

**Huddersfield Textile Training Ltd.**

**Learner Support Handbook**



**APPRENTICESHIPS**  
which one works for you?



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## 1. Introduction to Huddersfield Textile Training Ltd.

Welcome to Huddersfield Textile Training Ltd, (HTTL) one of the North's leading providers in textile and related training and learning operating from the renowned Textile Centre of Excellence.

Our aim is to work with you and your employer to give you the opportunity to gain new skills and qualifications and gain practical, relevant experience from the workplace.

Your programme of learning is either fully or part funded by the Education and Skills Funding Agency and by the European Social Fund. HTTL holds a contract to deliver Apprenticeships and Adult Skills via the Education and Skills Funding Agency

**\*For information on the data we collect and how we use this data, please visit our website. (Privacy Notice)**

This Learner Handbook will guide you through completing your Apprenticeship, outline key areas and milestones of your programme and answer any questions you may have. You can also find a copy of the Handbook on our website.

Your tutor / assessor will explain the contents to you and be available to answer any questions you may have, either then or at any point throughout your learning experience. They will also explain the contents of two key policies – on Sustainability and Fees and Charging – and ask you to sign that you have read and understood these. Both policies are available to read from our website.

If you require assistance from staff whilst on your training course through the centre, then the list below will help you:

Lee Harrison	Training & Learning Team Manager
Ruth Owen	Training & Learning Team Administrator
Peter Charlesworth	Safeguarding Officer
Sian Patrick	Training & Learning Team Administrator

If you are unable to reach the person required then please contact our reception where someone will attend to your needs.

You can contact us via:

Huddersfield Textile Training Ltd.

Textile House

Red Doles Lane

Huddersfield

HD2 1YF

Tel: 01484 346500

Fax: 01484 346501

Email: [enquiries@textilehouse.co.uk](mailto:enquiries@textilehouse.co.uk)

## 2. It's Your Learning

An \*apprenticeship is a structured programme (known as a framework) specific to your needs, enabling you to gain knowledge and experience leading to a successful career. It is a mixture of on and off-the-job training enabling you, the apprentice, to gain qualifications relevant to your chosen occupation. Apprenticeships are available for all ages 16 and over.

The length of time taken to complete an apprenticeship will vary between one and three years depending on the occupational area or the programme you are taking, the requirements of the employer, your own individual input and your previous experience. Any apprenticeship must last at least 12 months. At advanced level the apprenticeship could last in excess of 24 months.

At HTTL we believe it is important to work together to ensure that your Apprenticeship is right for you.

### **Our Commitment to You**

You can expect HTTL to:

- ❖ Provide a supportive environment that encourages and welcomes all learners.
- ❖ Provide a learning programme that clearly outlines how you will learn, taking into account your learning styles and preferences.
- ❖ Promote safe learning, aiming to give you the knowledge and confidence to contribute to your own and other's safety.
- ❖ Safeguard your personal information in compliance with the requirements of the Data Protection Act and Freedom of Information Act.
- ❖ Provide an induction process that familiarises you with HTTL and your programme of learning.
- ❖ Provide access to information, advice and guidance throughout your programme.
- ❖ Provide you with opportunities to give constructive feedback on your overall learning experience
- ❖ Encourage a culture that ensures a positive learning experience is at the heart of your success.
- ❖ To ensure that the Apprenticeship programme is open to all and anyone can benefit from the training regardless of race, religion, sex or disability

\*Under the Apprenticeship Reforms, new Apprenticeship Standards will replace the old Specifications for Apprenticeship Standards in England (SASE) Frameworks. Both frameworks, and the new standards, are written definitions of the learning requirements for apprenticeship programmes. They are developed to ensure that all apprenticeship programmes are delivered and measured consistently. In order to ensure that apprenticeships are employer led, frameworks are gradually being replaced by apprenticeships standards. Approved standard outline the skills, knowledge and behaviours required of the apprentice and the job they need to be able to do by the time they have completed their apprenticeship.

