



Hampshire
County Council

Hampshire Achieves

Hampshire Achieves

Supported Internship
&
Pathways Programmes

Learner Handbook

September 2025

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Welcome to Learning with Hampshire Achieves

Thank you for choosing to study with Hampshire Achieves, we are delighted to welcome you to your Supported Internship and/or Pathways programme.

Your success on this programme is our priority. We work hard to ensure you achieve and we look forward to working with you towards your own personal and academic goals.

This short handbook has been designed to help you as you settle into your course and outlines our key people, services, and policies. It also provides details for who to contact should you have further questions or queries. During your Induction we will be covering very important topics such as how to stay safe online and how you can report concerns. Your safety is very important to us.

I hope that you will quickly settle into your new learning environment and be both happy and successful with Hampshire Achieves. If you have any queries at all at any time, please speak to your Tutor.

Karen Northover

Head of Service (Hampshire Achieves)
Participation & Lifelong Learning
Hampshire County Council

Your Supported Internship

The Supported Internship is a course designed to help young people get into work. Throughout the course we will focus on positive progression (your next step), be that into paid employment, an apprenticeship or even volunteering. Everyone is different and we want to make sure that we find the best available path for you.

The course will begin with a three-week induction, during which you will get to know your classmates and the staff team. We will discuss the type of work you might like to do, your strengths and weaknesses, and your preferences. This is the time to share as much as possible about yourself and your future plans so that we can best support you in finding suitable work. We will then arrange a work placement that realistically matches your preferences.

After the induction and a period of learning, you will spend a significant amount of time in a work placement. You will be supported by a Skills Coach, who will provide the assistance you need, such as help with travel, understanding, and remembering instructions. Your Skills Coach will always aim to promote your independence, with the goal of you eventually working without their support.

Treat your work placement like a permanent job. It is an opportunity to demonstrate to your employer that you would be a valuable employee at the end of the course. The key to this is staying motivated and giving 100%. However, not everyone will be offered a job at the end of the course. If this happens, we will support you in applying for new opportunities and achieving your personal goals.

As well as English and maths you will complete a Level 1 Award, Skills for Independence & Work qualification. You will also have Tutorials and careers sessions. In addition, you will be expected to complete independent study on your own, this will be monitored and supported via your Skills Coach. In addition to your work placement, you will spend two days a week in class. During classroom sessions, you will work on Functional Skills in English and Maths up to Level 2. If you need to achieve a higher level in these subjects, you will sit assessments towards the end of the year. If not, you will still be required to participate to maintain and update your skills.

Your Pathways programme

Pathways is designed for young people aged 16 – 24 and up to the age of 25 years old, with a SEND need who wants to develop their personal and social skills to enable them to take the next step in their future, which may include employment or further study. Everyone is different and we want to make sure that we find the best available path for you.

The Pathways programme helps young people build confidence in making personal and independent choices, and understand how these choices impact their wellbeing, confidence, social skills, planning skills, social awareness, and motivation. Our learning strategy is 'learning by doing.' The course begins with a three-week induction where you will get to know your classmates and the staff team. This is the time to share as much as possible about yourself and your future plans so that we can best support you in further study or other destinations. You will complete employability activities and meet employers as part of your programme.

You will attend classes three days per week. You will receive support in English, Maths, and Essential Digital Skills through engaging and relevant activities tailored to your personal development. In Year 1 of the Pathways course, you will work towards the Level 3 Award in Personal and Social Development. In Year 2, you will work towards the Level 3 Award in Employability and the Level 1 Award in Personal and Social Development. Both programmes include participation in outdoor education and completion of the Duke of Edinburgh award(s).

VLE (Virtual Learning Environment)

Once learners have enrolled in their programme, you will receive a username and login for the Participation and Lifelong Learning VLE. This online space provides a wealth of information about careers, as well as various activities to support your learning and next steps.

Internet Safety and E-Safety

Hampshire Achieves is dedicated to providing a safe and secure learning environment for all staff and learners. We are committed to maintaining a consistent approach to internet and e-safety for everyone, in accordance with our Internet and E-Safety Policy and Procedures 2025-2027.

All learners will be completing the Education and Training Foundation Side by Side course modules which covers:

- British Values
- Online Safety
- Radicalisation and Extremism
- What can you trust?

Online Acceptable Use Statement

Use of the Internet and email by learners is permitted and encouraged where such use supports the goals and objectives of the learning programme.

