

ADVANTAGE ONE ACADEMY - WELCOME PACK

Introduction

People are at the heart of everything we do and at Advantage One's Training Academy, we believe in providing both the education and the practical knowledge, in order to apply their training and apply it well and giving them the confidence to work in an ever changing and often highly pressured environment

We select our Trainers, not just for their knowledge, but also for their practical perception of their specialist subjects; providing a professional and realistic training approach, to not only give our students the understanding of a subject, but also tailored methods of how they can apply their new skills.

Pack Contents

Required Student Behaviour

Before you attend our Academy
How to get here; Public Transport, Car – Parking
Whilst on Site at our Academy

What's Included with your Course

Facilities
Special Requirements
Refreshments
Accommodation
Training in your Facilities
Student Zone

Important Stuff

Customer Satisfaction
Student Feedback
Student Appeals Policy and Procedure
Terms and Conditions
Contact Us

Required Student Behaviour

Before you attend our Academy

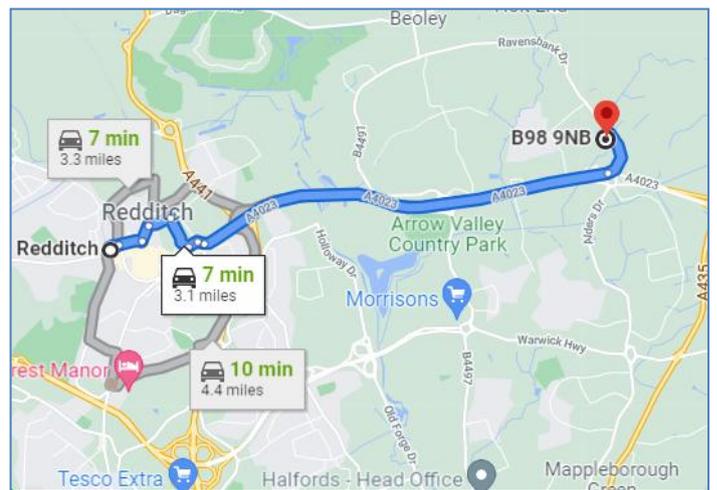
Upon your Course Booking Confirmation, you will have been given your Initial Course Requirements, with the Course Specific; Important Notice. These define the Criteria necessary in order to attend the Course. Further Joining Instructions and Course Requirements will be sent with this Welcome Pack.

Please ensure that you adhere to all Requirements before you attend and bring with you all necessary Documents so that your Instructor can complete the appropriate Awarding Body's system, so that your Award can be verified. Unfortunately Students will not be allowed to attend if you fail to complete the requirements of your Joining Instructions and Course Requirements in full.

You will also be required to adhere to all Academy Policies and Procedures, when attending our Training academy. all of which can be found in your Student Zone, via our Website. Alternatively, copies can also be emailed to you, upon request. You should review these Policies before you attend your Course.

How to get here; Public Transport, Car – Parking

We have great Public Transport routes nearby with Redditch Train Station 3.1 miles away. A taxi to us will be £8-£10. The bus stop is a 2 minute from the station where you can get the number 58 bus for £4.60 and we are a 10 minute walk from the bus stop.



Google Maos

For those of you who travel by car, we are just a few minutes south of the **M42** Junctions 2 or 3, so we are easily accessible from wherever you are in the Country.



Google Maps

On busy days at our Academy, we could have over 50 people on site and you could you parking difficult. If you wish to bring your Car to our Academy and Parking on or near to site is required, it is best to book a Parking Space in advance.

If you need any help with transportation, or parking, please speak with your Lead Trainer and/or Account Manager.

Whilst on Site at our Academy

When you attend our Training Academy, you will be entering our Security Centre, where we train multiple types of Courses, some of which are contained within Technological and Intellectual 'Secure Zones'. Attending our Academy for your Course on the date and time specified, you will be required to:

- Identify yourself at Reception and present your photographic ID
- Sign in the Visitors Register and follow all Instructions contained within, namely;
 - Evacuation Procedures
 - First Aid and Health and Safety Procedures
 - All On-site / Visitor Procedures
- Enter only those parts of the Building you have been given permission

Your Trainer/Tutor will provide you with an Induction upon arrival and allow you to familiarise yourself with our Facilities before your Course begins, so ensure you arrive promptly.

What's Included with your Course

Facilities

At full capacity, our Academy in Redditch can Train up 50 Students each day and with Trainers/Instructors, Invigilators, Managers and Colleagues and Visitors; our Building needs to have the facilities to support a busy learning environment:

- 4 Large Full-Capacity Classrooms
- Live Exercise Areas
- Break-out Rooms
- Quiet Study Rooms
- Multiple Rest Areas

Ensuring we have the best environment possible for Teaching helps us deliver our Training more effectively, giving you a better learning experience; essential in your personal development.