## **Responsibilities**

### **Apprentice's Responsibilities**

- ❖ To work with the employer to the best of his or her ability and in accordance with the employer's policies and procedures and to observe the employers terms and conditions of employment.
- ❖ Accept responsibility for their own learning and to ask for help when needed.
- ❖ Be honest and trustworthy, punctual and willing to learn how to do the job well.
- ❖ Complete all required work between Assessor/Tutor visits.
- ❖ Keep records, take part in and contribute to the review process.
- ❖ Undertake assessments in order to achieve the Learning Plan objectives and keep the employer informed of progress towards those objectives.
- ❖ Inform their Assessor / Tutor/HTTL of any changes in employment and/or personal details
- ❖ At all times to behave in a safe and responsible manner and in accordance with the requirements of Health and Safety legislation and to promote and act in the employer's best interests.
- ❖ Understand about Health & Safety and Safeguarding and discuss any issues with their Assessor.

### **Assessor/Tutor Responsibilities**

- ❖ To check that the contents of the Individual Learning Plan fulfils the nationally and industry/sector agreed criteria for the apprenticeship.
- ❖ Monitor and review your progress in line with your Individual Learning Plan
- ❖ To ensure that the training conducted meets the requirements of quality assurance and other processes including Health and Safety obligations.
- ❖ To follow all guidance given to them on safe working practices and to act safely and responsibly at all times so as not to put the employer, apprentice or others at risk.
- ❖ To provide support and guidance for the employer and apprentice as and when required.

### 3. Your \*Apprenticeship Programme

So just what is your Apprenticeship made up of? Here, you'll find the breakdown of your Apprenticeship and how you'll achieve it. If it all sounds a bit too confusing then just speak to your Assessor and they'll happily explain it to you.

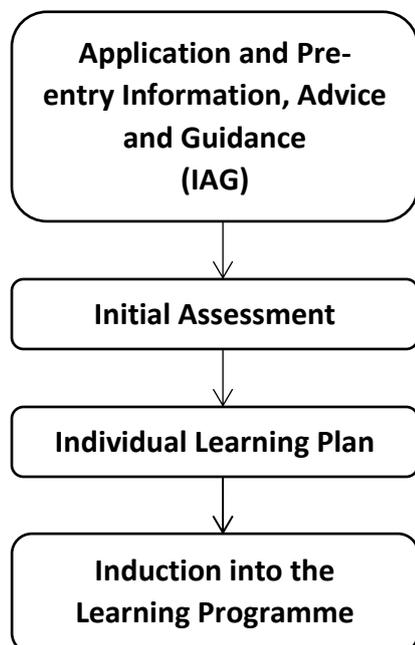
Many people think that an Apprenticeship is just one qualification, but they are wrong. An Apprenticeship is in fact a collection of up to five qualifications! Sounds like a lot of work but your Assessor will provide you with support for each and every one.



- ❖ NVQ Certificate Level 2 (Apprenticeship) or NVQ Diploma Level 3 (Advanced Apprenticeship) – This is a work-based qualification that is based on your role and how you do your job. It will help you to improve your existing skills and learn new ones. It is achieved through assessment and training and is based on the national industry standards, with the assessment taking place in your place of work with your Assessor.
- ❖ Technical Certificate Level 2 (Apprenticeship) or Level 3 (Advanced Apprenticeship) – This certificate is a knowledge qualification based on your job role. It provides you with the underpinning knowledge you need for your NVQ Certificate/Diploma and supports you in carrying out your work, which can involve completing assignments and formal exams. Some Technical Certificates are combined with the NVQ to form one qualification.
- ❖ Functional Skills - You may be required to complete functional skills (depending on your existing qualifications) as part of your apprenticeship framework. Functional skills are practical skills in English, Mathematics and/or ICT that enables learners to deal with practical problems which challenge you. To help you in completing functional skills your Assessor will provide you with appropriate training and support
- ❖ Employee Rights and Responsibilities – This is a short qualification which looks at each individual's responsibilities and rights in the work place, including employment law, health & safety and anti-discrimination legislation.
- ❖ Personal Learning and Thinking Skills (PLTS) are generic skills that are essential to life, learning and work. PLTS have a significant impact on a person's ability to make a confident contribution, both within and outside of their working environment.

