



Learner Handbook

A Guide to Your Learner Journey

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Introduction

The handbook covers information for you to refer to during your training, including useful contact details which will assist you on your learning journey and achievement of your chosen training programme. If you have any questions or require any further information regarding your training programme, your Trainer will be happy to help!

Useful Contact Details

Qualitrain Ltd

King St
Alfreton
Derby
DE55 7DQ
Tel: 01773 417390

Managing Director: Leon Bowler Number above or leon.bowler@qualitrain.co.uk

Safeguarding Officer Lead: Claire Lewis. Please contact Claire regarding any safeguarding issues or concerns, such as if you feel unsafe, bullied or have radicalisation concerns. Telephone; 01773 417340

claire.lewis@qualitrain.co.uk

Safeguarding Officer (Deputy): Leah Murden. Please contact Leah in the absence of Claire Lewis.

01773 417340/leah.murden@qualitrain.co.uk

Trainer contact details are provided within the Training Plan

Roles and Responsibilities

Qualitrain Ltd

- Responsible for course delivery, and day to day Learner support and guidance, claim funding for the course if applicable. For full details for Apprenticeships, refer to the Commitment Statement

Funding Provider, if not Qualitrain Ltd

- Claim funding once learner enrolment paperwork completed;
- Responsible for monitoring course delivery by Qualitrain Ltd to ensure funding compliance;
- Learners may have access to funding provider Learner services

Your funding provider is; Qualitrain Ltd

Awarding Body

- Provide support and guidance on qualification delivery and assessment;
- Audit Qualitrain Ltd through visits;
- Award qualification certificates

Institute for Apprenticeships

The Institute for Apprenticeships ensures high-quality apprenticeship standards and advises government on funding for each standard. Please access the link below to learn more about how they are involved in your Apprenticeship;

<https://www.instituteforapprenticeships.org/>

End Point Assessment Organisation

End-point assessment (EPA) is an independent assessment of the knowledge, skills and behaviours that you have attained during the course of your Apprenticeship has learned throughout an apprenticeship, which confirms that you are occupationally competent. Your Trainer will provide further information on this, and the associated process during information, advice and guidance sessions prior to the start of your training.

<https://www.instituteforapprenticeships.org/>

Note: Qualitrain Ltd is an Approved, EAL Centre, HABC Centre and ITSSAR (Independent Standards Scheme and Register) Centre. If applicable, your Trainer will confirm who your Awarding Body is.

Qualitrain Ltd

Our company strives to deliver high quality workplace training that focuses on developing the employability skills of learners wanting to, or already working within manufacturing companies across the country. We aim to ensure that learners are on the right programme to develop employability skills, in order to contribute to the improvement of employer identified business need(s) and to enhance each learner's future career and life prospects.

Qualifications can either be taken as standalone qualifications or as part of Apprenticeship Standards

Information, Advice & Guidance for Learners

Learner Outcomes

1. Learners understand that training leads to recognised qualification(s) and that the service helps learners to improve themselves, their work processes and their company's performance
2. Learners feel motivated to undertake their training programme and to achieve as well as they are able
3. Delivery methods and resources motivate learners to want to achieve their qualification on time
4. Learners feel respected through being treated fairly and their contributions being valued
5. Learners are provided with a safe and supportive learning environment, particularly through the promotion of democracy, the rule of law, individual liberty, and mutual respect and tolerance for those with different faiths and beliefs, and know they have a voice that will be listened to should any concerns arise
6. Learners recognise and understand the progression opportunities available, raising their aspirations to undertake more learning and/ or to achieve promotion

Prior to Enrolment

Bespoke training is developed through discussion with employers, which ensures training supports each company's specific needs and leads to business benefits. Qualitrain liaises with Learners and employers (and/or others such as recruitment agencies) to identify appropriate qualification(s) to be taken, to suit each Learner's abilities and job role/ prospective job. Learners understand where their training will take place, and that it will lead to recognised qualification(s), develop employability skills and should improve company business performance.

Admission to Programme

During induction an enrolment documents are completed, and learners sign to say that they understand what the course is about, it meets their needs, what support is available. An individual planned programme of progression is created and responsibilities of all parties are confirmed; Learner/Employer/Training Provider. Initial assessments are used to identify starting points and to identify any support needs for the intended programme. The results are used to make recommendations about whether a learner has the necessary baseline literacy and numeracy skills, and as applicable ICT skills, to succeed with their chosen qualification(s).

