

Digital Accelerator Learner Handbook



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Welcome to Creative Process

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Creative Process Digital exists to develop the digital skills training and capabilities of employers and employees via the delivery of high quality digital apprenticeships.

Technology is having a profound impact on the future of work and skills across all sectors. Since launching the digital skills training programme, on behalf of Government, at Apple's UK headquarters, our mission has been to equip individuals with the digital skills that they need for the future economy.

Creative Process enables individuals to access employment in growth sectors, fast tracking digital, tech and creative skills and careers in an age of digital transformation whilst supporting the next generation of digital leaders and innovators.

'In today's world 'digital' has become the fourth core skill. Being digitally literate is going to be as make-or-break as being able to read, write or do sums in your head. Having the digital skills that employers want will make a big difference to how you navigate and progress in the digital transformation era' Virgin Media Business



Introduction

As a Creative Process Digital Accelerator learner you have the right to:

- High quality, inspirational training and help each step of the way
- Careers information, advice and guidance to help build your confidence and reach your goals.
- Be regularly informed of your progress and supported to achieve your best.
- Be treated fairly, equally and with respect.
- A safe and secure place in which to learn and train.
- An open and fair way to complain if you are not satisfied with our services.



Expectations

Creative Process' reputation is built on high expectation, high delivery and high impact. For you to realise your potential and to get the best from your training we expect:

- A positive, enthusiastic attitude and willingness to participate actively and to do the necessary reading and research to complete tasks and assignments.
- To attend all training sessions (at least 24 hours notice is required for any cancellations)
- To complete and upload work as detailed in Smart Assessor and to have access to your e-portfolio at all times.
- To persevere when tasks prove difficult and to be willing to discuss openly and honestly any worries and difficulties.
- To be respectful of people from different backgrounds, race, religion or gender orientation.

A Creative Process Digital Skills Diploma course is a partnership between you and us. Working together we aim to ensure that you enjoy your time on the programme, access inspirational training and become equipped with the essential digital skills that employers demand for the 21st Century.



Your Digital Accelerator Programme

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The Digital Accelerator is a structured class based training programme. The course will provide you with employability skills such as CV writing, presentations skills, team work as well as an introduction to web design and professional softwares including Adobe InDesign, Illustrator, Photoshop and Wordpress.

During the course you will create a website which will be presented to the group on the last day and filmed.

Level 2 Diploma in Skills for Working in Digital Technology Industries
The diploma is made up of the following eleven units:

1. Creating a Tailored CV
2. Artwork and Imaging
3. Creative Media Sector
4. Creative Multimedia
5. Interactive Media Design
6. Imaging Software
7. Developing Web Products
8. Coding for the Web
9. Website Design
10. Website Testing
11. Presentation Skills



Your Digital Accelerator Induction

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Your programme begins with a two hour induction during which you will receive an introduction to the course, including activities to help you become familiar with the policies and procedures that relate to the training and to Creative Process .

You will gain hands on experience of, the e-portfolio system, Smart Assessor and complete a Skill Scan, English and math's assessments and a module on British Values. This is requirement of the funding conditions.

Inductions are held at Creative Process Digital, Eighth Floor, Telecom House 125-135 Preston Road | Brighton | BN1 6AF

Unit Accreditation

Candidates who do not complete the full training programme will be credited with the units they have completed.

Accreditation of Prior Learning

This is when you have previously completed a qualification that is related to the subject you are studying, which could be used as evidence for your Level 2 Diploma. If applicable your previous learning will be recorded in your Individual Learning Plan



Your Digital Accelerator E-Portfolio

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The following guidelines apply to all Creative Process e-portfolios. You will be issued additional guidelines by your trainer.

What is a portfolio and why do I need one?

A portfolio is a collection of evidence which demonstrates that you have achieved the required level of skills and knowledge for the qualification you have been studying. Your portfolio confirms competence of tasks completed in the classroom and during self-study.

What should my portfolio include?

The exact contents of your portfolio will depend on the programme option and units you are studying. Your trainer will tell you exactly what you need to include in your portfolio. Your portfolio can include things like:

- **Research reports** - including research completed for your classroom learning activities
- **Classroom presentations** - e.g. PowerPoint or a micro site, and accompanying script
- **Evaluations of a classmate's work/presentations** - so called peer-to-peer assessment
- **Evaluations of a classmate's work/presentations** - commonly referred to as 'peer-to-peer' assessment
- **Certificates of competence** in software or online certification, workplace guideline documents, legal documents, contracts etc
- **Witness testimony** from employers, colleagues, customer/clients etc. This may be written reports, audio, video recordings etc



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When do I build my portfolio?