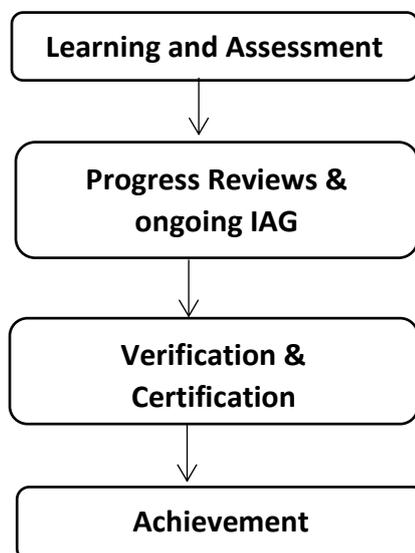
## 4. Your Learning Journey

### STAGE ONE: GETTING IN



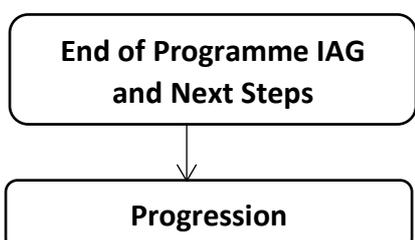
Before starting your programme, a HTTL representative supports you in making the correct choice of programme for your needs, based on your existing skills and future goals, assessing any individual needs you have, such as learning support or support with a disability, so that any barriers preventing you from achieving can be overcome. From this, an Individual Learning Plan is prepared to help you and HTTL focus on achieving your goals.

### STAGE TWO: GETTING ON



During the programme, your Assessor/Tutor oversees your learning and assessment, and reviews your progress with you (and your employer if necessary). The assessment decisions your Assessor/Tutor makes will be internally verified by HTTL (and sometimes externally verified by the Awarding Organisation that oversees your qualifications). Once complete, HTTL will then claim for your certificate.

### STAGE THREE: MOVING ON



Once you have completed your programme, your Assessor/tutor will help you make sense of the options open to you. Information, advice and guidance is there to help you consider further learning opportunities and progression.

## **5. Step by Step Guide to Achieving**

### **1. Initial assessment**

This is the first step to ensure that we take into account what you already know to help us develop your Apprenticeship Learning Agreement. You'll also complete Maths and English questionnaires and self-assessment questionnaires about the way you learn, your preferences and what you do within your job role.

### **2. Induction**

At this stage, we will explain the full apprenticeship programme process to you and provide both you and your employer with the information you need to make the programme a success. We will also give you a list of additional local support telephone numbers should you need them.

### **3. Agree Individual Learning Plan**

At this point we will speak with you and your employer to gain an understanding of what you require from the apprenticeship programme. We will work together to create an Apprenticeship Learning Agreement (ALA).

Your ALA is a plan setting out what qualifications you will be undertaking, how they will be delivered, when you will achieve them and how these qualifications fit in with your own career aspirations. Your ALA is designed to be a "working document" recording training activities and achievements throughout the length of your learning programme and it is very important to keep it up to date at all times.

During the course of your learning programme, it may become necessary to update and amend your ALA with information such as – achievement dates of qualifications, employer changes, review dates, hours of work, etc. When changes are made, it is very important that your copy of the ALA is amended at the same time that the original is amended so that both you and HTTL have the same information.

### **4. Agree Plan of learning and assessment**

Through working together in creating the Apprenticeship Learning Agreement, we will plan your learning and assessment so that the programme content is agreed by both you and your employer and your Apprenticeship programme can then begin!

The majority of your learning will take place in the workplace by carrying out the work your employer has assigned to you. This is known as on-the-job training. As part of your apprenticeship programme you may be required to attend planned off-the-job training sessions either at HTTL or within your own working environment, but away from your day to day tasks.