Special Requirements

If you feel there are steps we could take to help accommodate your personal needs, providing any Reasonable Adjustments don't affect the delivery of the Course Requirements; we would be happy to listen to your needs. Please contact our Academy, your Customer Manager, or your Tutor to let us know how we can accommodate you better.

Refreshments

Unless specified; full Refreshments are requested and booked in advance; our Courses come with minor Refreshments (Hot Drink making facilities, Cold Drinks) as standard, available in our multiple Rest Areas at our Academy, with facilities on site to warm any food you wish to bring with you.

Within walking distance to our Academy, we have choices of well know fast food/restaurants. Please ensure you check with your Course timings to ensure you plan your rest breaks.

If you have ordered full Refreshments, the full details, including any dietary needs should be agreed in advance, to ensure you eat well on the days you are with us for your Training.

Accommodation

We have many local places where you can book accommodation. Due to such connection links; our Courses do not come with Accommodation as standard, unless specifically stated. However; for those who have booked a Course and wish us to help us arrange some Accommodation for your stay, please contact our Academy directly, your Lead Trainer, or Customer Manager as soon as possible.

Training in your Facilities

If you have requested Training at one of your requested Facilities, your Lead Trainer will discuss with your Facility contact, in order to determine suitable Facilities, including appropriate Demonstration and Live Exercise Areas and all Health and Safety requirements, in order for us to deliver our Training as precisely as we'd like.

Student Zone

Within our Advantage One Training Academy Website, we have created your Student Zone. This is a Knowledge Zone, stuff filled with important Information, Guidance, Policies and Procedures. Including:

- Course Specific Information
- Awarding Bodies
- Student Feedback Zone
- Academy Blog
- Student and Academy Policies

Your Student Zone is updated regularly, so please ensure you keep up-to-date with the latest releases If you want to receive the latest updates please follow us on Social Media:



Specific details about your Course Content, Duration and what else is included with your Course Package, will be clearly explained in your Joining Instructions:

Important Stuff

Quality Counts! We are passionate that we deliver quality training and have chosen a number of Awarding Bodies and Accreditations; to give you the confidence in us; to give the confidence to you!

This section; the Important Stuff, describes some of the Student Policies and Procedures. Please see your Student Zone to view the full versions.

Customer Satisfaction

At Advantage One Training Academy, we understand the need for being the best at what we do and we embrace that through our Training Academy. However, sometimes things can go wrong. It is important to us that if this happens and you are affected, that you are quickly and easily able to raise your concerns with us so that we may address them and learn lessons.

Separate to our Appeals Policy and procedure, our Customer Satisfaction Policy (Complaints) sets out our commitments to quality service and how we intend to do it – and if it goes wrong; what we can do about it.

This document sets out Advantage One Academy's Customer Satisfaction Policy, which is aimed at Advantage One Academy customers and all interested parties who encounter a direct or indirect service from Advantage One Academy.

Student Feedback

Advantage One always aims to be the best we can be, in whatever we do. You can help us by taking a little time to give us some feedback on the Training you have received. We would always like to hear what you say, so we would be grateful if you can give any explanations for your scores, where possible. In addition to your Course Date, Time and Instructor details.

We would like you to answer a few questions; answering each question using the 1-10 scale, adding a note to each question if you feel. We read every word. Scale: 1 = extremely bad/inappropriate/disagree 10 = extremely good/appropriate/agree



Student Appeals Policy and Procedure

Separate to our Complaints Procedure, our Student Appeals Policy is designed to provide all Students with a system which allows those who wish to appeal their grade. This Policy and Procedure sets out Advantage One Academy's approach to submitting and considering appeals. Students who wish to appeal their assessment results or a decision affecting their learning, should either be supported by their Trainer, or should have exhausted their Trainer's own appeals process before appealing to the Academy Manager.

Terms and Conditions (the small print, but actually still the same size)

The Terms and Conditions are the things that you must know about, before booking any Course with Advantage One Training Academy. You should have read them, understood them, and agreed in advance before booking. If you have any questions about these Terms and Conditions, please speak to us. You will find our Terms and Conditions at the bottom of each of our Web pages on our Academy Website, or in your Student Zone.

Contact us

Your Lead Training, Booking or Customer Manager should provide you with direct contact information with your Welcome Pack and Joining Instructions email, but in the event of them being allowed a day off; please use our main contact details below:

Advantage One Training Academy

Madeley Road
North Moons Moat
Redditch
B98 9NB

Email: training.academy@advantage1.co.uk

Web: www.advantage1.co.uk/trainingacademy

Freephone: 0800 3281386

Head Office: 01452 526688