



SOUTH WEST COUNCILS

Candidate Handbook

For Accredited Provision

2014

You are about to start a learning programme delivered by South West Councils (SW Councils). This handbook contains information that is designed to help you get the most from your course. It provides you with the background information you need about us as a training provider and outlines the roles and responsibilities of each of the organisations involved in helping you to achieve your qualification.

This handbook should be read in conjunction with the Policies and Statements guide which outlines what you can expect from us. You will also need the programme Outline document, which is specific to your programme of study, as this contains the information you need as you work towards achieving your qualification.

We hope you find this handbook a useful reference tool. If you have any thoughts or suggestions about further guidance that could be included, please let us know.

Yours sincerely

Fay Edwards
Head of Learning & Development
South West Councils

Introduction	<p>You are about to start a learning programme delivered by South West Councils (SW Councils). This handbook contains information that is designed to help you get the most from your course. It provides you with the information and support you need as you work towards achieving your qualification.</p>
History	<p>1916 John Whitley, Deputy Speaker of the House of Commons, chaired a committee to review industrial relations</p> <p>Bodies formed to concentrate on negotiating pay and conditions of employment and to resolve differences and disputes comprised of representatives from employers and from trades unions</p> <p>1919 Local authorities were asked to adopt this system and the first Provincial Councils came into force</p> <p>1966 South West Provincial Council started, comprising of Trades Unions and Provincial Employers</p> <p>1974 Training unit was integrated with the Provincial Employers' Employment Service function</p> <p>1984 Dennett House premises purchased by SWPC</p> <p>2001 South West Regional Assembly formed, incorporating South West Provincial Employers and South West Local Government Association into a regional secretariat</p> <p>2008 South West Provincial Employers renamed South West Employers</p> <p>2009 South West Regional Assembly renamed South West Secretariat</p> <p>2010 South West Secretariat renamed South West Councils</p>
Activities	<p>SW Councils has been providing development and training opportunities to the public sector for over 30 years, making it the well-established training organisation it is today. During this time, SW Councils has attracted a growing national market and developed specialist areas of training for public sector functions. We offer a wide range of services to support individuals and organisations improve performance and meet the rapidly changing demands placed on those providing public services.</p> <p>Activities we are involved in include:</p> <ul style="list-style-type: none"> ⊗ Design and delivery of competence-based qualification programmes for specialist occupational areas ⊗ Delivery of accredited development programmes ⊗ Instructional design of distance and online learning material ⊗ Support of Councillor development through managing the South West Charter for Member Development ⊗ Design of quality, cost-effective learning and development services that

deliver value for money

- ⊗ Analysis and evaluation of training needs, solutions and outcomes
- ⊗ Continuing Professional Development advice and programmes
- ⊗ Advice about learning materials and resources
- ⊗ Support for regional networks to share best practice for key roles and specialisms
- ⊗ Creation of a South West Coaching Pool
- ⊗ Provision of bespoke services to meet organisational specialist needs

Our primary areas of provision fall into the following categories:



Member Development Services

- Charter for Member Development
- Qualifications and Accredited Provision
- Member Development Events



Officer Development Services

- Coaching Pool
- Networks
- L&D Consultancy
- Qualifications and Accredited Provision
- Officer Development Events



Conferences and Workshops

- A range of topical conferences and workshops to meet the challenges of emerging themes from national government across the public sector
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Overview

We aim to provide solutions that meet current needs and work in partnership to ensure that everything we do is relevant and reflects current thinking.

Our range of events is extensive – from specialised technical training to broad-based generic skills. Our courses vary from half-day sessions and bite-sized programmes, to nationally recognised qualification programmes and accredited provision. We have various categories of courses and many of these can be delivered in-house and tailored to meet specific needs:

In 2010-11, we delivered to 39 out of the 41 South West Local Authorities (95%) and 50 out of the 364 national Local Authorities (13%). In addition to this, we delivered training to 12 Associate Member organisations, 15 government related organisations including DEFRA, Environment Agency, the NHS, Local Government Employers, Government Office SW. We also delivered to 22 non public sector organisations.

