

GSS – Learner Induction Policy

Aims and objectives:

Global Solution Services (GSS UK Ltd) aims to enable learners to have all necessary information that will ensure their safety, as well as provide necessary guidance, procedures and documents when starting their training. Alongside provision of excellent training, one of the main objectives is to integrate learners academically and socially, as it will benefit the learner's study process and provide a relaxed environment conducive to full learning.

Scope of the policy

This policy will apply to all accredited learning delivered by GSS UK Ltd.

The induction

The induction process will be carried out on a face-to-face basis unless training is on-line or via webinar where all the necessary information will be presented to candidates in advance or at the learners first interaction with GSS. Learners will also receive an induction on how to use any necessary equipment that is required to facilitate their learning as well as instructions for their safety and well-being.

The induction has to be completed prior to the course commencing and will include health & safety, fire safety arrangements, toilet and sanitizing facilities, water and food arrangements, confidentiality and data protection as well as any other relevant information necessary to the student's safety and comfort paying particular attention to Government guidelines on social distance and updated learning practices.

Introduction to the training course:

During the introduction to any course the following will be made clear

- Introduction to the tutor and or assessor and information on the assessment process
- Aims and objectives of the training course
- the timetable, expectations on duration of learning and explanation of the course structure
- The introduction of the learners and integration
- Attendance procedures, breaks, health and safety and safeguarding
- Data protection, confidentiality, Equal opportunities and equality and diversity
- Contact details

GSS Learner Obligations

GSS have obligations to ensure we protect learners whilst under our care and this will include ensuring learners understand and have access to other policies such as our E-safety policy, bullying and harassment policy and privacy policy. All GSS trainers are DBS checked and not only have relevant trainer and or vocational qualifications but also a full understanding of government guidelines on strategies such as Prevent, Slavery and Human trafficking and Lockdown procedures. GSS provides a full list of all policies and procedures via its website for learners also.

Policies and procedures

The induction will provide sufficient explanation on our company's policies and procedures as well as explain the staff and learners' rights and responsibilities. Learners will also be able to access this and all policies and procedures on GSS's website alongside GSS's generalised company policies and procedures including Health and safety, Environmental procedures risk assessments etc.

GSS are committed to listening to learners and welcome feedback as this is a valuable part of our own learning process and enables us to improve our service for others. Learners can access our Comments, compliments and complaints policy from our website and we always ask for verbal and written feedback after each training session.

Finalizing the induction process, staff are on hand to answer learner's questions ensuring all learners know who to contact in case they have any further questions after the session has completed.

Review

This policy will be reviewed and updated as necessary to reflect best practice, future amendments to legislation or GSS's policies and procedures and will be assessed at least on a yearly basis.

This policy is not exhaustive and is in conjunction with GSS other learning policies including attendance policy, malpractice and quality review.



Signed by Sonia Benjamin-Leach
Director
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