HA has a policy for the use of the Internet and email whereby learners must ensure that they:

- follow any given guidelines to stay safe online
- comply with current legislation
- use internet and email in an acceptable way
- do not create unnecessary business risk to HA, or to their Learning Provider, by their misuse of the internet/email.
- use Hampshire Achieves IT equipment for their intended use only i.e. learning activities.

Unacceptable behaviour

The following behaviour by a learner is considered unacceptable:

- use of HA or Providers communications systems to set up personal businesses or send chain letters
- distributing, disseminating, or storing images, text or materials that might be considered indecent, pornographic, obscene or illegal
- distributing, disseminating, or storing images, text or materials that might be considered discriminatory, offensive, or abusive, in that the context is a personal attack, sexist or racist, or might be considered as harassment
- accessing copyrighted information in a way that violates the copyright
- broadcasting unsolicited personal views on social, political, religious, or other non-business-related matters
- transmitting unsolicited commercial or advertising material
- introducing any form of computer virus or malware into the corporate network.

What to expect

Hampshire Achieves welcomes and values all learners. We are committed to ensuring your wellbeing, security and providing a safe environment. We also aim to provide all the information you may need to succeed, as follows:

Before the course starts, we provide:

- start date, times, number of weeks, and location
- what the programme will cover
- any preparation you should do
- an opportunity to discuss, in confidence if you prefer, any needs you may have and how we can support you to achieve your goals
- an opportunity to review and discuss your current EHC plan and Annual Review, qualifications and certificates and previous learning history and attendance

At the first session

- the experience and background of your Tutor and Skills Coach
- the learning and teaching methods that we provide
- how your progress will be monitored, both in the classroom and work placement
- relevant health and safety issues
- bursary support
- feedback and complaints procedures
- academic appeals procedures, if required
- arrangements for learning support
- help to access your course and work placement where appropriate
- how we can ensure a safe learning environment and how you can contribute to this.

During your course we will ask you:

- to take part in regular reviews of your progress

- whether you have the right level and type of support to achieve on your course
- whether you feel safe as a learner with Hampshire Achieves
- whether you want to discuss any safety issues or anything else you feel concerned about. We have Confidentiality and Disclosure guidance that we can share with you.

Throughout the course you will have the opportunity to provide feedback on all aspects of your learning experience.

What you can expect from your Tutor and Senior Tutor:

- Your Tutor will identify your learning needs by carrying out an initial assessment.
- Your Tutor will help you professionally develop through building a learning plan to recognise and record knowledge, skills and experience you already have, and that which you gain on the course.
- Your Tutor will help you professionally develop by identifying areas where further work is needed.
- Your Tutor will deliver appropriate teaching.
- Your Tutor will cover Health & Safety policies and processes as part of your induction.
- Your Tutor will guide you throughout the programme to produce a portfolio that meets the awarding body standards.
- Hampshire Achieves will ensure that portfolios submitted to the awarding body are suitable for external moderation.
- Hampshire Achieves will ensure that appropriate examination, assessment, and internal verification procedures are in place.
- Your Tutor will provide appropriate information and advice at the beginning, during and at the end of your learning programme.
- To quality assure the teaching, learning and assessment your course might be observed by your centre staff, or by an Ofsted Inspector.

Supported Interns can expect:

- Your teaching and support team will develop a vocational profile with you to help map your future plans and identify your strengths and areas to improve on.
- They will work with you to decide what area of work your placement should be in and arrange your placement.
- Your Skills Coach will ensure that you have the right level of support while in your work placement.
- Be the main contact for you and your placement, your Skills Coach will keep in regular contact with you and your employer.
- Provide regular feedback on how you are performing at work, including conducting workplace review meetings with you and your employer.
- To work with you to ensure that you have positive progression after the course.
- Your Skills Coach will also be in your classroom lessons to assist with your professional development outside of the workplace.

Pathways learners can expect:

- Your Skills Coach will be in your classroom sessions to assist with your professional development.
- Your Skills Coach will ensure that you have the right level of support while in your lessons.
- Be the main contact for you and will keep in regular contact with you.
- Provide regular feedback on how you are performing.
- Work with you to ensure that you have positive progression after the course.

What is expected of you?

As a learner with Hampshire Achieves, we expect you to:

- Sign and abide by our Relationships and Behaviour policy and Guidance which outlines the commitment you make to your programme.
- Participate fully in your chosen programme of study by maintaining full attendance, both in the classroom, during outdoor activities and for Interns at work placement.
- Inform your Tutor or Skills Coach of any planned absences.
- Behave in a way that ensures the health and safety of all and ensures that our caring, safe, and inclusive ethos is actively maintained.
- Act in a professional manner and with appropriate conduct.
- To the best of your ability, work collaboratively with staff to ensure the best outcome for learner.