Accreditation	We are accredited by a number of Awarding Bodies including:
	<p>Edexcel Advanced Award in the Management of Traveller & Gypsy Sites</p> <p>ILM Level 5 Certificate in Mentoring and Coaching in Management Level 5 Certificate in Leadership & Management Level 3 Certificate in Leadership & Management Level 3 Award in Mentoring Introduction to Community Leadership Award Community Leadership Practitioner Award Advanced Community Leadership Award Action Learning Facilitator Mediation HR Practitioners</p> <p>CIEH Award in Training Skills and Practice</p> <p>Wamitab Waste Management qualifications</p>
Goals	<p>Inherent in all our activities we seek to:</p> <ul style="list-style-type: none"> ⊗ Improve the skills, knowledge and understanding of individuals, enabling them to demonstrate improved performance and competence in the workplace ⊗ Identify and respond to the changing demands placed on public services in the South West, by effectively supporting and meeting the needs of our Members and Local Authorities ⊗ Meet the needs and exceed the expectations of our customers by continually improving the quality of all the services we offer ⊗ Support our customers by promoting and delivering affordable, good value learning and development solutions, whilst ensuring that our organisation remains viable and committed to developing innovative learning opportunities.
Policies	A range of policies and statements that outline our approach to teaching, learning and assessment are available to download.
Contacts	<p> South West Councils, Dennett House, 11 Middle Street, Taunton, Somerset, TA1 1SH</p> <p> 01823 270101</p> <p> training@swcouncils.gov.uk</p> <p> www.swcouncils.gov.uk</p> <p>  </p> 

Roles & Responsibilities:

South West Councils (The Approved Centre)

As the approved centre, SW Councils is responsible for the course design and quality assurance of all aspects of delivery and assessment. To achieve this we regularly review our provision and to maintain our accreditation, we are expected to appoint an Internal Quality Assurer (IQA). The IQA is responsible for maintaining the quality of assessment by checking the assessment decisions made by the Assessors to ensure the same standard of assessment criteria is being applied to all candidates. As a quality Approved Centre, we seek to ensure that:

- ⊗ You are provided with quality teaching delivered by suitably qualified and experienced staff
- ⊗ You receive clear information about your course to help you decide if it is the right course for you
- ⊗ You are provided with appropriate course materials
- ⊗ The accommodation provides a safe, accessible and satisfactory learning environment
- ⊗ You receive appropriate information and advice about other learning opportunities you may wish to progress onto
- ⊗ You have the opportunity to tell us your views about your learning experience
- ⊗ You are provided with any help you may require
- ⊗ You are treated with respect, dignity and equity by staff and fellow learners
- ⊗ Your course enrolment is handled fairly and efficiently
- ⊗ You are advised on learning resources and independent activities to support your studies
- ⊗ You are provided with details of work-based experience you must arrange to support the classroom activities
- ⊗ Classes start and end on time and where practicable, we will notify you of any unavoidable changes
- ⊗ You are provided with access to an appropriate complaints procedure
- ⊗ We are responsive to any concerns you tell us about
- ⊗ We continually improve our service to you
- ⊗ You are provided with appropriate assessment opportunities
- ⊗ Internal verification and external verification activities are undertaken and certificates for successful candidates are applied for

To achieve this, we will:

- ⊗ Observe classes to:
 - a) Help assess the standard of teaching and learning
 - b) Ensure accommodation is suitable
 - c) Check the quality of course materials
 - d) Ensure individual learning needs are being met
 - e) Ensure that you receive feedback on the progress you are

making

- ⊗ Monitor ongoing CPD activities undertaken by tutors to ensure their technical and teaching skills are up-to-date
- ⊗ Arrange class visits to ensure venues and activities are safe and accessible and to talk to you to obtain your views
- ⊗ Organise events for tutors to aid their professional development
- ⊗ Monitor and record candidate progress and achievements

Roles & Responsibilities:

You (The Candidate)

It is your responsibility to fully engage in the learning process and to submit assignments in line with the submission dates. Undertaking a course of study on top of domestic and employment commitments can be difficult. There will be numerous demands on your time, from work, family, friends; fitting in extra time for study, research and assignments will be difficult but is necessary if you are to succeed and maximise the investment made by your employer. Planning your time and activities will ensure you make the most of the time available to you so that you can complete within the agreed dates.

