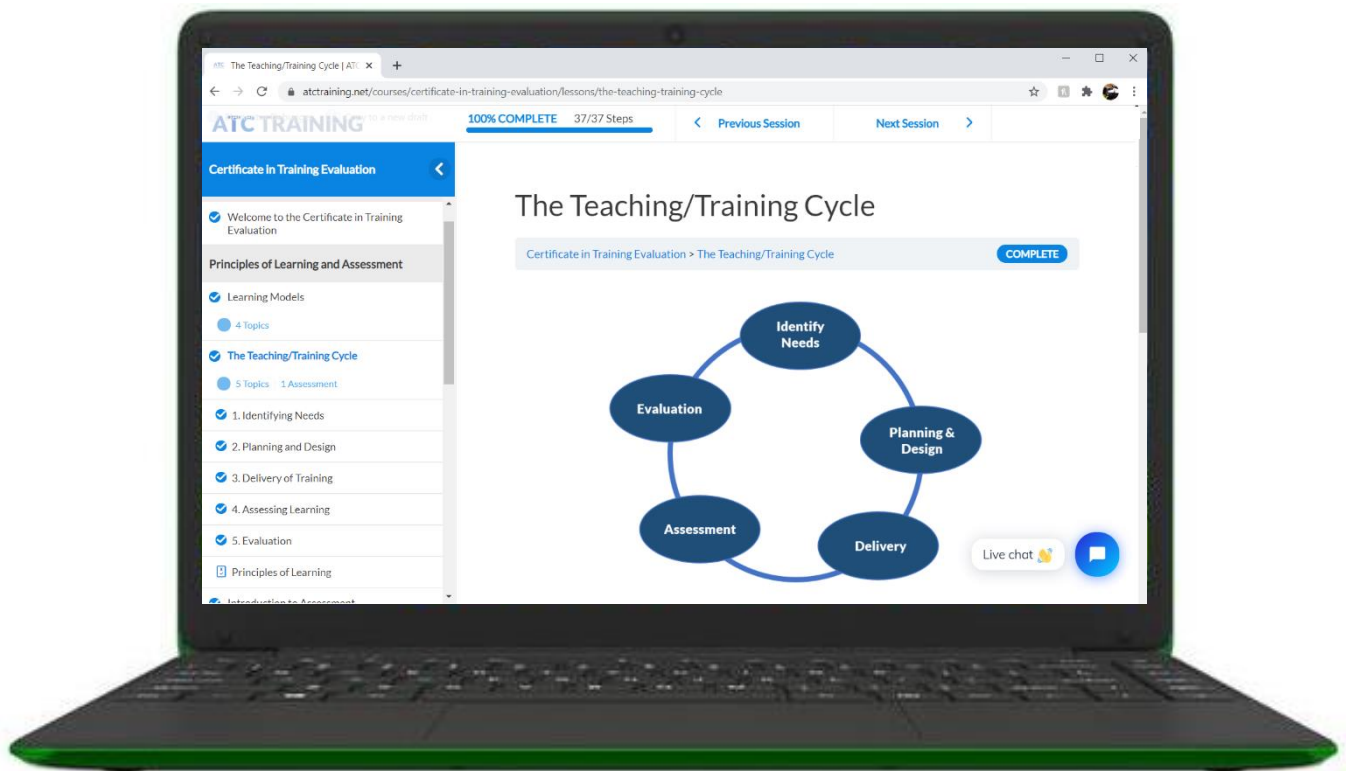
Accessing your online content is easy and quick using any device, our website is compatible with computers, tablets, and phones.



To view your course, visit [www.atctraining.net](http://www.atctraining.net) and click 'My Courses' or 'My Account'. You will be required to login using your email address and password. Once logged in, you can view your course progress or go to the 'My Account' page to update your personal information.

# Viewing Online Content

Our online courses include a mix of content including images, videos, and text. Your progress is shown along the side and as an overall percentage complete.



We recommend using a computer or tablet with a 10” screen or bigger, particularly if it includes written assessments. However, our online content will adapt to be viewed on your smartphone if required.

