JGA
Developing Futures

Learner Handbook

Apprenticeships

SEPTEMBER 2025

THE QUEEN'S AWARDS FOR ENTERPRISE: PROMOTING OPPORTUNITY 2021

Ofsted Outstanding Provider

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Welcome!

Your apprenticeship is an opportunity to develop the knowledge, skills and behaviours needed to be great at your job. Many apprentices, even those who already have degrees find our courses both professionally and personally life-changing, we hope you are amongst them.

Please work with us and your line manager to make the apprenticeship a strong experience for you. Be open about your strengths and your challenges, even if they do not directly relate to work we will try to help. You are not being judged by us – once you have started the course our aim is to help you to get through it and to successfully complete the final assessment.

We know our processes work – each year more than 60% of our apprentices gain Distinction grades.

"I love that when I'm in JGA seminars, I'm often able to relate what I'm learning to what I've already done at work and vice versa. I already feel like I've learnt so much not only in relation to PR and communications, but also the corporate world and working within such a large organisation."

Janet Oyedemi, former Level 4 PR & Communications apprentice, Walt Disney Company

Judged in 2025 to have "Outstanding" quality by Ofsted, family-owned JGA Group is a well-established and fast-growing apprenticeship, training, and career management organisation. We have more than 400 apprentices on our programmes and achievement and satisfaction well above industry norms.

We provide high quality apprenticeships in mainly niche specialisms, using small group seminars, roundtables, 1-2-1 coaching, projects and pastoral care to provide great experiences. Programmes are practitioner-led, there are no dusty academics here!

Our record of award wins continues. We have most recently been named West London Business Education & Training Provider of the Year 2025, the fourth time we have won. In the same awards, JGA apprentice Nirosha Dissanayake beat off tough competition to be named Apprentice of the Year.

Comprehensive information about the course is on the Learner Zone.

To find out previous apprentice's experiences check out the case studies.

This handbook will help guide you through your apprenticeship journey.

What is an apprenticeship?

An apprenticeship is a programme of high-quality training based around a 'standard' which has been defined by major employers as the knowledge, skills and behaviours necessary to competently perform a job role.

There is a wide range of Standards from GCSE equivalent to postgraduate degree level and there is a standard for almost every conceivable type of job role.

The apprenticeship is a stretching qualification which will equip you with both the theory and practice of your job role. If you do not already have English and maths at GCSE grades A-C/4-9 then JGA will support you to achieve the equivalent "Functional Skills", which are specifically designed for workplace learning. If you are aged 16-18 at the start of the apprenticeship, this will be mandatory, but it's also optionally available for those aged 19 and over.

Do not consider your apprenticeship an easy option, it is perhaps the most challenging way to gain a great education; you will receive great support but will need to balance the pressures of work and home with learning. Undertaking an apprenticeship needs to be taken seriously and involves a strong commitment to your career development.

Assessment of your learning takes place at the end of the apprenticeship. Most programmes enable you to achieve a Pass, Merit or Distinction grade, the team will explain what you need to do to achieve the higher grades.

On successfully completing the apprenticeship you will feel a great sense of achievement.

We aim to provide you with a high quality and safe learning environment and to equip you with the skills to enable you to progress in work, education and life.

Who will be involved in your apprenticeship?

Your Employer: this is the person in your workplace who will supervise and support you throughout your apprenticeship. It may be your manager or supervisor, or you may be assigned a separate mentor who will take on the support role on behalf of your employer. They will be familiar with the role and industry sector and be able to assist with your training and give you guidance to help you achieve your apprenticeship.

Your Training Provider (JGA): the training provider has a key role to play in providing off-the-job training, assessing progress towards achieving any qualifications and supporting you generally during your apprenticeship. It works very closely with your employer to ensure that you receive:

- an induction programme when you start
- a detailed training plan
- regular progress reviews
- mentoring and general support throughout the apprenticeship.

Assessment Organisation: an independent organisation will be selected to undertake the assessment of your apprenticeship. To give you the best chance of passing, assessment will not take place until after you, your employer and JGA all agree that you are ready (this is known as passing "Gateway to Completion").

