



Prospect Training Services (Gloucester) Ltd

# PARENT HANDBOOK

2025-2026

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**UNLOCK YOUR POTENTIAL,  
SHAPE YOUR FUTURE.**



# INTRODUCTION

At PTS (Prospect Training Services), we value and respect all learners and provide an inclusive environment with equality of opportunity, as set out in our company aims and objectives.

We pride ourselves on accommodating the needs of a range of learners to support individual needs, learner success and progression. We recognise that some learners will need additional support during part of their programme to enable them to access all elements of their Individual Learning Plan (ILP). To achieve this, we work closely with parents and carers to ensure our learners have a positive learning and social experience. This handbook has been produced to give you an overview of PTS and our processes and provide you with the information you need regarding your child's Study Programme.

If you need further clarification on anything in this handbook, please do not hesitate to contact the relevant member of staff as identified below.



**Inclusion Policy:** We are consistent and fair in our application process and set out our vision of fully meeting the needs of the individuals who enrol in our programmes.

**You can access our Learner Support and Inclusion Policy via our website.**

# BURSARY

PTS recognise that offering support to learners experiencing financial hardship that creates barriers to learning, requires sensitivity and respect for all those concerned. Information relating to applications will be treated confidentially and stored in line with DFE guidance and GDPR Regulations.



## ELIGIBILITY

Bursaries are intended to support those learners experiencing financial hardship and allocations will be made to the groups of learners that are listed below:



Learners in care, care leavers, unaccompanied asylum-seeking children, those in receipt of Income Support or Universal Credit and learners receiving Employment Support Allowance who are also in receipt of ESA or UC and DLA or PIP will be eligible to receive bursary, or payments in kind, up to £1,200 a year depending on need.



Additional discretionary funding may be granted to learners depending on need and those who are faced with unforeseen changes in their circumstances.

All learners between the ages of 16 and 19 will be entitled to apply for a bursary if they consider that they fall into any of the groups described above.

Learners eligible to receive a bursary must be aged under 19 on the 31st of August in the academic year in which they start their training programme.



For further information regarding the bursary fund, please contact:

- **Debbie Millman** on **01452 300255** or email **debbiem@prospect-training.org.uk**
- **Jo Mathers** on **01452 542590** or email **jom@prospect-training.org.uk**

**You can access our Bursary Policy and Application Process via our website.**



# BEHAVIOUR AND ATTENDANCE & CODE OF CONDUCT

PTS (Prospect Training Services), believes that all learners should be aware of the code of conduct that is expected of them, and we take responsibility for promoting this code. We hope that by encouraging positive behaviour patterns, we can promote good relationships throughout the centre, built on trust and understanding. Through the use of the Behaviour and Attendance Policy, we can support all of our learners in developing a high level of positive behaviour, strong ethics and social awareness. Our aim is to ensure that all our learners leave the centre with the skills they need to continue to progress to the best of their ability in all areas of life.

We work with parents/carers and external agencies to understand the young people we support. **We believe that the following are an important part of building an effective learning community:**



**Boundaries**



**Praise and rewards**



**Good support systems**



**Encouraging good behaviour**

We encourage parents/carers to communicate with the centre if they have a concern about their child's well-being, attendance or any other concerns that could impact the learners programme, and we will do as much as possible to support them.

We understand that in emergencies, you may need to contact your child, but for non-emergency contact, we ask that parents/carers make alternative arrangements. Please bear in mind that mobile phones must not be used during lessons.

All learners at PTS are expected to attend all classes in line with their agreed timetable and to arrive on time. Should an absence be unavoidable due to illness, then the learner must notify PTS prior to the start of their session by contacting the centre. Learners must inform PTS every day they are absent unless they have provided evidence in advance. Learners should not make non-emergency appointments (e.g. dentists, driving lessons, doctors etc.) in the time they should be attending their course.

We will contact parents/carers if we have concerns relating to attendance and behaviour. This may include inviting you in for a tutorial.

For further information regarding the behaviour and attendance, please contact **Jane Trehearne** on **01452 300255** or email **janet@prospect-training.org.uk** or **Jo Mathers** on **01452 542590** or email **jom@prospect-training.org.uk**



**You can access our code of conduct & attendance policy via our website.**

# WORK PLACEMENT



Learners will undertake a quality, structured and meaningful work experience placement that will enable them to gain occupational knowledge and develop the required employability skills.

- This is a requirement for a 16-19 Study Programme and can range from 30 – 300 hours depending on their agreed programme
- This is unpaid
- This work experience must be undertaken externally and not within PTS
- All learners have timetabled day(s) to undertake their work experience

The Work Placement Liaison Team will work closely with our learners to support this process and source a suitable work placement to match each learner's career aspirations, ensuring their needs and abilities have been met. Our aim is to support a young person to become work ready and progress into a positive destination, which could include Further Education, paid employment or an Apprenticeship.