Learner Support

We want you to be successful and understand that you may need extra help to support your learning. We will always be happy to discuss this with you. We will respect your confidentiality and if it is necessary to discuss any specific needs with someone else, we will ask your permission before doing so.

Some examples of how we may be able to support you include: changing a room to make access easier; adapting learning materials to suit your needs (for example, provide them in large print); giving you learning materials in advance; arranging for a member of staff to support you in class; providing specialist software for computer assisted learning; providing someone to interpret, read, sign or take notes for you; offering some courses free of charge or with a subsidy; supporting you if you have to miss classes.

For Supported Interns, the support you need in your workplace may differ from that in the classroom. Support you can receive to help you access work maybe: direct support from a Skills Coach, the ability to negotiate with employers what your responsibilities are to match your skills, access to reasonable adjustments for any disabilities you may have or travel training. We will always aim to be flexible in the support that we provide you with and to tailor your support to your personal requirements.

If you are disabled or have any cultural, religious, or other needs you may wish to discuss your needs with any of the following people:

- a member of staff during enrolment
- your Tutor

- a Skills Coach
- other staff who are supporting your learning
- Programme Manager

Code of Conduct

When participating in the Supported Internship or Pathways programmes, the following behaviour is expected of all staff and Interns and learners:

- Act in a responsible way to safeguard your own health and safety and that of others (in line with the Hampshire County Council/Hampshire Achieves Health and Safety Policy)
- Respect the different backgrounds, experiences, and lifestyles of others
- Act in ways which do not discriminate against people of different backgrounds (in line with Hampshire Achieves Equality, Diversity & Inclusion guidance)
- Do not use language which could offend others, e.g., racist, sexist, homophobic, ageist, or language offensive to people with a disability
- Comply with any other Hampshire Achieves policies
- Comply with the information contained within this Handbook

Where you do not keep up your attendance or complete work that has been set, we will have a meeting with you where our expectations of your work and behaviour will be explained and we will expect to see improvements.

Where improvements are not made, we will be involving your parents/cares in further discussions. Please note, that continued failure to attend all aspects of the programme or continued disruptive behaviour could result in you being asked to leave the programme.

Mobile Phones

These should be put away, switched off or on silent during sessions, and whilst on work placements, unless your Tutor asks you to use it as part of your learning programme.

Mobile phones, smart phones, iPods, tablets, smart watches and Kindles and any other means of electronic communication are not allowed in an examination room. If you have brought these into the examination room, please switch them off and place the item/s in your bag. Bags, coats, and any other belongings should be left in the designated area of the examination room out of your reach.

Attendance & Punctuality

We expect you to aim for 100% attendance, and to arrive on time for all sessions. Excellent attendance and punctuality will increase your success on the course and will prepare you for the attendance expected by future employers. Attendance that falls below expectations will be addressed in line with our Relationship and Behaviour policy and Guidance.

Sickness / Absence

If you are ill or unable to attend, you should contact your Tutor or Skills Coach first thing in the morning, before the session starts and give a reason for absence. If

you are an Intern on a work placement, and are ill or unable to attend, then you should contact your employer and Skills Coach before the start of the working day.

Bad Weather

If a class is cancelled due to bad weather, then a member of the course team will telephone you on the morning of the planned session. If you are unsure whether a class will run, please speak to your Skills Coach/Tutor using the contact numbers included in this handbook.

Health & Safety

Hampshire Achieves must comply with health and safety law, which requires us to assess risks and put in place proportionate control measures to control them. We have done this for our classroom delivery, Duke of Edinburgh Awards activity and our Development Team will be risk assessing the work experience opportunities offered by our employers.

Our aim is to minimise the risk of fire, injury to people or damage to property, within reasonable limits. Your Tutor will explain the Health & Safety Procedures and Emergency Evacuation Procedures to you at the first session; please adhere to these.

Fire and Emergency Evacuation

If the fire alarm sounds, then you are expected to leave the premises via the nearest designated exit. You should report to the designated assembly point, outside the building.

First Aid

If you feel unwell, have an accident, injury, or near miss whilst on site please contact the nearest member of staff. They will contact a first aider or call the Emergency Services, if required. All incidents and accidents need to be reported as soon as possible after the event on the appropriate Accident or Incident Form.

Medication

If you are on routine medication or use medical equipment (e.g., inhaler, epi-pen, insulin etc.), it is your responsibility to bring any medication you require to all activities and to inform your Tutor or line manager, where appropriate.