On-Programme and Beyond: Goals, Support, Progress and Attendance

- Learning goals are designed to meet qualification requirements, linked to company performance measures too, which helps learners in their job roles, can lead to promotions and those who are unemployed to gain employment.
- Where possible, Trainers are embedded on-site which significantly strengthens on-programme support. Trainers work flexible hours to suit learners; training is planned, and re-planned as necessary, around production commitments, holidays, sickness and learner shifts; including night shifts.

- Qualitrain is committed to the promotion of the fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance for those with different faiths and beliefs and to addressing any radicalisation concerns.
- Learners develop exceptional personal, social and employability skills.
- Learners are supported to develop literacy and numeracy skills to help at work, in day-to-day life and to make it easier with current and/ or potential future studies.
- Learners can progress onto higher level qualifications, and receive good quality information, advice and guidance regarding progression opportunities.

Individual Support

Learners are provided with individualised support in respect of individual needs and are expected to study according to the agreed plans or revised plans as agreed with their Trainer. Learners are expected to attend and be prompt for organised sessions and reviews, and to behave in a professional manner at all times. Record of Attendance sheets are kept to record attendance. The Trainer should be informed of any reason for any absence. Employers are kept up-to-date with learner progress.

Equipment

In addition to the teaching resources provided by Qualitrain Ltd, Trainers liaise with employers/ external companies, as applicable, to ensure that there is access to the necessary resources to complete the programme. Health and safety regulations must always be followed. For instance, personal protective equipment must be worn where a risk is identified.

Personal Learning Record (PLR)

Every learner has a Unique Learner Number (ULN), and it is used to create and/ or update your Personal Learning Record, as required by the Education & Skills Funding Agency. The record stores your participation and achievement data. This is used to assess any previous learning you have completed to assist us to individualise your programme. You can opt-out of this sharing of your Personal Learning Record by contacting LRS Customer Helpdesk on **0845 602 2589**.

On-programme: Support, Delivery, Assessment and Achievement and Learner Feedback

Year-on-year learners say they are extremely well supported and treated fairly during feedback surveys. Learners develop exceptional personal, social and employability skills. Qualitrain is committed to promoting the spiritual, moral, social and cultural development of learners, particularly through promotion of the fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance for those with different faiths and beliefs and through addressing any radicalisation concerns. Learners can progress onto higher level qualifications, and are given good quality information, advice and guidance regarding progression opportunities.

1. Individualised Learning Plan (ILP)

An Individual Learning Plan (ILP) is used to record initial assessments results (including any additional learner support), recognition of prior learning (if applicable), to plan the delivery of the whole training programme, gain agreement to the plan and to capture support arrangements. It is kept up to date throughout the programme from induction onwards during meetings with your Trainer.

2. Progress Reviews

Progress Reviews are meetings during which your overall progress is reviewed; often incorporates your progress against Learning Milestone Timelines. During the meetings you can raise any concerns you have, discuss any support needs and targets are agreed.

As a result, learners are clear about their progress, should be motivated to achieve the qualification(s), and to complete on-time.

3. Other On-Programme Support

Verbal and written feedback is given more informally at other times, and for many learners an electronic portfolio is used to support Learners. Learners are supported to develop literacy, numeracy, personal, social and employability skills within their training programme. The impact should be that learners feel supported and motivated to make progress, and are confident of meeting qualification deadlines.

4. Exit Reviews

An Exit Review is conducted on completion of training programmes, in order to encourage reflection on the learning experience, and to discuss progression possibilities on a one-to-one basis. This helps learners to recognise and understand the opportunities available, raising aspirations to undertake more learning and/ or to achieve promotion. At the end of the training learners will receive information advice and guidance relating to their next steps in relation to how to access independent impartial careers advice, how to seek career progressions within their own organisation, other training programmes in Qualitrain, career progression routes and how to develop a professional network with a guide to setting up a profile on LinkedIn.

5. Internal and External Quality Assurers

When Awarding Body qualifications have been undertaken, Trainers submit completed portfolios to an Internal Quality Assurer (IQA). IQAs sample to check that sufficient evidence exists, as well as checking that the assessment process was followed

External Quality Assurers (EQA) are employed by awarding bodies to sample portfolios and provide feedback on how well qualification standards are being met.