It is important that you keep a record of off-the-job training on your off-the-job record sheet. Your Assessor/tutor will check this when they have their monthly meetings with you.

### **5. Continuous learning and assessment**

This is when the work begins! You'll start compiling your portfolio, gathering the evidence of your daily achievements and completing key learning tasks through the completion of workbooks, research, coaching and training. Your Assessor/tutor will also need to observe you doing your job from time to time and will support you through monthly visits to your place of work ensuring that you are progressing well towards your qualifications.

Assessment of the qualification will be carried out by your tutor / assessor at regular intervals, agreed between yourself and your tutor / assessor. These intervals will normally be every 2 to 4 weeks but may be increased or decreased depending on your overall progress. On each visit your tutor / assessor will review your progress with you and where necessary, with your supervisor.

## **6. The Assessment and Verification Process**

During an apprenticeship you will have a number of specific skills and experiences that you must get marked off by your employer or Assessor to prove that you reached a certain level of understanding. Obviously you will be expected to show that you are progressing and learning but don't be afraid to take your time to make sure you have developed the skills needed to successfully complete your apprenticeship job.

An Apprenticeship is usually made up of at least 4 parts:

### **The competency qualification (NVQ)**

This is specific to each course. An Assessor will visit you at work at various points during your course and observe your practical skills, judging you either as 'competent' or 'not competent'. If you are judged as not competent you'll be able to get some more practice before being assessed again.

### **The knowledge qualification (Technical certificate)**

This is an academic assessment of your knowledge, but not all apprenticeships have this component. The assessment method is decided by the awarding body, and could include case studies, projects, practical skills tests and exams.

### **Functional Skills (English, maths and IT)**

As part of your apprenticeship you are required to achieve a level of maths, English and where necessary ICT to enable you to meet the needs of employers. If you already have qualifications such as GCSEs or AS or A-Levels you may not need to do Functional Skills. Not all apprenticeships need you to have all three Functional Skills. You'll be assessed through internal and externally set exams.

### **Employment right and responsibilities**

Every apprentice must demonstrate they know and understand the rights of employers and employees under employment law. Teaching will cover topics including health and safety, equality and diversity and other contractual rights.

### **Fair Assessment**

Your Assessor judges your evidence to decide if you have proved competence to a sufficient level.

During the Apprenticeship programme, or upon achievement of your Apprenticeship, an Internal Quality Assuror (IQA) may "sample" your Portfolio or interview you in the workplace, to confirm that the Assessment Process and Assessment Decisions are rigorous, fair and consistent.

An External Moderator from the Awarding Body may also choose to view your portfolio, or interview you to make sure that the IQA process is rigorous, fair and consistent.

It is HTTL's policy to ensure that all learners have fair treatment when working towards and achieving qualifications.

If you are dissatisfied with an assessment outcome you have the right to appeal. There three steps to the appeals procedure and each step must be completed before proceeding to the next. You are advised to keep copies of all documents made in the appeals procedure.

If you have a grievance or complaint about the way in which you are treated relating to:

- ❖ Access to Assessment
- ❖ Method of Assessment
- ❖ Bias in Assessment

Then you should take up this grievance through the established Appeals Procedure. The Awarding Organisation will ensure that any grievance or complaint receives the proper hearing and treatment. This procedure will be explained to you by your Assessor at your briefing; and is as follows: -

#### Steps

- ❖ If you have a grievance, discuss it with your Assessor within 5 working days of the grievance arising. If the issue is resolved then the matter is closed.
- ❖ If still unresolved, report it to the Centre Co-ordinator or your Internal Quality Assessor within 10 working days of concluding step 1. He or she will act on the matter within 15 days after discussing the issue with you and the assessor. Ideally, the matter will be resolved.
- ❖ If still unresolved, report the matter to the External Moderator/Awarding Organisation within 10 working days of step 2. They will investigate the matter fully to a mutual satisfaction of all involved. The appeals procedure concludes with the Awarding Organisation.

