

Policies and Procedures



This document is a guide for staff and learners, and covers the policies and procedures for Way2Learn's distance learning service.

Learning Outcomes

Learning outcomes clearly articulate the knowledge and skills that learners are expected to acquire by the end of a course. These outcomes are pivotal in shaping the course content and instructional strategies, ensuring that every aspect of the learning experience is purposefully designed to meet specific educational goals.

For the learners, these outcomes provide a transparent roadmap of their learning journey, enabling them to understand the benefits and applications of their new skills and knowledge in practical settings.

Assessment and Grading

Completed answer books will be marked by a suitable Way2Learn assessor. They will identify incorrect or incomplete answers with an asterisk (*). If a learner passes a course, they will receive a UWE Bristol and CPD Certificate.



If a course has been successfully passed, then this will be indicated on the tutor feedback sheet. If a course has not been successfully passed, it will receive a 'Refer' mark, the individual outcomes that had incorrect answer will be identified, and the answer books will be returned with a clear indication as to which questions were incorrect.

Way2Learn

Tutor Feedback: Customer Service

Learner No.

RESULT: PASS ☐ REFER ☐

Learning Outcome	Pass	Refer
1. Understand why good customer service is important. - Episode 1		
2. Know how to deliver customer satisfaction effectively. - Episode 2		
3. Know how an organisation plans and delivers customer service. - Episode 3		
4. Explain the required standards of professionalism in a customer service role. - Episode 3		
5. Understand how to follow an organisation's practices and procedures and work as part of a team. - Episode 4		

You will see from the above table where you have passed all learning outcomes, or where you have been referred. One referral or more means that you need to revisit that episode and resubmit your answers in the answer book we have returned to you. If you have been referred, questions marked '✓' are correct; those marked '*' are incorrect or incomplete. The pass mark required is given at the start of the knowledge check.

The passing mark required is identified at the start of the knowledge check on page 6 of each answer book. The mark required to pass for each course can vary depending on the number of questions, but approximately 75% correct answers is required for every course.

Knowledge Check

To pass this course you will need to correctly answer **75%** of the questions.
This equates to **21** correct answers out of the 28 questions asked.



Episode 1

Question 1

Search engines use which three methods to give you results?

(Please tick the appropriate box)

A	Running, Walking and Jogging	<input type="checkbox"/>
B	Sitting, Reading and Sorting	<input type="checkbox"/>
C	Crawling, Indexing and Ranking	<input type="checkbox"/>
D	Chatting, Botting and Algorithms	<input type="checkbox"/>

Answer books will be retained by the assessment team for 1 month. After this time answer books will be securely destroyed. Learners or staff who wish to view an answer book must make that request via email within 1 month of sending the answer book.

We aim to return feedback and results to the Learning and Skills Manager or Distance Learning Coordinator within 3 weeks of receipt of an answer book.

Reflective Learning

Learning takes place when it is reflected on, and learners are given three opportunities to reflect on their knowledge and skills.

- Before starting the course, learners are asked to rate their own knowledge of the subject area and learning outcomes with a score out of ten:


Starting Out

Consider the learning outcomes above.

On a scale of 1 -10, how would you rate your knowledge of **Personal Fitness** before starting this course?

(Please tick the appropriate box)

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Low
High

At the end of this course, you will have the opportunity to rate your knowledge once more.

2. After the course has been completed, they are asked to rate their knowledge once more, giving them the opportunity to reflect on their learning journey and progress:

Distance Travelled

Now that you have completed this course, on a scale of 1 -10, how would you rate your knowledge of **Personal Fitness**?

(Please tick the appropriate box)

12345678910

☐☐☐☐☐☐☐☐☐☐

LowHigh

This progress is logged and tracked by the Way2Learn assessor.

3. Finally, the learner is asked to reflect on their overall learning within this course through a qualitative method:

Learning Evaluation

Comment on the three most important things you have learned in this course

1.....

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2.....

.....

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3.....

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Course Feedback

Learners have the opportunity to provide their feedback on every course via the last page of their answer book. This qualitative and quantitative is regularly monitored and used to support learners if a query is raised as well as improve our courses.



Course Feedback – Mental Health Awareness for the Workplace

We value your feedback.