## Online Assessments

Our courses may include the following methods of assessments:

- Multiple-choice quizzes – completed online and marked immediately.
- Short Written Assessments – submitted online and marked by a tutor
- Written Assignments – completed offline and uploaded or submitted by email.
- Practical Observation – either in-person, remotely online, or a recording.

When submitting large files, we recommend using [www.wetransfer.com](http://www.wetransfer.com) or we can provide a link to a OneDrive folder.

## Certificates

Our online courses include a PDF certificate which is produced upon completion of your course. Paper copies are available to purchase for an additional fee, printed on quality A4 170gsm paper.





## Virtual Training Sessions

Whether it is a planned part of the course or a request from a candidate, we can deliver teaching sessions or remote meetings with you in your workplace or the comfort of your own home, using Microsoft Teams or Zoom.

The platform allows us to share our screen to run through the content and allows you to participate either through speaking or via the on-screen chat function. We can also record sessions (with your permission) for you to review later.

To get the most out of your meeting we recommend:

- If you have a PC/Laptop, we recommend using the desktop version for the best experience.
- Don't be shy! – It's great to talk to a person rather than a blank screen so feel free to turn on your video, (it's your choice).
- Find a quiet space to have your call, if you are in an outdoor or busy office environment, we suggest using headphones.
- Calls with a lot of people will have microphones muted automatically, use the chat function to ask or answer questions.







# Classroom Training

We aim to provide a safe and inclusive learning environment for everyone. Your classroom training may contain a combination of presentations, videos, group exercises and individual activities.

Please take note of these safety considerations during your training:



Familiarise yourself with fire evacuation procedures.



Smoke in designated areas only.



Be aware of trailing cables or trip hazards.



Use any PPE provided when required.

We also recommend the following to ensure you make the most of your session:

- Arrive 10-15 minutes prior to the course start time to avoid being late.
- Keep your phone on silent mode or switched off. Take any urgent calls outside the room.
- Participate as much as possible in class discussions and group activities.
- Respect each other's opinion. Try not to interrupt or talk over others.
- Do not drink alcohol, take drugs, or misuse medication before or during your training.
- Raise any concerns or additional learning requirements to your trainer as soon as possible.

# Additional Learning Support

We recognise that people learn differently and are continuously adding to the variety of learning methods we use. If you have a specific learning difficulty, physical or mental disability that requires additional support, please inform us as early as possible by emailing [support@atctraining.co.uk](mailto:support@atctraining.co.uk).

We have designed our online courses to contain audio explanations as well as written text on the screen to assist those with sight or hearing difficulties.

## Reasonable Adjustments

Reasonable adjustments can be made to reduce the effect of a disability or difficulty that places a learner at a substantial disadvantage in an assessment situation. A reasonable adjustment must not affect the integrity of what is being assessed.

Assessment should be a fair test of learners' knowledge and what they are able to do and for some trainees the usual format of assessment may not be suitable. However, this must be balanced with the ability to perform the role in a live environment where adjustments may not be reasonably practicable.

Refer to our 'Reasonable Adjustments and Special Considerations Policy' for further details.







## Course Feedback

After your training, we will invite you to provide feedback on your course. You can do this by scanning the QR code or visiting [www.atctraining.co.uk/feedback](http://www.atctraining.co.uk/feedback).



Giving feedback is quick and easy and will take you just a few minutes to complete.

Your feedback is anonymous, we will use it to review if we are meeting your expectations.

Your comments and suggestions will always be taken into consideration, so please take the time to let us know what you think.

13:15 100% 84%

atctraining.org/feedback

1. Course or Session Title \*

e.g. Workplace Safety Essentials

Certificate in Training Delivery

2. How would you rate your knowledge of the subject matter BEFORE the training course? \*

(1 - Poor, 10 - Excellent)

1 2 3 4 5 6 7 8 9 10

3. How would you rate your knowledge of the subject matter AFTER the training course? \*

(1 - Poor, 10 - Excellent)

1 2 3 4 5 6 7 8 9 10

4. Do you have any additional learning needs? (e.g. Dyslexia, ADHD, Autism etc.) \*

# Continuous Professional Development (CPD)

Professional roles in a variety of sectors (e.g. education and training, human resources, healthcare, finance, and general management etc.) are expected to practice CPD. This is simply the task of keeping up to date with your industry and pushing yourself to continue to learn more.