### **Huddersfield Textile Training Ltd (HTTL) Malpractice Policy & Procedure**

#### **What is malpractice?**

Malpractice is any irregular conduct, on the part of a learner or assessor, which gives unfair advantage to a learner or group of learner's, or disadvantages other learners.

Examples of irregular conduct which constitutes malpractice includes:

- ❖ plagiarism of another's work (photographic or written)
- ❖ copying or collusion, or attempted copying or collusion
- ❖ impersonating a learner (i.e. claiming to be someone other than yourself)
- ❖ altering or forging any results documents or certificates

#### **Identifying malpractice**

Cases of malpractice can be identified by a learner or by the tutor or IQA, who may identify suspect work in coursework assignments. In cases where malpractice is identified or suspected by HTTL, a written report is submitted to the Centre Co-ordinator detailing the suspected irregular conduct, and identifying any learners or assessors / IQAs who have been complicit in this conduct.

#### **Dealing with malpractice**

All cases of suspected malpractice are investigated thoroughly by HTTL.

#### **7. External assessment**

In order to obtain your Technical and Functional Skills certificates, you may need to complete external set exams.

#### **8. Apprenticeship Certificate**

The hard work pays off! Once you've successfully completed your Apprenticeship framework, we will request your Qualification and Apprenticeship certificates from the awarding organisations and once received we will present them to you at our Annual Awards Day event at the Textile Centre.

#### **9. Progression**

We'd like to help you to progress with your development and learning, if it's right for you. We'll discuss options with you before the end of your learning. This might involve signposting to other providers, for example.

## 6. Providing you with the Right Support

It is important that whilst you are with HTTL you have access to all the support you need to progress successfully. Therefore we offer the following additional support:

- ❖ **If you have a health issue or disability**

Please make us aware of any health issue or disability which may affect your successful progression through your learning programme. We will endeavour to make all reasonable adjustments to support any disabilities you may have.

- ❖ **If you need extra support with learning**

During your time with HTTL we will carry out assessment which may identify support you may need to help with learning new things, for example you may need extra support with your reading, writing, maths or English. If you already know you need extra help please make us aware and we will provide you with the necessary support and guidance.

- ❖ **If you have personal issues**

There may be things going on in your personal life which are stopping you from fully taking part in your learning programme; for example family problems, problems in employment or financial problems. If you feel uncomfortable talking to a member of staff about these issues, there is a list of helplines for you to contact at the back of this handbook.

- ❖ **Information, Advice and Guidance**

We will also provide you with information, advice and guidance (IAG) at every stage of your learning journey in order to help you make informed choices about your learning and progression. You can access this service at any time by speaking to your Assessor. For further information please refer to the IAG section of this handbook.

## 7. Looking after your Welfare

HTTL is committed to providing a safe, healthy and supportive learning environment and will:

### Health & Safety

- ❖ Undertake a Health & Safety Pre check to risk assess all employers' premises and the Apprentice's work area and practices in particular prior to placing an Apprentice with them.
- ❖ Provide every Apprentice with the opportunity of Health & Safety training by enrolling them on an appropriate Health & Safety in the Workplace course at the Centre.
- ❖ Comply with the Skills Funding Agency Health & Safety Requirements.

All learners have a responsibility to maintain a Safe and Healthy learning environment by complying with Health & Safety procedures. You should:

- ❖ Know the fire procedures at your workplace and at HTTL if attending
- ❖ Adhere to the rules and instructions of your workplace

Throughout your programme, your health, safety and wellbeing will be continually reviewed and discussed during your Progress Review meetings. Your programme will provide you with the opportunity to develop a greater understanding and awareness of your own and others' health, safety and wellbeing.

## Equality & Diversity and British Values

HTTL values your background and experiences and we aim to meet your needs and expectations wherever possible.

Our aim is to create a learning environment which reflects, respects and values diversity, where fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs is upheld.

