



EVENT ASSISTANT APPRENTICESHIP

2021 - 22

# WELCOME

Welcome to Big Creative Education and your Advanced Apprenticeship.

Your admission to this creative apprenticeship is evidence of BCE's confidence in your potential as a creative professional in your chosen field, as well as recognition of your hard work and passion demonstrated throughout your application.

BCE is committed to giving you the very best creative apprenticeship possible, as well as opening the doors to a successful career in your chosen industry. You will find that the combination of our staff, off the job training and industry work placement will provide for an active, exciting and rewarding experience as an apprentice.

This induction pack is designed to give you all the information that you will need while you are studying with BCE. Please keep it safe and refer to it for any information you may require. In order for you to gain the maximum benefit from your course, it is essential for you to understand all the information provided in this pack.

We are very happy that you are starting your new career with us and will do all that we can to help you succeed!



## Who are BCE?

BCE provides opportunities for young people wishing to work in the creative industries. Our courses are all led by industry professionals with years of experience, giving you the experience and knowledge that you would gain actually working in the industry

## Our Location

Creative Works  
7 Blackhorse Lane  
Walthamstow  
London  
E17 6DS

## Structure of your Apprenticeship

An apprenticeship is a mix of on-the-job learning in the workplace (through your employment) and formal off-the-job training (delivered by BCE) with the opportunity to practise these new skills in a real work environment. The Digital Marketer Apprenticeship is assessed through a framework known as a standard. This standard had been designed and endorsed by employers in the Digital Marketing industry to develop the skills, knowledge and behaviours you need to be successful in the sector.

The programme lasts for 15 months and is made up of two key areas:

- On Programme Assessment
- End Point Assessment

This part of the assessment process will focus on months 1-12 of your apprenticeship and will consist of:

1. Gathering a portfolio of evidence in the workplace that covers the skills and behaviours of standard. You will do this with the support of your assessor and workplace line manager and will be assessed through monthly assessment visits in your workplace
2. Participating in training sessions to complete the knowledge modules and professional qualification. This will be assessed through online distance learning

## End Point Assessment

Once you have achieved the qualifications, completed 12 months in employment and have gathered sufficient evidence for your summative portfolio (assessed against the Standard), you will be eligible to start End Point Assessment (known as the Gateway).

End Point Assessment will take place through an independent assessment provider, although we will fully support you through the process

End Point Assessment will consist of:

- Submitted summative portfolio
- Live event case study - Completed in the last three months of your apprenticeship
- Professional discussion - An end point assessment panel
- will question you on areas of your live event case study and summative portfolio evidence that meets the standard

### Off the job training at BCE:

All apprentices are required to complete a total of 20% of their apprenticeship completing off the job training within their working week.

This is the equivalent of four days in the workplace and 1 day for attending tutorials, completing assignments or other learning activities outside of your day to day tasks at work.

### Group tutorials & Industry master classes:

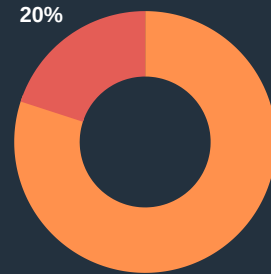
For two days per month there will be online group tutorials with a tutor. This will form the core of the off the job training and support you through your knowledge modules and professional qualification. They will also give you the opportunity to meet with your fellow apprentices on the course and share experiences

On occasions there will be an industry guest from the sector. This will give you a chance to ask questions and gain a unique insight into working in the industry

### Online distance learning:

As part of the tutorial sessions you will be set tasks and assignments to complete which will be accessed through Google Classroom. This work can be accessed remotely and time spent on completing the online tasks will be factored into your off the job training time allocation

### OFF THE JOB TRAINING



80%

### ON THE JOB TRAINING

### Other forms of off the job training:

There will also be opportunities to learn and develop new skills and knowledge in your workplace that can also be counted as off the job training. Examples of this can be shadowing or receiving mentoring from existing staff, attending internal // external training courses

### Workplace assessment:

In the workplace your work coach will work with you and your employer to help you develop the relevant skills and knowledge in your job role. This forms the on the job training and is a vital component for End Point Assessment.

You will need to demonstrate how you have developed these skills in your job role by gathering evidence of completing work tasks/projects. Your work coach will support you through this process but it is vital that you take responsibility for collecting the evidence

### Off the Job Training Schedule

The off the job allocation is broken down into monthly blocks that total 30 Hrs per month. This will be factored into your contracted working hours as follows:

Full day online tutorials - 13.5hrs	Two Tues per month
Online learning (completing assignments) - approx 13.5hrs	Time factored into monthly work schedule
Developing skills & knowledge in the workplace (mentoring // shadowing // training courses) - makes up remaining hrs to total 30hrs that month	Time factored into monthly work schedule

## 12 week Progress Reviews

To help support the employer and apprentice through the programme and monitor the apprentice's progress, there will be 12-week progress review meetings. These will take place in the workplace and will be conducted by the apprentice's assessor. The assessor will speak with the apprentice and their line manager and discuss areas such as\

## Starting Your Apprenticeship

Soon after starting your new job role, you will be visited in your workplace by a work coach, who will be assigned to you for the duration of your apprenticeship. During this visit they will introduce you to all the requirements, systems and learning aims of the apprenticeship and work with you and your employer to put in place your learning plan to enable you to complete your apprenticeship programme.