Please rate each aspect on the scale below:



1. The quality, style and tone of the videos.

1 2 3 4 5 6 7 8 9 10

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Low

High

2. The clarity of the answer book.

1 2 3 4 5 6 7 8 9 10

--	--	--	--	--	--	--	--	--	--	--

Low

High

3. Your ability to understand the course content.

1 2 3 4 5 6 7 8 9 10

--	--	--	--	--	--	--	--	--	--	--

Low

High

4. Your enjoyment of this course.

1 2 3 4 5 6 7 8 9 10

--	--	--	--	--	--	--	--	--	--	--

Low

High

General Feedback

Learners also have the opportunity to write letters directly with feedback and suggestions to Wayout TV/Way2Learn with the address details regularly being broadcasted on our national network:

Way2Learn
Thetford Innovation Centre
Croxtton Road
Thetford
IP24 1JD

Appeals and Complaints

If at any point during the course if a learner is dissatisfied with the result of an assessment and feel that the decision is unfair, they should check with their Learning and Skills Manager or Distance Learning Coordinator for the appeals process.

Learners also have the right to complain about any other aspect of the programme of learning. They should check with Learning and Skills Manager or Distance Learning Coordinator for what to do.

Privacy Notice for our Learners

PeoplePlus takes the security of your personal data very seriously. This privacy statement sets out what information we need, why we need your information, and how we will use it.

What information about you is needed?

To deliver our services, we will ask you for: - Your personal details (for example, your name, your NOMIS number and prison address details). We may also ask you about your relevant background / historical information that supports the service we offer to you and will hold information on the support you receive as a participant in the programmes we offer.

Why do we need data about you?

PeoplePlus, and the partners we work with to deliver our services, need to collect, and use information about you (data) to deliver our skills training services. PeoplePlus works as the Data Controller along with the University of the West of England (UWE) as the Data Processor.

How will your data be used?

PeoplePlus and our partners will use your data to:

- Help us offer you the appropriate type of service so we can provide to support you in your training.
- Monitor and report on our performance in supporting you, including producing statistics.
- Enable supply chain partners to claim payment from PeoplePlus as per contract.
- Better understand how our services work, what difference they make to the people involved and how to improve future services for people like yourself.

Data Security

Your data will not be transferred to, stored at, or processed in a destination outside the United Kingdom. We will store your information on databases held in locations that have been tested for electronic and physical security and access will be permitted only to those with a need to know. We will not store your personal information for longer than is necessary to deliver and evaluate the services we offer.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

Sharing your Data

To deliver our services, PeoplePlus may need to share the minimum necessary of your personal details with:

- third party contractors acting on behalf of PeoplePlus to provide support services necessary for the delivery of our service to you; and
- other parties, as is necessary for the purpose of, or in connection with, any legal proceedings (including prospective legal proceedings).

Your Responsibilities

You are reminded that it is your responsibility to ensure the security of your own data (including printed material), including when on PeoplePlus or supply chain partner premises. PeoplePlus cannot accept responsibility for the loss or theft of your personal data if caused by your own negligence.

Your Rights

- You have the right to access the personal data we process about you. To access the personal data we process about you, submit a request in writing (by post or email) to the PeoplePlus Data Protection Officer (address below). PeoplePlus will treat this as a Subject Access Request and will respond within one month of receipt of the request.
- You have the right to object to processing that is or is likely to cause substantial damage or distress to you or another. To exercise this right, please write stating what Privacy Notice for our Learners processing you object to and why it is causing or is likely to cause you damage or distress.

PeoplePlus will consider the request and respond within 21 days to confirm whether the objection is accepted.

- We seek to ensure that personal data processed is accurate and up to date. You have the right to request to rectify, block, erase, delete or destroy inaccurate information. To exercise this right, you can write to PeoplePlus setting out the information and the reasons you wish it to be changed etc. We will consider the request and respond within 21 days to confirm whether the request is accepted. In cases where the inaccurate data is the result of processing by PeoplePlus we will respond to you directly.

- You have a right to erasure and deletion, also known as 'the right to be forgotten' of all data held about you. The broad principle underpinning this right is to enable you to request the deletion or removal of personal data where there is no compelling reason for its continued processing.

We will consider the request and respond within 21 days to confirm whether the request is accepted.

- You have the right to be confident that we will handle your personal information responsibly and in line with good practice. If you have a concern about the way, we are handling your information you can write using the details below.

Postal Address: Data Protection Officer, Edmund House, 12-22 Newhall Street, Birmingham, B3 3AS.

Complaints

Please note that PeoplePlus have a Complaints procedure and if you need to complain about the way any request you have made in relation to your personal data has not been handled appropriately you can use our Complaints procedure to help resolve this issue. Please ask for a copy of our complaint's procedure. If you feel we have been unable, or unwilling, to resolve your information rights concern, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). The ICO are the supervisory authority responsible for data protection in the UK. For further information, including independent data protection advice and information in relation to your rights, you can contact the Information Commissioner at:

Postal Address: The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 08456 30 60 60