As a learner with HTTL you should:

- ❖ Treat and be treated with respect
- ❖ Feel welcomed and valued
- ❖ Be free from any form of harassment or bullying
- ❖ Have equality of opportunity to pursue your learning
- ❖ Receive the support necessary to support your learning

Your understanding of Equality & Diversity issues and British Values will be reviewed with you on a regular basis throughout your programme. However, please raise any concerns with your tutor/assessor at any time. For further details, please refer to HTTL's Equality & Diversity Policy Statement and further information on British Values on our website, or speak to a member of staff. [www.etfleavers.org.uk](http://www.etfleavers.org.uk).

## Harassment and Bullying

HTTL does not accept any form of harassment or bullying. We have clear guidelines on how to deal with situations that may arise and ensure your concerns are dealt with in a sensitive manner. Harassment and bullying comes in different shapes and sizes and you may hear the phrases "direct" (such as verbal abuse) and "indirect" (such as excluding someone). Harassment and bullying can take place face to face, through technology such as text messaging or email, and through social networking sites such as Twitter and Facebook.

If you feel that you are subject to any form of harassment or bullying, you can speak to your assessor or employer.

## Safeguarding

If you are under the age of 18 you are classified as a child by law and therefore we have a responsibility to protect you from potential harm and damage while you undertake your apprenticeship with us. This requirement has been expanded to include anyone with learning difficulties and anyone on a government funded learning programme.

HTTL believes that it is **always** unacceptable for a learner to experience abuse of any kind and the safeguarding of our learners is paramount. All learners have the right to equal protection from all types of harm or abuse.

We work in partnership with learners, employers and other agencies in promoting a safe learning and working environment, and have a Designated Safeguarding Officer and procedures in place for dealing with safeguarding issues.

There are a number of checks that we have in place to ensure that our high standard can be maintained.

- ❖ If your employer is a company new to HTTL we will visit and carry out a Health & Safety pre-vetting check to ensure that the environment meets appropriate standards. Safety at work will be reviewed as part of your journey of learning.
- ❖ At the start of funded learning, your next of kin details are obtained. Contact is made with parents and carers should an accident or any other issue relating to safeguarding occur.
- ❖ You will receive Health & Safety training at induction and this is reinforced via regular review visits in company and throughout the assessment process
- ❖ Regular visits are made to employer premises to carry out learner reviews with you. At these checks, you will be asked about safeguarding activities such as bullying in the workplace.
- ❖ During your journey of learning we will share with you information that is designed to help ensure your safety and well-being. This might be via our Designated Safeguarding Officer, or your assessor / trainer.

If you have any concerns and/or feel uncomfortable with the behaviour of an employer, work colleague, customer or employee of HTTL, please tell us immediately.

Your Designated Safeguarding Officer is Peter Charlesworth who can be contacted on 01484 346500.

### **E-safety**

We have an Information Technology Policy. The purpose of this policy is to ensure that all Huddersfield Textile Training Ltd learners are safe from harm and abuse through the use of social media and are aware of their responsibilities with regards to the use of the Centre's hardware, software and methods of electronic communication including the Internet, e-mail and social media.