## Apprenticeship Staff

**Work Coach** - Your work coach will maintain regular contact with you and your workplace to undertake regular progress and assessment meetings to help you gather the evidence for your portfolio. They will be the link between your employer and BCE and be your main point of contact for the apprenticeship. It will be their job to monitor your progress at work and ensure that your employer is providing relevant activities and support in the workplace to achieve your apprenticeship.

**Tutor** - Your class tutor is responsible for teaching the important skills and industry knowledge that underpins your job role which forms your 'off the job training'. They will guide you through various knowledge modules and qualifications that you will need to successfully achieve your apprenticeship. All BCE tutors are active professionals in the industry and are able to bring years of experience into the teaching of the qualification.

Alongside this they may bring in guest speakers to provide valuable industry insight and advice on what is crucial to your chosen industry and broaden your network of contacts.

**Course Manager** - The course manager is responsible for the overall management of your apprenticeship course, from classrooms, tutors to work coaches and disciplinary procedures.

**Employer Engagement Team** - You should already be well acquainted with the BCE employer engagement team, as they are responsible for sourcing placements and arranging interviews for apprentices, as well as preparing you for interviews and employment. The main role of the team is to match the skills and interests of apprentices with the needs and requirements of employers.

## Student Services

Student welfare is of utmost importance to us and should you feel you need help or guidance please don't hesitate to approach our Student Services team for help. An apprenticeship can be a difficult period for some and we have helped many apprentices through issues affecting their experience. So as a member of our student body, you can access our Student Services team who can help you with the different challenges that you may face. If you are confused about our systems, worried about what to do in a difficult situation at work, or dealing with a difficult personal situation – whatever the situation, we have staff members at hand to provide you with the support you may need

If you need to contact Student Services for any reason please email:

student.services@bigcreative.education  
Student Services Manager: Elaine Smith

## **Policies for learners**

All apprentices are expected to adhere to and follow BCT's learning and behaviour policy. Failure to do so may result in disciplinary action within BCT or with your employer, and even termination of your position on the apprenticeship. Please ensure you are familiar with the rules and expectations that we have for our apprentices.

### **Attendance**

Whilst you are on the apprenticeship it is prerequisite that you attend all of your training sessions (whether online or at the BCE campus) as your employer is paying for you to attend. Good attendance and timekeeping are essential if you wish to gain and keep a job and reflect a positive attitude to work. No employer will keep a member of staff who is unreliable and we will inform your employer if you are late or absent without authorisation.

Persistent absence and poor timekeeping will not be tolerated and will result in you losing your place on the course and work placement.

### **Timekeeping**

Whilst you are in training or work placement we will treat you as though you are employed. Consequently you are expected to attend all training sessions and be on time (whether online or at the BCE campus).

If you are going to be late or unable to attend any session you must contact your tutor and assessor to explain why. If you are unable to attend it is your responsibility to catch up on the work you missed.

### **Illness and authorised absence**

We understand that occasionally people are ill or need to be away for other reasons and require time off from their training course.

Should this happen then you should contact your tutor and assessor with as much notice as possible.

### **Behaviour and attitude**

Whilst you are on your training course you will meet other trainees from a variety of different backgrounds and abilities. You are expected to be respectful of others at all times.

Treat off the job training days (class days) as work days. If attending the college dress appropriately and behave in a professional manner. Disruptive behaviour and unauthorised use of computers or other devices at work or at the BCE campus is inappropriate and is not acceptable. During training sessions at the BCE campus mobiles and other devices will be turned off except for breaks.

### **Plagiarism**

It is considered serious malpractice to plagiarise information and include in your assignments as your own research, work or opinion. You may be disqualified from your course if plagiarism is discovered in your submitted assignments and you will not be able to complete the apprenticeship.

Where you are using externally sourced information and research ensure that you reference the source and include a link to the relevant website. If you are unsure about how to do this or if something you have done constitutes as plagiarism, do not leave it to chance – ask your tutor or assessor for advice. Regardless of intention, plagiarism will always be considered as serious malpractice.

## Disciplinary procedure

Good discipline is essential for effective training and you are expected to act in a reasonable and disciplined manner at all times. Persistent or serious misconduct will lead to disciplinary action being taken. The standard procedure is as follows:

- Your tutor / assessor will discuss the problem with you.
- You will be given one formal verbal warning.
- You will be given a formal written warning.
- You will be suspended from the programme and referred to the Course Manager.

