



INITIAL GUIDANCE AND SUPPORT FOR LEARNERS

THAMES21

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How do I succeed?

In order to be successful on this training, you will need to attend all of the training and participate fully in all aspects of it. A 'learner agreement' will be provided on the first day of training for you to sign.

The methods of assessment will be explained to you when you start your training.

Who can I speak to if I have any questions?

If you have any questions about the course, or are unsure about anything, you should speak to the Training Officer, who will ensure that you have every opportunity to participate in the training.

If you have any questions about the course overall, please contact Thames21.

Are there rules for how things are run?

Yes. A copy of our policies and procedures, which include our Equality Policy; Compliments, Comments & Complaints Policy; Appeals Procedure; Health and Safety Policy and Malpractice Policy are available for inspection on request. If you have any questions, please speak to the Training Officer.

What does the training cover?

This training covers knowledge and skills that will give you the confidence and competence to put them into practice.

What should I do if I am unsure?

Speak to the Training Officer and voice any concerns you may have. They will be able to advise and support you throughout your training.

What do I do if I have any special requirements?

The registration form has a section for you to complete regarding additional learning needs. By explaining your needs to Thames21 before you attend the learning event they can discuss with you to see if you need any additional support, and make every effort to provide for them.