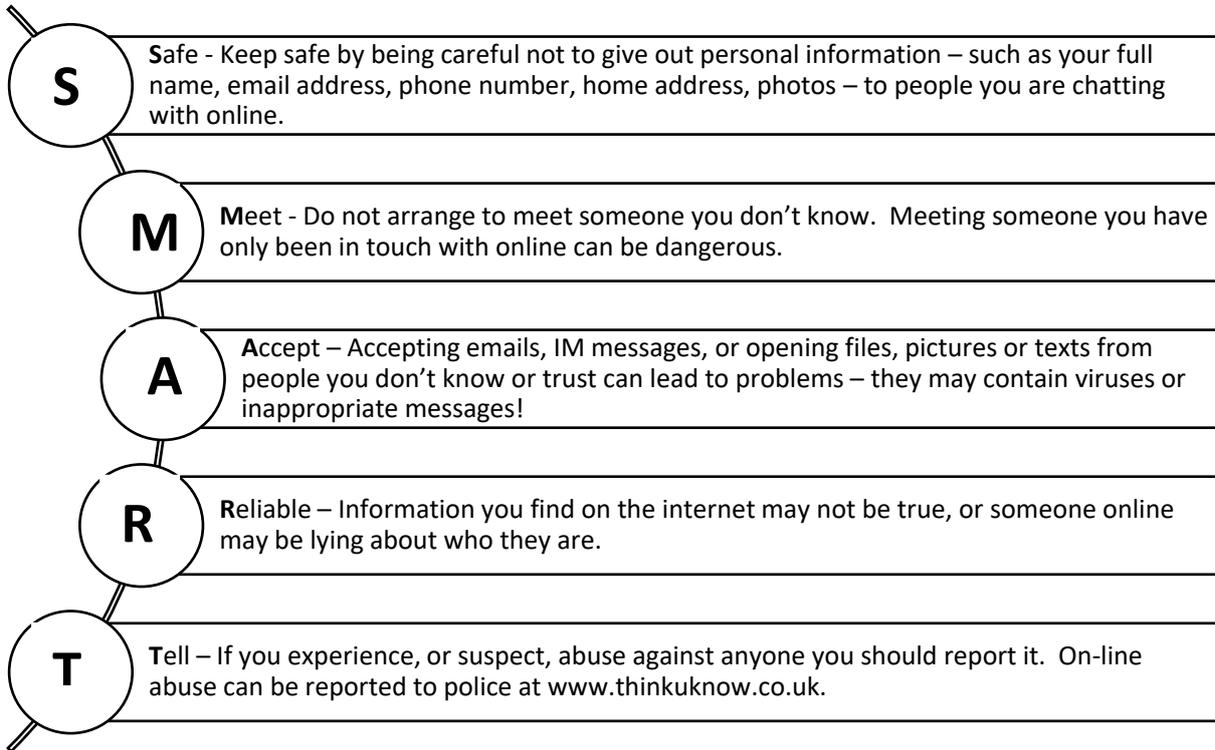
#### Safety on the Internet

Safeguarding is everyone's responsibility. Social networking sites are fun ways to connect with friends but too easy for strangers to obtain details about you, such as your mobile number or where you live. Think carefully before posting information on your own page and on other people's.

- ❖ Before setting up your profile, think carefully about what you put and who you want to see it
- ❖ Read about the various privacy settings and decide who to give access to your personal information. If you only want people you know to see the information, set your profile to 'private'.
- ❖ Protect your password. Do not give it to anyone as you cannot be sure who they might pass it on to.
- ❖ Take care what you post as something could be used to bully you or to damage your reputation in future.
- ❖ Every now and again, check your contacts to make sure you still want them to know your personal details. It is not how many people you know but how well you know them.
- ❖ Be a good friend. If your friends are acting inappropriately, remind them that they are not anonymous and can be traced.
- ❖ There's no such thing as 'delete'. You should think carefully about what you publish online, particularly images of people. Even if you delete something from a social media site, it's likely that many people will have already seen the image – in a news feed, popping up on their desktop, or on their mobile phone. Someone may already have copied the image, posted it elsewhere online, or shared it with their friends.

## KEEP SAFE ON THE INTERNET

### FOLLOW THE SMART RULES



## 8. Information, Advice and Guidance (IAG)

We provide a range of training, both at our Centre and within the workplace, to assist employers and employees / learners to develop the skills required for successful business.

Part of this service includes free information, advice and guidance to organisations and individuals:

- ❖ Selecting appropriate training and development opportunities
- ❖ Supporting employees in their learning leading to the successful achievement of relevant qualifications

You can expect the following from us:

- ❖ Impartial, objective advice from our experienced and well-qualified staff
- ❖ Confidentiality of information regarding your business
- ❖ A clear explanation of the options available to you
- ❖ Assistance to overcome any barriers which could interfere with any training and development
- ❖ Arranging appropriate and convenient times to discuss any issues

And if we are unable to meet your requirements, we will signpost you to organisations that will be able to help and assist. For example, for help in improving your Maths and English go to [www.bbc.co.uk/skillswise](http://www.bbc.co.uk/skillswise) or [www.move-on.org.uk](http://www.move-on.org.uk)

We are committed to promoting equality of opportunity and work to the national principles for delivery of information, advice and guidance services.

