

Important Information whilst on your course



1. **How to report dangers or accidents or safeguarding concerns:** This will be covered before the practical days of your course and in detail during the legal module of the course itself however, if you do need to report any dangers, accidents or safeguarding concerns full details can be found in our Health & Safety Policy and Safeguarding Policy. Your initial point of contact to report anything will be to your course tutor and we will ensure that a record is made at the centre to document the details according to their site specific procedures.

2. **Learner voice - opportunities to provide feedback on your activity.** During your course there will be ample opportunity for you to provide feedback on each of the tasks and modules that we cover as we work through your course, we will also have the opportunity for you to feedback during your 1:1 learner progress review (Learner Progress Review Policy available on website).

Procedure if you cannot attend a session & catch up on any missed activity. Should you be unable to attend any sessions/appointments at all please contact your course tutor. (Contact details below). In some instances catch up sessions can be arranged, this will be assessed on a case by case basis and will be detailed in our reasonable adjustments policy in detail. You must attend 100% of classroom, online classroom sessions and practical pool sessions as well as submit all homework and coursework on time for marking to complete your course successfully. Please note that any sessions missed on an NPLQ or NRASTC will result in failure of the course as this is a 100% attendance course and sessions cannot be rearranged due to the timespan of the course.

3. **Opportunities for learner support for learning difficulties, disabilities or other additional needs.** Further details of this can be found in our special considerations and reasonable adjustments policy which will be handled on a case by case basis depending on the learner's needs. Any learner has the opportunity to request special considerations or reasonable adjustments at the time of enrolment and induction.

4. **Who to contact to discuss any concerns or aspects of the programme (if the learner does not want to speak to the tutor).** Should this happen at all you will be able to contact info@tritontraining.co.uk who is another Tutor at Triton Training in the first instance detailing your concerns which will be submitted for review according to Triton training's complaints policy. Following this you can contact the Awarding body for your qualification. Please note that this will usually only be necessary in extreme situations and the complaints policy and whistleblowing policies should be consulted first to ensure that you follow the correct procedure.

5. **Assessment, accreditation, or examinations associated with the course.** A brief description of this specific to your course can be found in your course overview and will be covered in the introduction to your course on day one.

6. **An outline of what you could progress to when you complete the course:** This will form part of your course and your Learner Progress review but if you have any specific questions please do not hesitate to ask.

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