You should start building your portfolio immediately at the beginning of the Digital Accelerator programme and continue to add to it each day. Each week your trainer will look at your portfolio, give you guidance, and set targets and deadlines for evidence building.

Digital portfolios

You will be creating an entirely digital portfolio. Your trainer will give you advice on backing up and uploading to the online portfolio storage system. This system will allow you to upload multiple versions of files and allow you and the trainer to view it. Only when the portfolio is submitted will the Internal Quality Assurer (IQA) view it.

When do I submit my portfolio?

Your portfolio will be submitted to the Internal Quality Assurer (IQA) when it is fully completed to determine whether you have demonstrated knowledge and competence to meet the national standard. Your trainer will confirm when the portfolio is ready for submission. You will not have to submit your portfolio as it will be accessed online through your e-portfolio. You will receive feedback from the Internal Quality Assurer (IQA) following the verification process and you may be asked to provide additional evidence if the Internal Quality Assurer (IQA) has identified a gap in the evidence.

Please ensure that you are available and responsive to emails and telephone calls after the course end date. You may need to resubmit work during the verification process, according to feedback from the IQA, in order to achieve the diploma qualification.



Creative Process Digital Attendance Policy

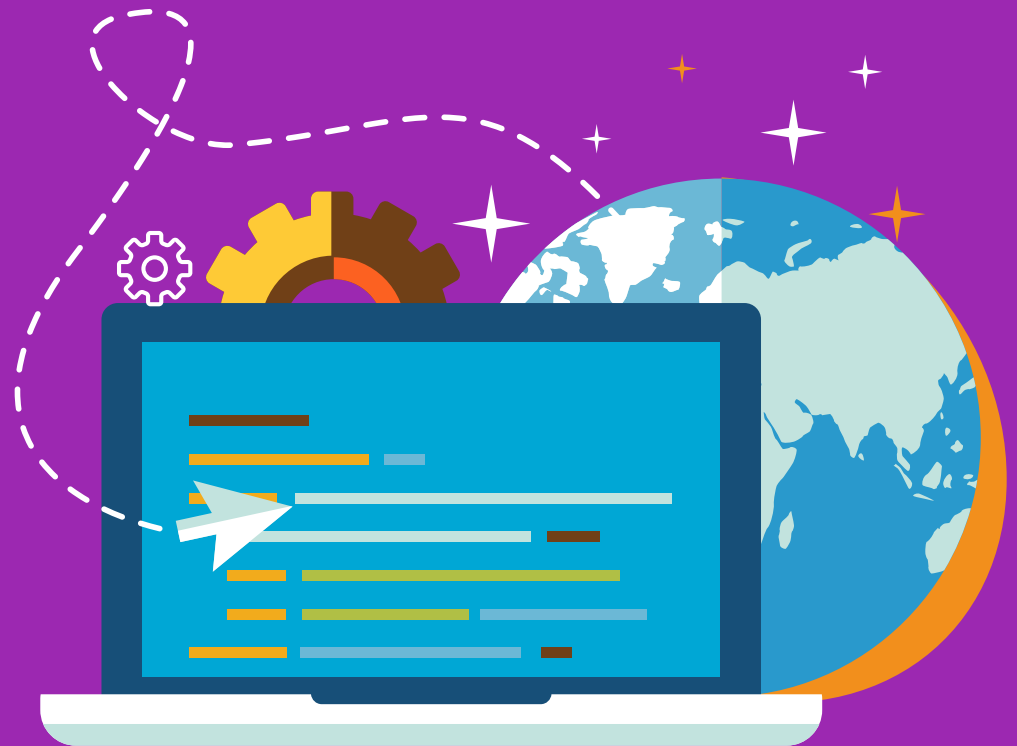
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Attendance Policy

You will be issued with a training schedule for your programme at the course induction. You are expected to attend all the training sessions as laid out in your schedule. The course is a three-week programme Monday to Friday – 10am until 5pm (unless stated otherwise).

If you are unable to attend training because you are ill, then please call the Creative Process Office on 01273 232 273 before 9am to inform us. Likewise, if you are running late, please phone to let us know.



Roles of Those Involved

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Trainer

The trainer is responsible for the classroom teaching and will assess your work via Smart Assessor as it's completed.

Internal Quality Assurer (IQA)

An IQA will complete internal verification of each portfolio to ensure the trainer's judgement is reliable, authenticated and sufficient.

National Awarding Organisations

Creative Process Digital holds approved centre status for all the programmes it delivers with the relevant Ofqual regulated Awarding Organisation. We are an approved awarding centre for, and member of, the Chartered Institute of IT. The diploma qualification for the Digital Accelerator course is certified by AIM Awards.