Many people do this naturally but may not keep a record of it. In some cases, membership institutions, professional bodies and employers mandate a specific amount of CPD hours per year that an individual needs to demonstrate.

## Examples of CPD Activities

- Attending training courses, conferences, or webinars
- Work experience, shadowing, or secondments
- Coaching or mentoring
- Supervising colleagues, trainees, or apprentices
- Taking part in workshops or focus groups
- Giving presentations or organising events/conferences
- Participating in your employer's performance appraisal
- Networking with professionals in other organisations
- Undertaking distance learning or e-learning activities
- Structured reading or research

## Benefits of CPD

- Keep your skills up to date
- Build confidence
- Demonstrate credibility
- Aid your career progression
- Share best practice
- Fill in previous knowledge gaps
- Be ready for future challenges
- Demonstrate your commitment

## Recording CPD

There are various templates and methods available to record your CPD. There is no right or wrong way to do it. You can download a free template from the 'My Account' area of our website.

Date	CPD hours	Title & Type of Activity (e.g. Workshop, lecture, etc)	Key Learning Points	Key Benefits	Further Development Needs/Plans Identified
20/01/20	2	Attended a free webinar on the use of MS Teams	Learned how to use teams for external guests and share the screen	This will allow me to run virtual meetings during lockdown.	Setup a test meeting in MS Teams
03/02/20	1.5	Developing Spanish – Listened to Audio Disk 4	Have learned a few extra phrases and focusing on numbers	Progress towards developing my Spanish language skills for work and holidays	Continue through the audio disks



# Key Policies

Below is a brief outline of key policies you should know, with further information available on our website at [www.atctraining.co.uk/our-policies](http://www.atctraining.co.uk/our-policies).

## Safeguarding

Safeguarding is the practice of ensuring that vulnerable people have their health, well-being and rights protected in society. If you have any concerns you want to share, either about yourself or another learner, please contact [safeguarding@atctraining.co.uk](mailto:safeguarding@atctraining.co.uk).

## Prevent

The Prevent duty is another aspect of safeguarding, which requires the Education sector to safeguard vulnerable individuals (both adults and children) who may be at risk of potentially becoming involved in terrorist activities.

If you are aware of any learner who is being influenced by another or you are feeling vulnerable yourself it is important you report this to your tutor or [safeguarding@atctraining.co.uk](mailto:safeguarding@atctraining.co.uk).

## Equality, Diversity and Inclusion

ATC Training fully support the principle of equal opportunities and are committed to ensuring that equality, diversity, and inclusion are promoted in all areas of our services. We use a range of teaching methods in the classroom and online to cater for a wide range of learning needs. Refer to our 'Equality, Diversity and Inclusion' policy for more details.

## Data Protection

We keep all personal information secure and will only share it with trusted third parties for the purposes of processing or gaining your qualification, such as the awarding body. We are registered with the Information Commissioners Office no. ZA780195.

ATC Training process personal data in accordance with the General Data Protection Regulations (GDPR) (Regulation (EU) 2016/679) and the Data Protection Act 2018. Refer to the Privacy Notice on our website for further details.



### Refer a friend. Get a free Amazon gift card worth up to £25!

If you have a friend or colleague who you feel would be interested in one of our courses, refer them to us and receive an Amazon gift card worth up to £25 when they enrol. Visit [www.atctraining.co.uk/refer](http://www.atctraining.co.uk/refer) for terms and conditions.



# ATCTRaining

LEARNING AND DEVELOPMENT SOLUTIONS  
EDUCATION AND TRAINING SUPPORT  
WORKFORCE SKILLS DEVELOPMENT  
BUSINESS CONSULTANCY

Get in touch by emailing [info@atctraining.co.uk](mailto:info@atctraining.co.uk)  
or visit our website [www.atctraining.co.uk](http://www.atctraining.co.uk)