Nut allergies

We ask that learners and staff keep our classroom spaces nut free. We are however unable to guarantee a nut free environment as we hire rooms in community venues and public libraries.

Smoking

Smoking (including the use of e-cigarettes and vapes) is not permitted in any County Council or public buildings, this also includes County Council owned vehicles or privately-owned vehicles carrying passengers whilst on County Council business, or in any buildings used by County Council staff e.g., venues used for funded learning activities. Smokers will have to go outside to smoke, either to a designated location on the site away from entrances or, if the building does not have a suitable on-site location for smoking, into public open spaces. Where smokers have to go into public

areas, they need to show consideration when smoking and disposing of smoking related waste. We will, however, encourage you to stop smoking.

Alcohol, Drugs and Offensive Weapons

Being under the influence of alcohol, illegal drugs or other substances is not permitted in any Hampshire Achieves sites and County Council buildings, this also includes County Council owned vehicles or privately-owned vehicles carrying passengers whilst on County Council business, or in any buildings used by County Council staff e.g., venues used for funded learning activities.

The carrying of anything that could be a weapon is also banned. If you are caught with alcohol, drugs or a weapon, disciplinary action will be taken, and you risk being suspended or even excluded from your learning programme and or work placement.

Safeguarding/Child Protection

We are committed to ensuring children, young people and adults are protected from harm/abuse and that their welfare is at the forefront of the Council's work. We aim to provide safe learning environments, and to promote well-being, safety and security for all learners and staff.

If you have a concern related to safeguarding you should contact our Designated Safeguarding Lead: Deborah Copeland, Programme Manager Deborah.copeland@hants.gov.uk whose contact details are at the end of this booklet. Alternatively, we have a safeguarding email address, please feel free to report any concerns/issues: HAsafeguarding@hants.gov.uk

Bullying, Harassment and Anti-Social Behaviour

Hampshire Achieves has a zero tolerance to bullying, harassment and anti-social behaviour. We are committed to ensuring all alleged instances of bullying; harassment and anti-social behaviour are investigated quickly and dealt with appropriately. If you or someone you know is being bullied or harassed, then please contact your Tutor or another staff member as soon as possible.

The Prevent Duty

Learners need to be aware of the Prevent Duty, which is part of the Government's counter-terrorism strategy. Prevent is about safeguarding people from becoming radicalised. The Duty is not about preventing people from having political and religious views and concerns but about supporting people to express those concerns or act on them in non-extremist ways.

What is the Prevent Duty?

Section 26 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies to have "due regard to the need to prevent people from being drawn into terrorism".

What is Extremism?

The government has defined extremism in the Prevent strategy as: "vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty, and mutual respect and tolerance of different faiths and beliefs." This also includes calls for the death of members of the British armed forces

If you feel that you may be affected by issues covered by Prevent or would like to know more, please speak to your Tutor.

Qualifications

Examinations and Additional Support

Some course unit/s may require examinations. Please ensure you have given us details of all your qualifications to date and provided your Tutor with copies of your previous qualifications. Arrangements for additional support in exams must be made within the timescales set by exam awarding organisations (e.g., NCFE, Pearsons). Learners have a responsibility to inform their Tutor if they wish to be considered for special exam arrangements. Where Tutors are aware of learners with specific learning difficulties and /disabilities, then Tutors will take all reasonable steps to discuss the option of special exam arrangements, in advance.

Plagiarism / Copying

Learners are required to produce all their own work. All sources of information should be acknowledged on work. Copying or plagiarism of another person's work, from the internet, AI, or other sources, will not be tolerated. This may result in your withdrawal from course unit/s or from the entire course.

Academic Appeals Procedure

There is a separate procedure for learners studying a qualification, and who wish to make a formal enquiry about an assessment decision that will contribute to their final award. Full details and supporting forms can be obtained from your course Tutor.

Learner Feedback

Hampshire Achieves welcomes feedback from you to help us improve our service. Regular evaluation and reviews will be sought during the course, so you can provide feedback to us.

Learner Surveys

You will have the opportunity to take part in mid and end point learner surveys; these surveys are an opportunity for learners you to let us know how we are doing and what we can do to improve the programme for you and for future learners.

Learner Voice

Being an Intern or Pathways learner on the Learner Voice Committee would provide valuable experience in self-advocacy, debating, discussion as well as enhancing employment prospects.