7. Centre Co-ordinator

The Centre Co-ordinator's role is about management, administration, communication and liaison associated with the operation of an assessment centre.

8. Finance

Finance towards your training may be available enabling delivery of fully or part funded training. If applicable, access to funding is dependent upon differing eligibility criteria being met and the requirements are explained during induction.

Any non-funded costs are either met by employers or learners.

Qualitrain Ltd Policies and Procedures

Please ask your Trainer if you wish to see copies of any of our policies, or find key policies on [Policies \(qualitrain.co.uk\)](https://www.qualitrain.co.uk/policies)

Health, Welfare and Safety Policies

- **Safeguarding Policy:** Focuses on protecting the well-being of all learners, including on-line safety.
- **Health and Safety Statement of Intent Policy:** It explains our duty to provide and maintain a safe and healthy working environment
- **Prevent and British Values Policy:** It explains how we specifically protect our learners from activities linked to radicalisation and extremism, and states some of the ways we promote the fundamental British values. The four British values are listed next, along with a brief description linked to each one:
 - Democracy:** Ensuring everyone has a voice so that all are listened to and can share their views.
 - Rule of law:** Focuses on understanding and respecting rules and regulations. For example, this includes complying with the Health and Safety at Work Act
 - Individual liberty:** Freedom and individual choice (within the law),
 - Mutual respect and tolerance for those with different faiths and beliefs:** Equality and diversity is embedded so that people having different faiths and beliefs (or none) are accepted and tolerated; prejudiced views are not tolerated.
- **Equality and Diversity Policy:** Qualitrain Ltd welcomes diversity – valuing differences in everyone.
- **Prevention of Sexual Harassment Policy** – Clarifies the duty to take steps **to prevent** any kind of behaviours which could be classed as Sexual harassment of another. **NEW POLICY can be found here:**
[https://www.qualitrain.co.uk/hubfs/Prevention%20of%20sexual%20harassment%20policy_1.00%20\(1\).pdf](https://www.qualitrain.co.uk/hubfs/Prevention%20of%20sexual%20harassment%20policy_1.00%20(1).pdf)

Assessment Policies

These policies explain some key policies linked to the assessment process:

- **Assessment Policy:** Overarching assessment policy which ensures that assessment is valid, reliable and does not advantage nor disadvantage any group of learners or individuals, meets awarding body standards and that there is an accurate and detailed recording of assessment decisions.
- **Appeals Procedure:** Explains how a learner may appeal against an assessment decision, if it is believed that the decision is unfair or unreasonable. Form in Appendix 1 if applicable.
- **Reasonable Adjustments and Special Consideration Policy:** Explains how the assessment process should not disadvantage any learner.
- **Malpractice and Maladministration Policy:** The policy states that plagiarism and cheating will not be tolerated, but covers broader issues too.

Other Key Policies

- **Complaints, Compliments and Feedback Procedure:** Qualitrain welcomes feedback from all our customers, both compliments and complaints, to help ensure high standards of service and to identify improvements needed. Form in Appendix 1 if applicable. Should a complaint not be resolved internally, our policy states that a complaint can be taken to an external body, such as an Awarding Organisation or Funding Provider. This could involve one of the next steps, as applicable:
 - A) Following the relevant Awarding Organisation's complaints procedure
 - B) Funded learners: Following relevant funding provider complaints procedure. If the learner still remains unhappy with the funding provider's outcome, then the complaint can be taken to the overall funder of training. For instance, Education and Skills Funding Agency by following this link: <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>
- Note: External bodies will not generally accept receipt of a complaint until the Qualitrain Ltd procedure has fully run its course.
- **Learning Records Service Privacy Notice:** Informs you how your Personal Learning Record is created, and how information is shared.
- **Disciplinary: Learner Code of Conduct and Disciplinary Procedure:** It stipulates our Code of Conduct
- **Communications, Email and Internet Policy**
As part of the Prevent Duty legal requirement, users must not download, create, manipulate transmit or store: unlawful material, or material that is defamatory, threatening, discriminatory, extremist or which has the potential to radicalise themselves or others

Wellbeing Advice: Including Counselling

As well as support from Qualitrain's Safeguarding Officer, please see below for other useful support contact details;