The assessment organisation will provide a grade (usually pass, merit, distinction or fail), give you detailed feedback and arrange your certificate.

A detailed list of responsibilities appears in Schedule A.

Course information and programme specification

The three most important documents for each apprenticeship programme are:

- The Occupational Standard – a summary of the knowledge, behaviours and skills you will be expected to display by the end of the programme
- The Assessment Plan, which outlines how you will be assessed for your apprenticeship

and

- The Scheme of Work – JGA's programme of activities necessary for you, your employer and JGA, so that you achieve the standard.

To view the Standard and Assessment Plan for your apprenticeship go to https://skillsengland.education.gov.uk/apprenticeships/ and search for the name of the job role (for example Policy Officer or Public Relations & Communications Assistant).

Please ask your tutor/coach if you would like to see the full scheme of work, you are welcome to view it, but we ask you not to circulate it more widely.

Typically, a JGA apprenticeship takes 15-24 months to complete. The timing is dependent upon the requirements in the assessment plan and the speed of your progress, so if you put sufficient work in then you can complete faster. However, you must complete the minimum off-the-job hours for your standard.

What does a JGA apprenticeship look like?

Stage 1 | The beginning

It is very important that we understand both you and your employer at the beginning of the programme. For JGA to understand how best you learn, you will undertake several assessments:

- Initial assessment and diagnostics – these are online and they measure your strengths and areas for development in English and maths; for example, they may tell us that your punctuation is great but we need to take opportunities to help you develop your skills with percentages.

- Skills Scan – this is an opportunity to assess how you believe you compare with the knowledge, skills and behaviours set out in the standard for your apprenticeship; it is completed separately by you and your manager/mentor.

- Learning Support Analysis - a neurodiversity-focused screening to help identify whether you might benefit from additional learning support during your apprenticeship.

It is particularly important that you complete these assessments when asked; nobody enjoys the process of chasing to get them completed and it really will help us to help you achieve your very best potential.

You will also spend time with a professional information, advice and guidance consultant to discuss your longer-term career plans and ensure this is the right programme for you.

A OneFile e-portfolio account will be opened for you. This is the single most important online tool for the apprenticeship. You can use it to interact with your coach, record assignment briefs, to upload your evidence, record off-the-job learning and report on your progress.

Your line manager will also have access to OneFile to track your progress and sign progress reviews.

Training materials and FAQs for OneFile are available in your Learner Zone at https://www.jga-group.com/apprentice-zone/support/onefile/.
You can also raise a support ticket for any problems with the system.

Stage 2 | Learning and development

With one or two exceptions, JGA's apprenticeships follow a consistent model:

- A small group full day (or two half day) seminars for each module
- Regular coaching sessions with a sector expert. Your work mentor/line manager will be invited to the first part of this
- A formal quarterly progress review with your learner progress advisor or skills coach, which will also include your employer
- Access to resources
- You assemble a portfolio of evidence that demonstrates you meet the knowledge, skills and behaviours of the apprenticeship
- Maths/English training for those without exemptions (see below)

You will dedicate around 20% of your working hours to your learning and development. This is known as "off-the-job" training and normally equates to approximately one day a week. Examples of eligible off-the-job activities include attending conferences, shadowing colleagues, learning/visiting other teams/locations as well as work that we set. Essentially, this is any new learning that occurs within your working hours that relates to the apprenticeship standard which you are studying. The minimum amount of time spent is determined by the standard.

It is very important to record these activities on OneFile, as the apprenticeship is not valid without sufficient off-the-job training evidence.

Your OneFile account will show the planned off-the-job hours needed to complete the apprenticeship and your progress against this.

There is further information about off-the-job training and how to log it in OneFile on the learner zone.

Functional Skills

If you are aged 16-18 at the start of your apprenticeship and do not have GCSE grades A-C/4-9 in English and maths, JGA will provide you with teaching to achieve an equivalent Functional Skills qualification. This is mandated by the government.