Feedback & Complaints Policy & Procedures

If you are unhappy about any aspect of your programme, you should first of all discuss this with your Tutor. If you are still not happy you can make a complaint using the following complaints procedure:

Stage One

If you have a concern regarding any aspect of the service, please speak to the appropriate member of staff as soon as possible, for example this could be your tutor; skills coach; senior tutor or curriculum manager. Most concerns and complaints are quickly and successfully resolved in this way.

Stage Two

If it has not been possible to resolve your complaint at stage one, you may wish to consider progressing your complaint to the next stage. To do this you should make your complaint in writing or by telephone and asking to speak with the Programme Manager. The manager will investigate the issues raised, try to resolve them, and respond to you in writing. We aim to resolve your complaint within 5 working days and by 20 working days at the latest. If you are unhappy with the outcome at stage two and before moving to stage three, the manager will contact you. This will help to establish if there is anything further that can be done to resolve your complaint. The manager may arrange to meet with you and your parent/carer to discuss your complaint in person.

Stage Three

Finally, if the first two stages of the process have still not resolved your complaint, you may write to the Head of Service at Hampshire Achieves to consider your complaint. The Head of Service will investigate and will make sure that your complaint is looked at again and that you are given a written response setting out the conclusions.

Confidentiality and Disclosure

To attend our Supported Internship programme learners must have an EHC plan, part of the application and enrolment procedure for this programme is to ensure that you give consent for us to share your information.

When sharing an EHC plan with Hampshire Achieves learners/parents/carers are agreeing to share any confidential information it may contain as appropriate with professional colleagues, organisations or employers as required to support the learner's needs and transition.

Supported Internship and Pathways Term Dates

Programme dates: Monday 15 September 2025 – Friday 10 July 2026

Below is a list of useful term dates:

Autumn Term:

Monday 15 September to Friday 3 October – 3-week Induction

Monday 6 October start of study programme

Monday 27 October - Friday 31 October – ILP/review week (appointments made with learners to attend)

Monday 22 December – Friday 2 January 2026 – Christmas Holiday

Spring Term:

Monday 5 January – First day of Spring Term

Monday 16– Friday 20 February – ILP/review week (appointments made with learners to attend)

Monday 30 March– Thursday 2 April – ILP/review week (appointments made with learners to attend)

Friday 3 April – Friday 10 April – Easter Holiday

Summer Term:

Monday 13 April – First day of Summer Term

Monday 25 May – Friday 29 May – ILP/review week (appointments made with learners to attend)

Monday 22 June -Friday 26 June Assessment week (tbc).

Monday 29 June – Friday 3 July – Review week for learners with outstanding assessments/ resits.

Monday 6 – Friday 10 July – Celebration of achievement week

Days/weeks below will be closed for learning:

Teaching and Learning Conference – Friday 24 October

Inset day –Thursday 11 December

Inset day – Monday 30 March

Inset day – Wednesday 8 July

Monday 22 December – Friday 2 January 2026 – Christmas Holiday

Easter Break – Friday 3 April – Friday 10 April

Appendix 1 Staff Team Contacts

Head of Service Karen Northover	Karen.Northover@hants.gov.uk
Programme Manager Deborah Copeland	Deborah.Copeland@hants.gov.uk 07926 077442
Curriculum Manager Alison Long	Alison.Long@hants.gov.uk 07751730897
Senior Tutors Helen McGregor Sherri Barney	Helen.Mcgregor@hants.gov.uk 07542229114 Sherri.Barney@hants.gov.uk 07928660083
Tutors Sarah Brown Georgia Saunders Nicky Alexander Andrea Hoyland Catherine Duke	Sarah.Brown4@hants.gov.uk Georgia.Saunders@hants.gov.uk Nicola.Alexander@hants.gov.uk Andrea.Hoyland2@hants.gov.uk Catherine.Duke@hants.gov.uk
Skills Coaches Heather Rushton Ann-Marie Cooper Barry Barnett Bharun Begum Mia Humphrys Shona Robertson Keely Halewood Tracy Woodley Emma Marlton	Heather.Rushton@hants.gov.uk 07745746291 Ann-Marie.Cooper@hants.gov.uk 07784 264728 Barry.Barnett@hants.gov.uk 07511166341 Bharun.Begum@hants.gov.uk 07928 660079 Mia.Humphrys@hants.gov.uk 07704660382 Shona.Robertson2@hants.gov.uk 07707160078 Keely.Halewood@hants.gov.uk 07720103943 Tracy.Woodley@hants.gov.uk 07743182614 Emma.Marlton@hants.gov.uk 07701211015
Safeguarding Contact Deborah Copeland	Deborah.Copeland@hants.gov.uk 07962 077442