Counselling

Cruse Bereavement Care	http://www.cruse.org.uk/	0808 808 1677
Gamblers Anonymous	www.gamblersanonymous.org.uk	
National Debtline	www.nationaldebtline.org	0808 808 4000
Relate (Relationship support)	www.relate.org.uk	0300 100 1234

Mental Health

[Mental health services - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Drugs and Alcohol

Alcoholics Anonymous	www.alcoholics-anonymous.org.uk/	0800 9177 650
FRANK (Drugs helpline)	http://www.talktofrank.com/	0300 123 6600

Health and Welfare

Bullying UK	http://www.bullying.co.uk/	0808 800 2222
Childline	Childline Childline	0800 1111
NHS (Non-urgent)	http://www.nhs.uk/pages/home.aspx	111
Rape Crisis	http://www.rapecrisis.org.uk/	0808 802 9999
Domestic Violence Help	http://www.refuge.org.uk/	0808 2000 247
Samaritans (If things are getting to you)	http://www.samaritans.org/	116 123

Rights and Legal Advice

ACAS

<http://www.acas.org.uk/>

Citizens' Advice

www.citizensadvice.org.uk

0300 123 1100

03444 111 444

Prevent

[ACT Early | Prevent radicalisation](#)

0800 011 3764

Independent Impartial Careers Advice

For independent and impartial advice, you can contact the National Careers Service at 0800-100-900 or visit their website: <https://nationalcareers.service.gov.uk>

Seeking Career progression within your own organisation

Upon completing your apprenticeship, you may want to explore career progression opportunities within your own organisation. Here are some tips to help you with this.

- Start by having a conversation with your line manager or mentor about available roles that align with your skills and career aspirations.
- Express your interest in taking on more responsibilities or learning new skills to enhance your development.
- Consider enrolling in additional training programmes or apprenticeships that your organisation offers to help you specialise or move into leadership positions.
- Actively network with colleagues across departments to gain insight into different areas of the business and seek out opportunities for internal promotions.
- Keep your career goals in mind and take advantage of any performance reviews or development discussions to highlight your ambitions and seek guidance on the steps needed to achieve them.

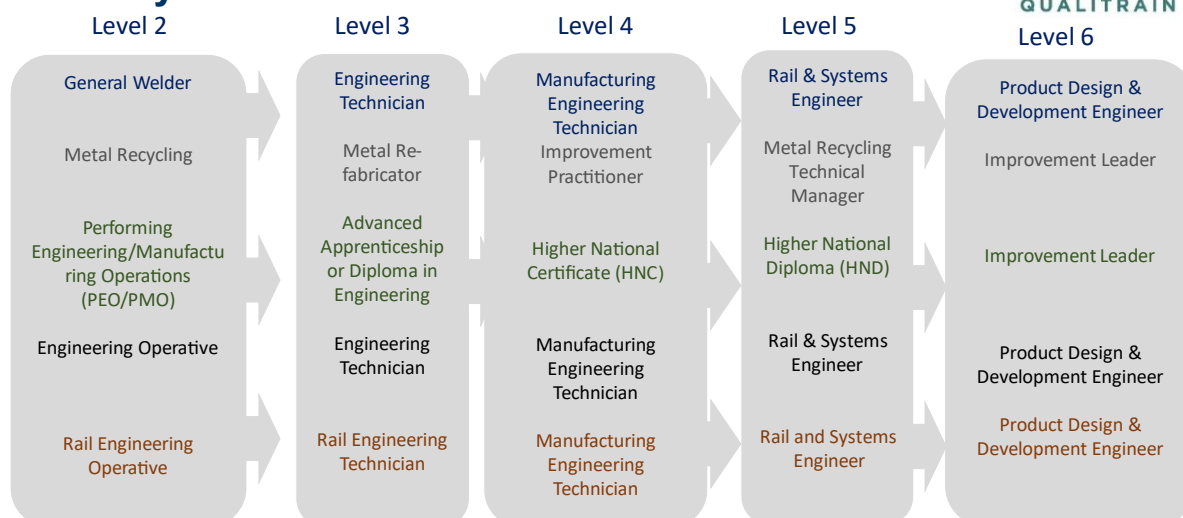
Other Training Programmes with Qualitrain

You might find it helpful to explore additional training options available through Qualitrain by visiting our website: <http://www.qualitrain.co.uk>

Career progression

Here are some examples of career progression and further learning opportunities available to you on graduation of your current programmes:

Examples of Career opportunities For Engineering Academy Graduates



More information can be found by clicking on the following links:

- General Welder Level 2

<https://www.instituteforapprenticeships.org/apprenticeship-standards/general-welder-arc-processes-v1-0>

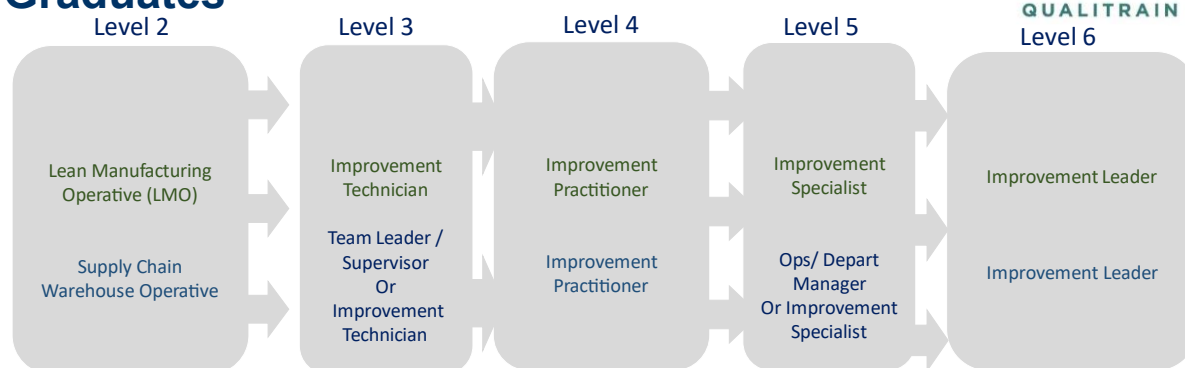
- Engineering Technician Level 3

<https://www.instituteforapprenticeships.org/search/?query=engineering+technician>

- Maintenance and Operations Engineering Technician Level 3

<https://www.instituteforapprenticeships.org/search/?query=maintenance+and+operations+engineering+technician>

Examples of Career opportunities For Qualitrain Graduates



Progression depends on workplace opportunities to develop competence, so the role must allow for applying learning within the appropriate context and authorisation level

More information can be found by clicking on the following links:

- Lean Manufacturing Operative Level 2

<https://www.instituteforapprenticeships.org/apprenticeship-standards/lean-manufacturing-operative-v1-0>

- Supply Chain Operator Warehousing Level 2

<https://www.instituteforapprenticeships.org/apprenticeship-standards/supply-chain-operator-v1-0>

- Team Leader/Supervisor Level 3

<https://www.instituteforapprenticeships.org/apprenticeship-standards/team-leader--supervisor-v1-0>

- Improvement Technician Level 3

<https://www.instituteforapprenticeships.org/search/?query=improvement+technician>

- Improvement Practitioner Level 4

<https://www.instituteforapprenticeships.org/search/?query=improvement+practitioner>

- Quality Practitioner Level 4

<https://www.instituteforapprenticeships.org/search/?query=quality+practitioner>

- Improvement Specialist Level 5

<https://www.instituteforapprenticeships.org/search/?query=improvement+specialist>

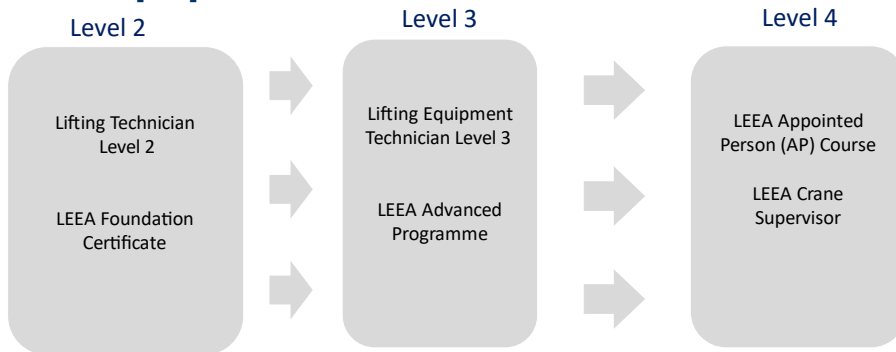
- Operations or Departmental Manager Level 5