To enable us to improve our services, we welcome any compliments, comments or complaints you may wish to make about us. Please contact Reception in the first instance, 01484 346500 or [enquiries@textilehouse.co.uk](mailto:enquiries@textilehouse.co.uk) and, after consideration by our Quality Manager, we will respond to you within 10 working days.

## 9. Contacts for more information

You may find the following organisations/ websites of use if you want to find out more about a particular issue or if you want to get help and support.

### Apprenticeship helpline

[nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)

Telephone: 0800 015 0400

General:

Move On and Skillwise

These sites enable adults to improve reading, writing and number skills.

<http://www.move-on.org.uk/>

<http://www.bbc.co.uk/skillswise/>

National Careers Service

<https://nationalcareersservice.direct.gov.uk/Pages/Home.aspx>

Citizen's Advice Bureau

They offer free advice on all areas of equality of opportunity including, in some cases, support for individuals or organisations wishing to make a complaint about discrimination. They have a website, which gives basic information about many topics including equal rights and employment and training. This information is available at:

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

ACAS (Advisory, Conciliation and Arbitration Service)

The aim of Acas is to improve organisations and working life through better employment relations.

<http://www.acas.org.uk/index.aspx?articleid=1461>

Bullying:

BullyingUK offers help and advice for victims of bullying; they support young people and help them deal with bullying.

[www.bullying.co.uk](http://www.bullying.co.uk)

Childline

If you are a child or young person needing help please call the free 24-hour helpline on 0800 1111. Lines can be busy but please keep trying and you will get through. If you are deaf or find using a regular phone difficult, try the textphone service which provides confidential support and advice via a textphone. [www.childline.org.uk](http://www.childline.org.uk)

Disability:

Skill: National Bureau for Students with Disabilities

Chapter House 18-20 Crucifix Lane, London SE1 3JW Tel: 0207 450 0620

[www.skill.org.uk](http://www.skill.org.uk)

The Dyslexia Institute

Park House, Wick Road, Egham, Surrey TW20 0HH Tel: 01784 222300

[www.dyslexiaaction.org.uk](http://www.dyslexiaaction.org.uk)

Gender:

Women's Aid Federation and Rape Crisis Centres offer practical help and support for women who have experienced violence, physical, emotional or sexual abuse.

[www.womensaid.org.uk](http://www.womensaid.org.uk)

[www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)

Ex-offenders:

NACRO (National Association for the Care and Resettlement of Offenders)

They can supply information about local projects and groups.

169 Clapham Road London SW9 0PU

Tel: 0207 582 6500

[www.nacro.org.uk](http://www.nacro.org.uk)

Sexuality:

Stonewall Limited

Equality and justice for lesbians, gay men and bi-sexuals

Tower Building York Road London, SE1 7NX

Tel: 0207 593 1850

[www.stonewall.org.uk](http://www.stonewall.org.uk)

Schools Out

Working towards equality in education for lesbian, gay, bisexual and trans people since 1974

[www.schools-out.org.uk](http://www.schools-out.org.uk)

Homelessness:

Shelter

Freephone helpline for those facing a housing emergency Tel: 0808 800 4444

[www.Shelter.org.uk](http://www.Shelter.org.uk)

National Minimum Wage/Employment Matters:

A whole series of basic information is available through the government website.

<https://www.gov.uk/search?q=minimum+wage>

Smoking

Smoking Facts

[www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)

Alcohol

Health Facts about Alcohol and drink issues

[www.drinkaware.co.uk](http://www.drinkaware.co.uk)

Drugs education

[Drug Education For Youth](http://Drug Education For Youth)

[www.DrugFreeWorld.org](http://www.DrugFreeWorld.org)

Healthy eating (Eat Well, Be Well. The Food Standards Agency)

[www.eatwell.gov.uk](http://www.eatwell.gov.uk)