For further information regarding our work placement provision and Employer Engagement Strategy, please contact **Kath Chapman** on **01452 300255** or email **kathc@prospect-training.org.uk**

## CAREERS, EDUCATION INFORMATION ADVICE AND GUIDANCE (CEIAG)

The careers offer at PTS is guided by the Gatsby Benchmarks and the Government's agenda for skills development and careers support in schools, colleges and further education outlined in the DfE Careers Strategy. However, more importantly, it focuses on giving each learner excellent, impartial and creditable Information, Advice and Guidance that provides them with a clear progression pathway and develops key behaviours that meet employer expectations.

We aim to connect with our community and employers locally and nationally and prepare the learners for their next step by taking account of who they are, where they want to be and how we can support them to get there.

For further information regarding our CEIAG offer and strategy, please contact **Coral Juke** on **01452 300255** or email **coralj@prospect-training.org.uk**



# PARENTAL/GUARDIAN CONSENT

## **Off Site Learning:**

During your child's time on their programme, they may be required to leave the centre for off-site learning in connection with their training programme. By enrolling in a programme at PTS, they will be giving consent to take part in off-site learning. If you have any concerns regarding your child leaving the centre, you will need to contact the centre.

## **Photographs/Video Recordings:**

On occasion we may take photographs and videos of your child for the use of:

- Portfolios
- Centre Displays
- Company Website/Promotion
- Social Media
- Newsletters
- Local Press

We will obtain permission from all learners prior to taking/using photographs and videos, unless we are already aware of restrictions that would prevent us from doing this. Learners have the right to object to photographs and videos being taken. If you have any concerns or objections regarding this, you will need to contact the centre.

## **Online Safety/Learning:**

Our safeguarding team are fully trained in online safety; this helps us to provide support and an open-door policy for our learners if they experience any of the dangers that the online world can pose to them. We also offer a comprehensive Enrichment Programme to all learners, which aims to educate them to keep themselves safe online, which is embedded from induction.

Our learners will not be required to learn online from home; this would only be implemented should we be directed to do this in the event of a Government lockdown. In these circumstances we have a Virtual Learning Process and Policy in place, and we will work with you and your young person to make this change as smoothly and safely as possible.

## **Safeguarding at PTS:**

We have a dedicated safeguarding team at PTS. The Designated Safeguarding Lead (DSL) and the team are there to support learners with all areas of their well-being and safety. We work closely with external agencies to offer support at the earliest opportunity. We are also there to support our parents/carers.





### Keeping our Learners Safe:

You may have heard in the media how schools and colleges have gone into lockdown due to isolated and thankfully rare cases of learners carrying knives in educational establishments. At PTS, our learner's safety is paramount, which is why we have several safety measures in place, **this includes:**

- **ACT for Youth Training:** This is part of each learners induction which includes information and advice on how to ACT in the event of a terror attack or a weapons attack, more information about this can be found here [RUN HIDE TELL - School Teaching Guide | ProtectUK](#)
- **Enrichment Programme:** Our enrichment programme raises awareness of topics such as exploitation, knife crime, radicalisation, online safety, harmful sexualised behaviour and British values. We believe this will help our learners to be aware of their own safety and be respectful of others' safety. This is a mandatory part of our programmes.
- **ID Badges:** It is expected that all learners wear their learner lanyard while on our premises. This assists with security on-site contributing to a safe learning environment.

### Lockdown Process:

All learners are informed of our lockdown procedures as part of their induction. Our staff are fully trained, our buildings are assessed and adapted and we run practice drills to allow for a safe lockdown.

In the event of a lockdown, our central communications team will attempt to provide parents/carers with updates via text message (we will be guided by the emergency services), so it is important your emergency contact number is kept up to date. You can provide this when your young person enrolls and inform our office of any changes by calling 01452 300255. We understand that you will be worried and concerned, but it is important that you wait for updates and do not come to the centre; this is for everyone's safety.

### Learner Search Policy:

We have a PTS Learner Search Policy. This is in place to enable allocated, trained staff to carry out a consented search of any learner whom we have suspicions of, or information that they are carrying a knife or other prohibited items. PTS see this as a deterrent and only use this power when necessary.

You can access our Safeguarding and Prevent Policy, Learner Search Policy/Process and Online/Virtual Learning Policy via our website - [Prospect Training Services | Safeguarding and Prevent at PTS](#)

For further information regarding points 8-11, please contact **Kate Whereat** on **01452 300255** or email **katew@ptsyouth.co.uk**.

# PARKING AND E-SCOOTERS

Learners are not permitted to park their vehicles in the centre car parks. There are limited parking spaces which are **reserved for staff and visitors only**.

## E-BIKES/E-SCOOTERS

Learners are not permitted to bring their E-bikes or E-scooters on-site unless they can produce insurance documents, which will be verified by senior management, and a permit will be issued. We will then advise how learners can safely store their E-bike or E-scooter whilst on-site.

## BICYCLES

Learners are permitted to bring bicycles onto PTS property and store them in the allocated bicycle rack. Please note we advise that learners bring a lock, and we would like to make you aware that PTS accepts no liability for any damage or theft of learners' bicycles.





# UNLOCK YOUR POTENTIAL, SHAPE YOUR FUTURE.

For further details on any of the topics covered in this handbook, please get in touch with the appropriate contact listed in the relevant section.

Alternatively, please contact **Ewen Saunders**:

-  01452 886 888
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