Privacy Notice

The information you supply will be used by the Chief Executive of the Education Skills Funding Agency, to issue you with a Unique Learner Number (ULN), and to create your Personal Learning Record. Further details of how your information is processed and shared can be found at: - <http://bit.ly/37IYgA>



Policy and Procedures

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A full copy of Creative Process policies and procedures can be obtained from your Training Coach or Trainer and will be available on your Smart Assessor account:

- Equality and Diversity
- Safeguarding Policy
- Health and Safety Policy
- Data Protection Policy
- Disciplinary Procedure
- Learner Appeals Procedure
- Grievance Procedure
- Complaints Procedure
- Information, Advice and Guidance
- Learner Malpractice/Plagiarism Statement

Equality and Diversity

It is the commitment and objective of all staff at Creative Process Digital to implement a policy of equality of opportunity for all. To this end we will work towards: the elimination of unlawful discrimination and harassment in employment and service delivery; the promotion of equality of opportunity for all; the promotion of good relations between different groups and positive attitudes towards disabled people.

Your training coach will ask you about Equality and Diversity at each visit. If you are experiencing any problems, please let your training coach know.

Safeguarding Learners

Creative Process Digital is committed to safeguarding the welfare of its learners. We believe every learner should be valued, safe and happy. We want to make sure that you know this and feel able to tell us if you are suffering any harm. We want you to enjoy what we have to offer in safety and we achieve this by having an effective safeguarding procedure in place.

Prevent

Prevent is a Government policy that aims to stop radicalisation, reduce support for terrorism and violent (including right wing) extremism and discourage people from becoming terrorists.



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Prevent Strategy

1. Responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views
2. Provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
3. Works with a wide range of sectors (including education, criminal justice, faith, charities, online and health) where there are risks of radicalisation that we need to deal with

What does this mean in practice?

Many of the things we already do help you become positive, happy members of society.

These include:

1. Exploring other cultures and religions in promoting diversity
2. Challenging prejudices and racist comments
3. Developing critical thinking skills and a strong, positive self-identity
4. Promoting the spiritual, moral, social and cultural development of learners, including British values such as democracy

British Values

Training providers have been required to promote British values since 2014, and this will continue to be part of our response to the Prevent Strategy. British values include:

- Democracy
- The rule of law
- Individual liberty and mutual respect
- Tolerance of different faiths and beliefs

If you have any issues around safeguarding, prevent or any other concerns your Creative Process designated contact is:
Chris Wood, Operations Director. T: 01273 232 273
E: chris@creativeprocessdigital.com



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IT Policy and Rules

During your time at Creative Process you will have access to the internet and computers for research and education purposes. However please be aware that visiting internet sites that contain obscene, hateful, pornographic or otherwise illegal material will not be tolerated. Additionally you must not: attempt to access or upload information that is obscene, sexually explicit, racist, defamatory, incites or depicts violence, or describes techniques for criminal or terrorist acts; intentionally access or transmit computer viruses, or attempt to 'hack' into data that may damage the network; infringe copyright - this includes unauthorised downloading of software from the Internet, including games, music files, MP3 files and commercial screensavers. Any breach of these rules will result in disciplinary action.

Disciplinary Procedures

This section is very important and should be read very carefully. If there are any points you do not understand – PLEASE ASK.

Failure to observe the centre's rules and regulations may lead to disciplinary action being taken. In the case of what may be considered as 'minor' breaches, this will usually take the form of a verbal warning. In more serious cases or where a verbal warning has been ignored, a first written warning will be issued. Failure to observe the first written warning will result in the issuing of a second and then a final written warning. A final written warning will result in dismissal from the training programme. In some instances, such as acts of violence or theft, it will be interpreted as gross misconduct, resulting in immediate withdrawal from the programme.

Assessment Policy

You will be assessed in a variety of ways over the course of your apprenticeship. This ensures that all learners have an opportunity to evidence knowledge and competence by selecting methods most appropriate to their needs. Learners can access a copy of their progress tracking documents at any time, through the e-portfolio and discuss their progress with their tutor whilst in class, at their workplace or via email or phone.

The details of your Training Coach, Programme Director and Awarding Organisation are all available on your e-portfolio.

To view our full policy and procedures please visit our website:
www.creativeprocessdigital.com



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Use of electrical equipment at training venues

If you are using your own laptop, or any other electrical equipment, please check it for excessive wear and tear or damage before use paying particular attention to the power cable.