Those aged 19 or over who do not already have a level 2 qualification in English and/or maths have the option to study for one, as long as their employer agrees.

The Functional Skills course runs for 12 weeks. Sessions are 1 ½ hours long and delivered weekly online with a specialist tutor. You will be set work to do each week and will be given access to a dedicated tool to support your learning with user-friendly assessments and resources.

More information can be found at https://www.jga-group.com/apprentice-zone/functional-skills/.

Stage 3 | Gateway to Completion

The term Gateway to Completion is used to describe the point in the apprenticeship Standard where both your employer and learning provider (JGA) confirm that you are ready to attempt the final assessment. At this stage, you will need to have completed and achieved all elements set out in the Standard; this includes English, maths and any mandatory qualifications.

By the time you get to Gateway you will be able to:

1. Apply taught theories to practical real-life work situations.
2. Apply a range of skills, knowledge, behaviours and personal attributes necessary for successful performance in real life situations.
3. Meet the needs of the business, allowing for career progression "Life after Apprenticeship" and professional recognition.
4. Demonstrate the skills and behaviours learnt throughout the course into the workplace, gaining confidence and professionalism throughout the journey.
5. Provide functional skills certificates for level 2 English/maths where required.
6. Give yourself, your employer and JGA confidence that you will successfully pass the final assessment.

Stage 4 | Apprenticeship Assessment (formerly End Point Assessment or EPA)

The Apprenticeship Assessment is overseen by an independent organisation. Currently, this takes place at the end of the apprenticeship and lasts three or four months. It typically involves at least two of the following assessment methods:

- Project Report with Presentation and Question and Answer session
- Professional Discussion
- Multi-choice questions
- Observation of a practical task
- Showcase (portfolio of evidence and/or presentation)
- Panel Interview
- Written test

Help!

JGA aims to provide an inclusive learning environment where learning, achievement and progression are accessible to everyone.

We have access to government funding to help those who need a little extra support whether it be physical challenges, an element of neurodiversity (such as dyslexia) or other barriers, even in some cases, help with childcare costs.

There is nothing more important than keeping you safe

We work to protect you if you are at risk from abuse, neglect, significant harm or radicalisation. We recognise and accept responsibility to develop awareness of the risks and issues involved in safeguarding.

We introduce these concepts as part of your apprenticeship, so you can better understand your rights, responsibilities and how to identify issues for yourself, your friends and your loved ones.

Local risks

Visit https://www.police.uk/pu/your-area/ to identify current risks in the areas you live and work in (e.g. knife crime, drug dealing). It is worth regularly checking in to see if anything changes.

Recognising concerns – radicalisation (Prevent duty)

Prevent is about safeguarding people and communities from the threat of terrorism. Prevent is 1 of the 4 elements of CONTEST, the Government's counter-terrorism strategy. It aims to stop people from becoming terrorists or supporting terrorism.

People can be drawn into violence, or they can be exposed to the messages of extremist groups by many means. These can include family members or friends, direct contact with members groups and organisations or, increasingly, through the internet. This can put a person at risk of being drawn into criminal activity and has the potential to cause significant harm.

Potential diagnostic indicators identified include:

- Use of inappropriate language
- Possession of violent extremist literature
- Behavioural changes
- The expression of extremist views
- Advocating violent actions and means

- Association with known extremists
- Seeking to recruit others to an ideology

The risk of radicalisation is the product of a number of factors and identifying this risk requires that staff exercise their professional judgement, seeking further advice as necessary.

If you are concerned about any of these or other things of a similar nature, please speak with your coach or learner progress advisor. If you prefer, call 020 8426 2666 and ask to speak to Paula Wakelin or email safeguarding@jga-group.co.uk.

You can read our safeguarding policy, which contains our Prevent statement, at https://www.jga-group.com/about-us/policies/.

Find out more at: https://www.jga-group.com/apprentice-zone/support/safeguarding-prevent/

Safeguarding learning module

JGA is strongly committed to practices that protect children, young people and adults from the risk of abuse, neglect or significant harm. Staff recognise and accept their responsibility to develop an awareness of the risks and issues involved with Safeguarding.