To help your learning you should:

- ⊗ Treat all fellow learners, tutors and venue staff with respect and dignity
- ⊗ Inform us if you have a disability, health or learning problem that might affect your progress
- ⊗ Attend regularly and punctually
- ⊗ Let us know if you will be absent for any reason
- ⊗ Follow any health and safety procedures or instructions
- ⊗ Bring any equipment or materials as advised
- ⊗ Be committed to undertake this course of study
- ⊗ Inform us of any changes in your circumstances
- ⊗ Complete set work as and when required
- ⊗ Undertake independent study on a regular basis outside of the classroom sessions
- ⊗ Keep in touch with your Assessor regarding your progress
- ⊗ Inform us if you intend to withdraw from the course

Roles & Responsibilities:

Your Employer (The Sponsor)

As a sponsor, your employer has invested both financially and in terms of time for you to undertake this development programme.

They can help you by:

- ⊗ Provide ongoing support and encouragement in your learning programme
- ⊗ Regularly reviewing and discussing your progress with you
- ⊗ Arranging for you to have access to work-based activities that are outside of your normal daily activities

Roles & Responsibilities:

The Awarding Organisation (ILM, Edexcel, CIEH, WAMITAB)

The awarding organisation (AO), is responsible for the monitoring of all aspects of assessment for qualifications and Endorsed programmes. The AO will appoint an External Verifier (EV) who visits us annually. The EV is appointed to ensure that all assessments are fair, valid and consistent and that SW Councils meets the required national standard. The EV will discuss our processes and practices at the annual visit and will sample candidate work to ensure the assessment decisions are consistent. We are currently rated a Grade A centre. The role of the Awarding Organisation is to:

- ⊗ Approve training providers to deliver the qualifications/Endorsed programmes
- ⊗ Ensure the quality and consistency of assessment for qualifications nationally
- ⊗ Produce guidance for training Providers and candidates
- ⊗ Appoint, support and deliver External Verifiers and monitor their work
- ⊗ Ensure information from training Providers impacts upon national decisions regarding qualification development

Roles & Responsibilities

Trainer/Assessor

The concept that learning and development takes place solely within the confines of a classroom is outdated. No longer is the tutor's role to tell the learner exactly what they should study. Tutors will present information in a variety of ways using formal presentation, group work, research and independent exercises developing a learner-centred environment. Your Assessor is responsible for making decisions about whether your evidence meets the assessment criteria. Your Assessor will be someone who is occupationally competent. Their primary role is to make accurate decisions about the evidence you submit. The Tutor/Assessor's role includes:

- ⊗ Preparation of appropriate resources
- ⊗ Logistical and physical arrangements of the classroom to support instruction
- ⊗ Effective use of a variety of teaching methods and resources
- ⊗ Managing the timetable appropriately
- ⊗ Managing group interactions and participation to maximise learning
- ⊗ Management of individual and group dynamics to ensure a successful, supportive learning environment
- ⊗ Ensure effective skills transfer
- ⊗ Use analogies, illustrations and anecdotes effectively to support

- concepts, theories and principles
- ⊗ Creation of appropriate learning activities
- ⊗ Demonstration of content expertise
- ⊗ Motivation of learners to progress and successfully achieve the identified outcome
- ⊗ Ensuring authenticity of your submitted work
- ⊗ Making objective assessment decisions and providing constructive feedback to you
- ⊗ Ensuring fair assessment and equality of opportunity for you within the assessment process
- ⊗ Maintaining assessor records of your progress and achievement
- ⊗ Reviewing and recording progress and achievements with you
- ⊗ Meeting regularly with other assessors, internal verifiers and the Programme Manager
- ⊗ Providing written feedback on assessment decisions
- ⊗ Identifying areas for improvement and suggesting action that can be taken to address these
- ⊗ Providing quality tuition, guidance and support