When equipment is plugged in care should be taken to ensure that there are no trailing cables that could cause a trip hazard and no electronic equipment is to be left unattended when plugged in. Creative Process Digital accepts no responsibility for loss or damage to personal belongings or equipment brought into training venues.

Facilities at the Training Centre

The nearest men's toilets are located on the 8th floor beside the lifts. The nearest ladies' toilets are located on the 7th floor beside the lifts.

There is a kitchen area within the training centre located behind the reception desk. Learners are welcome to use this as a break room, keep lunch in the fridge and use the tea and coffee making facilities. Cold tap water is kept in the fridge. Hot drinks are not permitted in the training rooms unless in a covered travel cup. There is no parking available on site. Use of public transport is recommended but if you must drive please allow plenty of time to find parking.

Assessment Policy

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Code of Conduct

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This code is designed to ensure the smooth and efficient running of the training centre and help provide a safe environment for all learners. It is in your own interest to read and understand it.

1. All health and safety and fire regulations are to be observed.
2. All accidents, no matter how small, are to be reported and, where necessary, treated by the First Aider.
3. No alcoholic drinks are allowed on the premises, nor are they to be consumed by learners off the premises during working hours.
4. Illegal use of drugs is strictly forbidden.
5. A learner found stealing centre or other personal property, will be liable to instant dismissal and will be reported to the police.
6. A learner harassing another learner or a member of staff, either verbally, racially, sexually or physically will be liable to suspension pending investigation.
7. Personal mobile telephones are not to be used during training and are to be switched off or on silent during the day.
8. Language or behaviour that could cause offence to other people is not to be used.
9. Smoking is not permitted in the centre or on employers' premises
10. Learners are to dress appropriately for training.
11. A learner who refuses to carry out any reasonable and legitimate request liable to disciplinary action.



Key Contacts

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Name	Phone	Email	Responsible for
Chris Wood	01273 232273	chris@creativeprocessdigital.com	Apprentice, Inductions. Safeguarding Pastoral issues, HR
Jack Hiatt	01273 232273	jack@jackhiatt.com	Business Development, Strategy and Partnerships
Philip Perryman	01273232273	philip.creativeprocessdigital.com	Employer Engagement, Apprentice Recruitment
Mary Harris	07753 454 821	mary.barker.harris@googlemail.com	Internal Verifier
Rozelle Bowerman	07437 446566	rbowerman.creativeprocess@gmail.com	Training Coach
Liz Arasan	07775 583 536	liz.creativeprocess@gmail.com	Training Coach, Tutor
Claire Davey	N/A	info@digi-training.co.uk	Training Coach, Tutor
David Harvey	01273 434400	david@functionalskillsuk.com	Functional skills

Feedback: At Creative Process Digital, we are always looking for ways to improve the programmes we offer. We send out feedback questionnaires during the training programme and would appreciate your feedback to ensure we are able to continuously improve our training. If you have any queries or complaints, please contact Aimee Parker Siburn.



Useful External Contacts

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What can they help with?	National Organisation	Telephone	Website
Careers guidance	National Careers Service	0800 100 900	www.direct.gov.uk/NationalCareersService
Racial Equality, Disability Rights, Equal Opportunities	Equality & Human Rights Commission	0845 604 6610 0845 604 6620	www.equalityhumanrights.com
Dyslexia	British Dyslexia Association	0845 251 9002	www.bdadyslexia.org.uk
Health & Safety	HSE	0845 3450 055	www.hse.gov.uk
Citizens' Advice	Citizens Advice Bureau	08444 111 444	www.adviceguide.org.uk
Bullying	ChildLine	0800 1111	http://www.childline.org.uk
Arbitration Service	ACAS	0845 7474 747	www.acas.org.uk
Employment Rights	Direct.gov	Online only	www.direct.gov.uk
Alcohol abuse	Drink Line	0800 917 8282	www.drinkaware.gov.uk
Emotional Support	Samaritans	0845 790 9090	www.samaritans.org
Smoking	NHS Smoking Helpline	0800 169 0169	www.givingupsmoking.co.uk
Drug related matters	National Drugs Helpline	0800 776 600	www.talktofrank.com
Rape Victims	Rape Crisis	0800 802 9999	www.rapecrisis.org.uk
Sexual Health	Department of Health/NHS	0845 4647	www.dh.gov.uk/
England Funding Body	Skills Funding Agency 0845	377 5000	www.skillsfundingagency.bis.gov.uk
Victims of Crime	Victim Support	0845 3030 900	www.victimsupport.org
Out of Hours Health help-line	NHS 24	111	www.nhsdirect.nhs.uk



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Contact Us

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