At the beginning of your apprenticeship, you will be asked to complete a JGA Safeguarding learning aim. This will introduce you to key topics within safeguarding, radicalisation and extremism, and British values. This shows as a separate learning aim on OneFile and an assessment plan will be assigned to you with full instructions.

Further information and a video guide can be found on the learner zone at https://www.jga-group.com/apprentice-zone/support/onefile/.

Confidentiality

All information about you and your personal life is treated in confidence. If exceptional circumstances give us reason to believe that you will cause harm to yourself or others, then it is possible we may need to share information with someone else.

Religious observance

The JGA Group is dedicated to embracing diversity and tolerance. All faiths are treated equally, as stated in our Equal Opportunities and Diversity Policy.

If a quiet space is required for prayer, religious observance or contemplation, please speak to a member of staff for arrangements to be made.

Academic and financial support

Do you find study difficult? Or maybe there are new issues such as a change in family circumstances, a lack of motivation or childcare duties which are impacting your apprenticeship? Maybe you have changed jobs.

JGA may be able to help with:

- Paying for childcare arrangements
- Work clothing
- Benefits or financial support
- Difficulties with your course and workload
- Personal and relationship difficulties
- Health, diet, smoking cessation and sexual health
- Support is offered to all apprentices who get into trouble and reach the disciplinary process.

Perhaps you've always worried that you might be impacted by mental health conditions, or you really struggle with maths or find spelling very difficult. Historically you may have thought that admitting your concerns would do you no favours in work or education.

In recent years attitudes towards these barriers to learning have massively changed and there is government money put aside to help with many of these challenges. JGA works with professionals to assess issues and give you help and tips about how best to cope whether the issue is practical or health/ mental health oriented.

Does talking to a professional help? Jubril Enyoisi, former university undergraduate and level 4 apprentice tells us:

"It was amazing, working with a professional made me to understand so many problems which I had thought were just the way things were. Professional support has changed me and made me both a better professional and a more balanced person."

In the first instance tell your coach or learner progress advisor about your challenges.

Equal opportunities

We have a written Equality, Diversity & Inclusion Policy. The following information is a summary of this policy:

The JGA Group is committed to creating a culture that supports equality and diversity. We aim to be truly representative of all sections of society and ensure that each employee and learner feels respected. This is very important to us and for you.

JGA aims to encourage and help employees and apprentices to develop their full potential and do their very best. Education, employment, training and progression opportunities are equally available to all. We will not allow discrimination and unfair treatment against anyone because of any individual characteristics, including age, disability, gender, religion, race or sexual orientation.

We aim to foster a positive environment that promotes dignity and respect. No form of bullying and harassment will be tolerated. Help us continue to make everyone, both staff and learners, continue to feel valued and recognised.

If you feel you are not being treated fairly, with respect, or if you think that discrimination is taking place, please let your tutor or coach know, email safeguarding@jga-group.co.uk or call 020 8426 2666 and ask to speak to Paula Wakelin.

Our policies are available at https://www.jga-group.com/about-us/policies/.

Code of conduct

This code of conduct applies to you and all learners on JGA's programmes.

Breaking this code of conduct may result in withdrawal from the apprenticeship.

You are expected to:

- Help to maintain a pleasant environment for everyone
- Show respect for others and uphold the Equality and Diversity Policy
- Be polite and behave in a way which will not cause offence to others
- Be punctual
- Respect property and possessions
- When in a remote session keep your camera on unless you have specific permission
- Dress appropriately for undertaking related activities, no hats or hoods unless in an environment where they are professionally necessary
- Follow JGA's policy on the use of information technology
- Wear and display an ID card when visiting JGA premises, and never lend an ID to anyone else
- Not smoke on any premises used for learning
- Follow health & safety and evacuation procedures
- Observe JGA's rules around plagiarism and use of AI in assessments
- Uphold the good reputation of The JGA Group

JGA will not tolerate:

- Vandalism, spitting and dropping litter

- Bullying, harassment, threatening or abusive behaviour (verbal, physical or via electronic means such as text messaging, e-mails or online)
- The use of swearing and offensive language
- Fighting, loud or aggressive behaviour
- Any form of criminal activity
- Attempts to convert individuals to religious faiths or political causes
- Use of our premises to promote a political or religious cause
- Use, possession and/or being under the influence of illegal substances
- Possession of knives or other weapons
- Possession and/or misuse of alcohol
- Use of mobile telephones, personal music systems or other electronic equipment in class, unless approved by the teacher
- Eating or drinking in non-designated areas when visiting JGA premises
- Unauthorised use of hardware, software, student email or data belonging to or used by JGA
- Action which is likely to promote or increase disruption to students, staff or property
- Any activity which is likely to bring JGA's name into disrepute.

Our policies are available at https://www.jga-group.com/about-us/policies/.

More information on the use of AI can be found at https://www.jga-group.com/apprentice-zone/support/artificial-intelligence/.

Academic code

Learning resources

Most of the learning resources you will be using will be provided by your tutor or coach or will be online on OneFile or elsewhere. If you need help to access any resources, hardcopy or electronic, please ask your coach.

There are also laptops available to borrow on request, although we may ask for a refundable deposit.

Study Skills Sessions: research and study skills help is always available at JGA. Ask for assistance whenever necessary if you feel that you need support to become better at studying.

How to write assignments

Writing an assignment gives you the chance to research a project in depth and helps you to focus your thinking on a specific topic.

The Plan: An assignment plan is essential for good writing. The type of plan and the amount of detail you include is your own choice.

The plan is important because:

- your ideas and resources are collated and displayed before you
- your plan gives an outline and shape to your writing
- you can decide on a line of argument in the plan
- your plan can prevent errors, repetition and unnecessary rambling
- using a plan allows you to write your essay faster
- with a plan, you can concentrate on expressing ideas and writing with confidence, before committing yourself to the final details.

If your programme requires you to submit written assessments, the following are the norms with respect to assignment briefs, format and presentation, plagiarism, late submission and grading. You will also find processes for appeal and complaint.

Assignment briefs

Assignment briefs will inform you of the characteristics your tutor/coaches are looking for and give you advice on how to achieve these. This guidance depends on the unit and task – so could be different for each assignment.

Assignment briefs provide you with a deadline by which your assignments must be submitted. Failure to meet this deadline will affect your grades and possibly your completion of the apprenticeship.

Your tutor/coaches will give you further information on completing assignments during timetabled sessions and provide you with resources that will help you to do this.

To help you achieve the highest grade you can, your tutor/coaches will give you feedback on draft assignments before the deadline. They will tell you when to bring in your draft assignments for feedback to save time in the future and avoid having to re-submit; this helps learners submit their best work first time around.

The feedback on drafts will include comments on meeting assessment criteria and will give an outline of the grade you have provisionally achieved.

Format and presentation

All work submitted should be presented in a professional way and meet the minimum requirements below.

- 11pt font size

- With headers and footers featuring your name, unit and assignment details, and page numbers
- With appropriate headings and reference to specific assignment numbers/sections
- With a reference list and bibliography

Referencing: we encourage learners to use Harvard referencing for all sourced information. See https://www.jga-group.com/apprentice-zone/helpful-tips/#referencing for help on this.

Short quotes: When quoting sixty words or less, run the quotation on in your text, enclosing the quotation in single inverted commas:

> In his work, Culture, Raymond Williams identifies culture as 'an emphasis on the informing spirit of a whole way of life, which is manifest over the whole range of social activities'. (Williams, 2004)

Long quotes: If you are quoting more than sixty words, break off your text with a colon, indent the entire quotation, and use double line spacing. Do not use inverted commas:

Raymond Williams says:

> Cultural sociology, then, is concerned with the social processes of all cultural production, which can be designated as ideologies. This defines a field, but the work now being done, from so many starting points, is still a convergence of interests and methods, and there are still crucial theoretical differences at every stage. Another effect of the variety of starting points, in history, philosophy, literary studies, linguistics, aesthetics and social theory, as well as in sociology itself, is that there is always a problem of overlap with other distinct and still necessary disciplines. (Williams, 2004)

Omissions: when you want to leave out part of a quotation, use three spaced full stops '…'

Accuracy: be careful when quoting from a book, poem or periodical article. Make sure you copy the exact wording, spelling and punctuation of the original.