If misconduct still persists, then you may be terminated from the training programme without further notice. In the case of gross misconduct (e.g. acts of violence, weapons, theft, drugs, racism, sexism, harassment, intimidation etc.) trainees will be instantly terminated from the programme without recourse to the above procedure. If you are on a work placement, then the disciplinary procedure of the employer will apply.

## Exit and Aftercare

You will be told the end date of the course during your induction. However should you decide that you wish to leave the course prior to this date for any reason then please let us know so that we can ensure that you are given the correct help and advice as to what options are available to you. If you need any additional assistance either prior to leaving or after you have left then do not hesitate to ask. All students are entitled to a written reference from BCT.

## BCT Policies

BCT takes its learners and staff safety very seriously and operates on strict procedures when it comes to ensuring our students and staff work in a safe environment. Below are the policies that are in operation at BCT training, ensure you are familiar with them. On your first day of class you will receive an induction that will further familiarise you with BCT's policies.

## Health and Safety

We regard your welfare, health and safety as very important. Please ensure that you:

- Read and obey all the notices concerning safety
- Report any hazards or dangers which you see to a member of staff
- Report any defects in facilities or equipment to a member of staff
- Report any accidents which befall you to your course tutor and ensure that they are entered in the accident book which is held by your first aider
- Read your employers health and safety policy
- Comply with all health and safety requirements of your placement provider

Details of your first aider will be given during your health and safety induction.

## Fire

In the event of a fire, leave the building in an orderly fashion by the nearest exit and assemble in designated assembly point. Wait there until a roll call has been taken and you are given further instructions. Under no circumstances must you stop to collect your personal belongings or make any attempt to re-enter the building unless you are given permission to do so.

## Equality and diversity

We are committed to ensuring that we provide equal opportunities for everyone. You will take part in the BCT equal and diversity induction in the first few days of your training. A full copy of our equality and diversity policy will be given during induction and looked at during our equality and diversity sessions.

## Safeguarding & British Values

BCE's safeguarding policy is one which provides clear direction to staff and others about expected behaviour when dealing with safeguarding issues. An effective policy also makes explicit BCT's commitment to the development of good practice and sound procedures. This ensures that safeguarding concerns, referrals and monitoring may be handled sensitively, professionally and in ways which support the needs of the learner. Parents, carer's or other interested parties can obtain a copy of this safeguarding policy on request. It can also be accessed through the Big Creative Website: <http://www.bcepolicies.com/public-documents/>

BCE promotes British Values and creates a space for free and open debate and proactively encourages mutual respect amongst different student communities. Awareness of these values are implemented throughout the course content.

## E-Safety

The internet and mobile technology exposes users to potential risks. You will receive an e-safety awareness session to raise your awareness of these risks and you will need to sign the acceptable user policy for the BCT Campus.

i) Social networking: Social Networking sites, like employers often monitor Facebook, Instagram and Linked In, it is important that you set appropriate privacy measures and ensure your public profile will not jeopardise your job. It is also important to know how to stay safe online and what to do if you feel bullied or someone is being inappropriate towards you. You should not upload any inappropriate images of yourself or friends to any social networks or reveal your identity to anonymous users online.

ii) Cyber bullying: Cyber bullying is when people harass or threaten someone online or via mobile phone and other devices. Please report any instances of cyber bullying or inappropriate contact to the IT staff at the BCT Campus

## Appeals Procedure

If you feel an unfair assessment judgement has been made against you have the right to appeal against the decision. The main reasons for an appeal are likely to be:

- Apprentice does not understand why they are not yet regarded as competent, because of unsatisfactory feedback from the Tutor/ Assessor
- Apprentices believe they are competent and that the Tutor/ Assessor has misjudged them, or has failed to utilise some vital evidence



The process required in order to appeal against the decision awarded would be firstly to take up the appeal internally with BCT by following the complaints procedure steps 1 to 3

If you have taken the appropriate procedure and still have concerns following the outcome of your enquiry about the results awarded, you may appeal against it to the awarding body directly. This must be done in writing to the Quality Assurance Manager of the relevant awarding body.

### Complaints procedure

We hope that you will enjoy your time with us; however, if at any time you have a complaint relating to your training or apprenticeship then you should use the following procedure:

Step 1: Discuss your complaint with your course lead tutor, who in most cases can best respond to your complaint.

Step 2: If you are still not satisfied then you should speak to the apprenticeship course manager at BCT.

Step 3: If your complaint has still not been resolved then you should put your complaint in writing to the managing director of BCT, Alexis Michaelides.

If you are still not satisfied then you may put a complaint in writing or email to SFA complaints team: [complaintsteam@sfa.bis.gov.uk](mailto:complaintsteam@sfa.bis.gov.uk)

Complaints team  
Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

Signatures

And finally...

We hope that you really enjoy your time with us and wish you every success on your chosen course. Please remember that If you have any queries or questions then do not hesitate to ask.

Signatures

I hereby confirm that we have read, understood and agree with the contents of the BCT Apprentice induction Pack.

Apprentice Name:

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Signature:

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Date:

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