<https://www.instituteforapprenticeships.org/apprenticeship-standards/operations--departmental-manager-v1-0>

- Improvement Leader Level 6

<https://www.instituteforapprenticeships.org/search/?query=improvement+leader>

Examples of Career opportunities For Qualitrain Powered Equipment Graduates



Progression depends on workplace opportunities to develop competence, so the role must allow for applying learning within the appropriate context and authorisation level

More information can be found by clicking on the following links:

- Level 2 Lifting Technician

<https://www.instituteforapprenticeships.org/apprenticeship-standards/lifting-technician-v1-1>

- Level 3 Lifting Equipment Technician

<https://www.instituteforapprenticeships.org/apprenticeship-standards/lifting-equipment-technician-v1-2>

- Lifting Equipment Engineers Association (LEEA)

<https://leeaint.com/>

NETWORKING - Setting Up Your Profile on LinkedIn



What is LinkedIn?

LinkedIn is a professional networking site that helps you make business connections, share experiences, and find jobs. Your profile on LinkedIn acts as an online resume, showcasing your work experience, accomplishments, and recommendations. You can use LinkedIn to apply for jobs, connect with recruiters, and even access online learning through LinkedIn Learning.

Key Features:

- Home: Your news feed, similar to other social networks.
- My Network: View and manage your connections.
- Jobs: Search and apply for jobs. You can set up notifications for new job postings and see if you have connections at specific companies.
- Messaging: Use this feature to communicate with people in your network. With LinkedIn Premium, you can message people outside your network using InMail.
- Me: This is your profile, where you can display your work history, achievements, education, and more.

If you're new to LinkedIn, here's a helpful guide:

LinkedIn Beginner's Guide [How to Use LinkedIn for Beginners](#)

Qualitrain- U Personal Development programme

Qualitrain also provide a personal development programme to help apprentices become well-rounded individuals, equipped with the skills and knowledge to succeed in both their careers and personal lives.

This development goes beyond the apprenticeship standard and encompasses a broader set of skills and qualities that prepare apprentices for life and work and contribute to the personal development of apprentices in areas such as:

- Wellbeing and Mental Health: Ensuring learners receive support for mental and emotional health, fostering resilience and confidence.
- British Values & Prevent Duty: Promoting values such as democracy, the rule of law, and individual liberty, as well as safeguarding learners from radicalisation.
- Careers Advice and Progression: Offering guidance on career paths, further study, and long-term development beyond their current apprenticeship.
- Character Building and Life Skills: Encouraging responsibility, teamwork, and initiative, helping learners develop traits that are valuable both personally and professionally.
- Citizenship and Social Responsibility: Educating apprentices on contributing positively to society, understanding diversity, and developing respect for others.
- You can access this here: [Qualitrain-U | General | Microsoft Teams](#)

Achievement

Once the necessary evidence has been submitted and approved, and/or an external assessment passed, Certificates are sent by the ESFA to the address provided via recorded delivery.

Learner Feedback: Programme Review and Evaluation

The partnership providers value Learner feedback, so that we can strive to improve the quality of our provision, and the learning experience.

We gather Learner feedback as follows:

- i) Qualitrain Ltd conducts Progress Reviews throughout your programme, and an End Review on completion. During these reviews you will be asked how satisfied you are with your course. Reasons for any learner dissatisfaction will be explored with an aim to improve things.
- ii) Learner Feedback questionnaires are used in order to obtain your views on specific aspects of your training programme, and the results are acted upon by the programme team.

However, it is most important that you bring any problems or difficulties that may arise during your qualification to the attention of your Trainer, as soon as possible via email or telephone contact details provided.

Student Discount Card

Buy your Totem / Student Discount Card online. It is simple and only takes a few minutes.

<https://totum.com/campaigns/wearetotum>

Apprentice Oyster card – If based in/around London

[Apprentice Oyster photocard - Transport for London \(tfl.gov.uk\)](#). This page will provide the information, and if scroll down a bit, include a link to apply.

You will need to sign-in or create an account if you don't already have one. Here is part of the information you will need to provide:

- Your ULN (10-digits):

- Our provider UKPRN: 10027438
- Name of programme (e.g. L2 Supply Chain Warehouse Operative)
- Programme duration (e.g. 14 months)

When selected the product on the website, make sure to select “**the Apprentice Oyster card**”

Learner code of conduct

Our Commitment:

We are dedicated to providing a positive and productive learning environment. This Code of Conduct outlines the behaviours we expect from all learners to support their success and maintain respect for both trainers and fellow learners.