Non-quotes/paraphrasing: when referring to something that someone has said but it is not a direct quotation, put the source (i.e. author/internet source and date) in brackets after the reference.

Example:

> Burka (1993) discussed Multi-user dimensions emphasising…

Or

Multi-user Dimensions can be seen as … (Burka, 1993 Page…).

The full reference can be given in the Reference list.

Small SEO tool

All written work that you submit must first have been uploaded to www.smallseotools.com/plagiarism-checker/ - a tool that will check student submissions for academic malpractice.

Work uploaded to Small SEO Tools will produce an 'originality report'. This report will highlight occurrences of other people's work that have been used or quoted in your assignments. This will give you an overall 'originality' percentage. Plagiarism will also be tested internally by our tutors.

Plagiarism is taken very seriously, therefore when writing assignments, it is good academic practice to correctly use referenced sources to support your ideas. Referencing is expected and necessary at this level of study.

An originality report should show that you have correctly referenced all of the sources.

Any assignments submitted for marking that contain incorrect referencing or suspected cheating will be dealt with under the JGA Academic Malpractice Policy.

Authentication

When you submit completed assignments, you must sign it via OneFile to confirm it is your own work and you have followed the rules set by the qualification and your tutor/coaches.

If you sign work that is not your own, then you have committed academic malpractice, which JGA treats very seriously.

Late submission

If you know that you will not be able to meet the submission date you must speak to your tutor/coaches at least 3 working days before the deadline.

Only the Managing Director, Director of Quality & Performance and Head of Delivery can give extensions to deadlines. However, these will only be granted on an individual basis depending on specific circumstances.

If you are unable to meet a deadline due to accident, illness or severe emotional or mental stress you should complete an extenuating circumstances application form, stating the reason for the request.

If you submit an assessment after the deadline without an agreed extension or an accepted extenuating circumstances claim, it will be given the following limitations:

- Late work does not have to be marked and returned within three weeks and may not be marked until the next planned assessment window.
- Feedback on late work may also be reduced.
- Re-submission is not allowed and there is no opportunity to improve the work based on feedback.

Grading

After you have handed in your assignment, it will be marked and returned to you. Marking will indicate which assessment criteria you have met. You will also be told which grade characteristics you have demonstrated. For standards, tutors will not be able to give you a mark as this will be determined at EPA, however they can grade against criteria and give you guidance.

When you have completed all the assessments for a module and you have received feedback, this will give the guidance needed to receive the grade you want at EPA, which will be either a Pass, Merit or Distinction depending on the Standard.

Refer – this means that you have not met all of the assessment criteria in your assignments for the unit and have not met the pass criteria. In this case, a plan will be put in place to help support you to achieve the best grade possible. We encourage all our learners to achieve the best grade possible and will support you through your journey we call going for higher grades “stretch & challenge.”

Cheating

Malpractice comprises those acts which undermine the integrity and validity of assessment, the completion of qualifications and certification.

JGA will not tolerate actions or attempts of malpractice by learners, training centre staff and awarding organisations in connection with Apprenticeships.

JGA has an Academic Malpractice Policy which deals with cheating. This is summarised below. Examples of cheating include:

- Plagiarism – directly copying or paraphrasing the work of others and presenting it as your own.
- Getting someone to produce all or part of your work
- Working together with other students to produce work and submitting it as your own
- Copying another student's work with or without permission
- Knowingly allowing a student to copy your work
- Resubmitting previously graded work
- Using banned notes or books for work or tests
- Presenting work downloaded from the internet/online sources as your own
- Fabrication of results (including experiments, research, interviews, observations)
- Destruction of another student's work on purpose
- Giving your work to another student to copy

When you sign work for submission, you're confirming that it has been completed according to the rules set. If you're unsure about the rules of the qualification, ask your tutor/coach. Anyone caught cheating will face penalties.

If you have cheated in an assignment there is no opportunity for re-submission.

JGA's assessment and management team are vigilant regarding assessment malpractice and will deal with it in an open and fair manner. Centre staff will respond effectively to requests for an investigation into an incident or a suspected incident of malpractice.

The Head of Delivery or a nominee is expected to supervise investigations resulting from allegations. They will inform learners and staff suspected of malpractice of their responsibilities and rights.

Awarding and End Point Assessment Organisations reserve the right, in cases of suspected malpractice, to withhold the issuing of results/certificates. Depending on the outcome of the investigation results/ certificates may be released or withheld.

Potential penalties include disqualification and potentially your withdrawal from the programme.

Disciplinary procedure

If an apprentice does not comply with the rules and regulations set out in this handbook or elsewhere, disciplinary action will take place with the following procedure:

Stage 1 – First Written Warning: Academic Lead/Head of Delivery, Tutor/Coach

An improvement plan and deadlines are set and if the targets are not met by these deadlines, the student will be moved to:

Stage 2 – Second Written Warning: Head of Delivery/Director of Quality & Performance, Head of Curriculum, Tutor/Coach

If the targets agreed at stage 2 are not met then:

Stage 3 – Formal Disciplinary Hearing: Director of Quality & Performance

Prior to the disciplinary hearing the Head of Delivery will provide support and ensure you:

- Are given written notice of the hearing date and time
- Are informed of the date at least five working days in advance
- Are notified of his/her right to bring a parent or other appropriate adult
- Are informed of his/her right to call witnesses
- Have a copy of all documents which the panel intends to consider

For Stage 3 disciplinary hearings and appeals, students under the age of 19 are expected to be accompanied by their parent(s) or appropriate adult (e.g. carer or guardian). This stage may result in permanent exclusion of the learner at which point they may go to:

Stage 4 – Appeal: Managing Director.

If the student fails to attend a disciplinary hearing or an appeal hearing, a decision will be made in his/her absence. The student will be notified within 5 working days of the hearing.

All disciplinary hearings will be conducted fairly and will seek to establish the truth.

Complaints

At JGA, we try to get things right every time but there is always room for improvement. If you have any complaints or suggestions, we want to hear from you.

First of all, if you have a complaint or concern you should speak to your tutor/coach. If you feel unable to do this or are not satisfied with their response, you can make a formal complaint.

When you complain please provide us with as much information as possible to aid our investigation (e.g. date, time, location, names of people involved, what the nature of the problem).

It is possible to submit complaints anonymously. However, if you feel able to provide your contact details this will permit us to ask you for more detail if needed and respond to you more effectively.

The process for making a formal complaint and the response you can expect is laid out in the JGA Complaints procedure which can be found at https://www.jga-group.com/about-us/policies/.

Develop your career

We want to help you achieve your full potential. We offer a careers consultancy service to ensure you have impartial and constructive information and guidance to help you decide and then action your career decisions. To find out more about having a careers consultation, speak to your tutor/coach or learner progress advisor about seeing one of our consultants.

It is important to us to keep in touch with you over the long term. We recently set up an alumni network to provide you with benefits after you finish your apprenticeship, so please expect occasional communications. You will have the opportunity to opt out of communications if you no longer wish to receive them.

More information is available at https://www.jga-group.com/apprentice-zone/support/developing-your-career/.

Perks

Whilst we don't recommend undertaking an apprenticeship just for the perks, for many people they are well worth having!

Council tax

May be reduced by 25% or even 50% for households which include an apprentice who earns less than £195/week.

Further details appear on https://www.gov.uk/council-tax/who-has-to-pay

Discounts

Apprentices are entitled to TOTUM Apprentice membership which gives you access to over 400 discounts, deals and offers on big-name brands both online and in store, giving you big savings on eating out, tech, fashion, travel and more!