1. Timekeeping and Attendance

- Be Punctual: Arrive on time for sessions and return promptly from breaks.
- Full Participation: Attend all scheduled training sessions and actively engage in the learning process.

2. Respect and Professionalism

- Show Respect: Treat trainers, peers, and staff with respect. Listen when others are speaking and contribute positively.
- Communicate Constructively: Raise any concerns or challenges with your trainer early so support can be provided.
- Stay Positive: Approach learning with a positive attitude and a willingness to improve.

3. Behaviour During Sessions

- Be Focused: Stay on topic during discussions and avoid disruptive behaviours that affect the group’s learning.
- Complete Assignments: Submit all tasks and assignments on time and ensure your work meets the required standards.
- Professional Conduct: Display adult, responsible behaviours in interactions with peers and staff.

4. Online Learning Etiquette

- Environment: Ensure you have a quiet, distraction-free space for online sessions.
- Camera and Microphone: Keep your camera on during online sessions unless otherwise agreed, and mute your microphone when not speaking.
- Engagement: Participate fully in online activities and discussions, just as you would in a face-to-face setting.

5. Accountability and Growth

- Accept Feedback: Listen to constructive feedback and use it to improve your learning and behaviour.
- Take Responsibility: Be accountable for your actions and the impact they have on others in the group.

Plagiarism and use of AI

In all assessed work, learners are responsible for ensuring that the work they submit is truly their own. When incorporating the work, ideas, or opinions of others, learners must use correct referencing and citation to give proper credit to the original sources. This responsibility also extends to the use of artificial intelligence (AI); while AI tools may support personal study and research, using

unacknowledged AI-generated content in assessments constitutes academic misconduct unless explicitly allowed in the assessment brief.

Responsibilities of Staff

All staff members play a role in supporting and enforcing this policy. Their responsibilities include:

- Ensuring the policy is understood and consistently followed.
- Teaching learners how to correctly reference and cite any materials, sources, and AI-generated content used in their work.
- Addressing cases of malpractice in alignment with the Qualitrain malpractice policy. Offenses by learners will be reviewed by the Qualitrain board to ensure fair and appropriate action.

AI Usage Guidelines

Learners may use AI tools for independent study or formative work if this is discussed with their supervisor. However, using AI to complete parts of an assignment, especially in summative assessments, is considered misconduct unless otherwise specified. Assessors are trained to spot potential AI misuse, including inconsistencies in language style, unsupported references, or unusual patterns in grammar, format, or content.

Examples of Cheating and Plagiarism

Cheating includes actions such as:

- Communicating or copying from another candidate during exams unless group work is explicitly permitted.
- Speaking with unauthorised persons during an exam.
- Bringing unauthorised materials (written, printed, or electronic) into the exam room.
- Gaining access to exam materials before they are released.
- Providing false knowledge or understanding in any form.

Plagiarism involves presenting someone else's work as one's own without proper acknowledgment. Examples include:

- Using phrases from another source without quotation marks or citations.
- Paraphrasing someone else's work without crediting the source.
- Using another's ideas significantly without acknowledgment.
- Copying another candidate's work, with or without their permission.

Auto-plagiarism is also prohibited and involves reusing one's previous work without proper referencing, as if it were new content. The link to the policy is

https://143418426.fs1.hubspotusercontent-eu1.net/hubfs/143418426/GP23G-Plagiarism-Policy_1.02.pdf

Appendix 1: Complaints, Compliments and Feedback or Raising an Appeal Form

This form should be used for feedback linked to complaints, appeals, suggestions or compliments
This form should be used to provide feedback, and if raising a grievance or appeal, after it has not been possible to resolve informally.

Type of feedback		Please tick appropriate box
	Complaint	
	Appeal	
	Compliment	
	Suggestion	
Feedback: If a Complaint or Appeal, clearly state the grounds for your complaint or appeal and attach any relevant supporting documentation, including what has already been done in an attempt to resolve the issue.		
Name and contact details of person providing the feedback (CAPITALS)		
Signature		
Date		

**Please return to: Qualitrain Ltd, Genesis Business Centre, Alfreton, Derbyshire, DE55 7DQ
FAO the Managing Director**