To find out more, visit https://app.totum.com/register/join

London Transport

If you live in a London Borough, are in the first 12 months of your apprenticeship and are aged over 18, you are entitled to an Apprentice Oyster Photo card which will give you a 30% discount on adult rate travel cards and bus and tram pass season tickets.

You may also be eligible for a 34% discount on pay as you go off-peak fares and daily caps by adding a 16-25 Railcard to your Apprentice Oyster photocard to travel on the Tube, London Overground, TfL Rail and most National Rail services in London.

To apply you need to know your Unique Learner Number (ULN) and the UK Provider Reference Number (UKPRN) which is **10006710**. If you do not know your ULN, please email greg.maxwell@jga-group.co.uk.

Further information is on TfL's website: https://tfl.gov.uk/fares/free-and-discounted-travel/apprentice-oyster-photocard

Getting in touch with JGA

OneFile provides an excellent way to keep in touch with JGA's coaches, tutors and learner progress advisors. It is structured, trackable and ensures that accurate records of contacts are maintained. Please use OneFile as much as you can, it makes it much easier to manage communications.

You will also have ongoing individual email and telephone access to academic staff, including your tutor/coach.

For support with OneFile please visit https://www.jga-group.com/apprentice-zone/support/onefile/.

For administrative queries call us on 020 8426 2666.

Schedule A - Expectations

Employer	Apprentice	JGA
• To provide the Apprentice with a contract of employment in line with the Employment Rights Act 1996 and an Apprenticeship Training Plan. • To agree jointly with JGA and the Apprentice a Workplace Development Plan to ensure satisfactory progress is maintained. • To regularly review the Apprentice's performance and progress in both workplace and training on a regular basis alongside the JGA representative. • To provide the experience, facilities and training necessary to achieve the training objectives specified in the Workplace Development Plan. • To undertake legal and contractual responsibilities for the health and safety of the Apprentice and provide JGA with appropriate evidence of current health and safety assurance when requested. • To provide a fair and safe working environment, complying with employment legislation for equal opportunities, Prevent, and safeguarding. • Ensure the Apprentice attends seminars and completes off the job training. • To participate in regular tutorial and assessment sessions and to input regularly into the Apprentice's progress reviews, including signing the quarterly	• To work for the employer to the best of their ability and in accordance with the employer's policies and procedures • To abide by the employer's terms and conditions of employment and apprenticeship training plan. • Show the commitment and determination to succeed and to achieve, ensuring attendance, punctuality and attitude are excellent throughout. • To attend all seminars as agreed in the Training Plan. • To communicate effectively with JGA and inform the trainer/ assessor if unable to attend a scheduled session within a reasonable time scale. • To behave in a safe and responsible manner and in accordance with the requirements of health and safety legislation relating to the Apprentice's role and responsibilities. • To work with your tutor/skills coach and employer to ensure all learning components identified in your Workplace Development Plan and Apprenticeship Training Plan are achieved within the timescales set.	• To deliver high quality training and on-programme assessment, appropriate to the apprenticeship standard in a timely and efficient manner. • To ensure JGA meets and comply with the requirements of the Education and Skills Funding Agency • To ensure the Apprentice is in possession of a contract of Employment which complies with the 2012 Apprenticeship Agreement regulations. • To assess and ensure Apprentices are employed in a safe working environment, in line with Health and Safety, Prevent, Safeguarding and Equality & Diversity legislation. • To develop and maintain a Workplace Development Plan with input from both the Apprentice and the employer. • To monitor through the review process the Apprentice's performance in all aspects of their work and training and ensure that the employer is involved in this process. • To support both the Apprentice and the employer at all times, ensuring regular and effective communication and dialogue between all parties. • To ensure the Apprentice has personal contact with us every 6-8 weeks as a minimum • Work with the employer to confirm the learning has been completed and that the apprentice is ready to take the final assessment • Maintain a duty of care for the apprentice as they go through end-point assessment

progress review forms.		