

PARENTS' AND CARERS' GUIDE

to Study Programme

Supporting your young person to build skills,
confidence and a positive future

Welcome to Nova Training. We want every learner to feel supported, develop their abilities and make progress towards their goals. This guide explains what your young person can expect from their Study Programme and how we can work together to help them succeed.

Learning • Support • Progression

📍 West Midlands 📍 Norfolk 📍 Essex

A programme built around your young person

Every learner follows an individual programme tailored to their needs, interests and career aspirations. During their first few weeks, we consider their previous achievements, starting point and any additional support needs. This helps us agree on suitable learning goals and the length of their programme.

What will they study?

Depending on their individual needs and the provision available at their centre, their programme may include:

- A City & Guilds Award, Certificate or Extended Certificate in Employability Skills at Level 1, or an Award at Level 2.
- Work experience placements with local employers.
- Functional Skills in English and Maths.
- GCSE English and Maths resits for eligible full-time learners with a Grade 3.
- Youth Social Action activities within the local community.
- Vocational qualifications.
- Personal development.
- Support to develop positive behaviours, attitudes and workplace skills.

Mental Health and Wellbeing

All learners complete an Award in Mental Health and Wellbeing as part of their Study Programme.

Your Centre Manager or key worker can explain your young person's programme and how it will support their achievement and progression.

Your centre and support team

Nova Training delivers Study Programmes across the West Midlands, Norfolk and the East of England.

Centres are normally open **Monday to Thursday, 8:30 am - 4:30 pm**, including school holidays. **Most centres close at 1:30 pm on Fridays**; please check with your local centre for its Friday opening hours.

Closures for bank holidays and staff training days will be communicated by your centre.

Find your local centre: www.novatraining.co.uk/training-centres

Staffing varies according to centre size, facilities and learner needs. At the start of their learning journey, your young person will be allocated a **key worker**. They may also receive support from:

Centre Manager

Your main point of contact, responsible for the day-to-day running of the centre and overseeing learner support and progress.

Centre Administrator

Supports centre administration, including attendance monitoring and bursary applications or queries.

Induction, Placement and Progression Officer

Welcomes new learners, supports work placements and Youth Social Action activities, and helps learners plan their next steps.

Functional Skills and Employability Tutors

Teach and support learners to achieve qualifications in employability, English and Maths, according to their programme and previous attainment.

Vocational Tutors

Deliver practical learning, tasters and accredited qualifications in Motor Vehicle, Construction, Esports and Early Years, depending on the courses and facilities at each centre. They develop sector-specific skills for further education, apprenticeships or employment.

SEND Tutors

Provide teaching and support for learners with Special Educational Needs and Disabilities (SEND).

Teaching Assistants

Support learners with SEND or an Education, Health and Care Plan (EHCP), helping them access and participate in their programme.

Every day makes a difference

Regular attendance and punctuality help learners make progress, achieve qualifications and prepare for the workplace.

Full-time learners normally attend **Monday to Thursday, 9:00 am - 3:00 pm**. Your Centre Manager will confirm the timetable and communicate any changes. Learners are expected to attend all scheduled lessons, reviews, placements and examinations.

If there are concerns about your young person's attendance, we will schedule a meeting to address these together.

Reporting absence or lateness

If your young person is unwell or running late, please contact the centre **before 9:00 am on each day of absence**. The learner or parent/carer must also inform the centre of any known reasons for absence in advance. Failure to do so can result in the absence being permanently unauthorised.

If a learner is absent without prior notification, our team will contact you. If we cannot make contact and there is reason to suspect a safeguarding issue, we may escalate the matter to relevant external authorities or the police. Where a young person has continued absences without prior notification, our team will conduct a home visit.

£50 attendance bonus

Learners whose attendance is 90% or above during their first six weeks can receive a £50 bonus, subject to the scheme's conditions. Payment must go into a bank account in the learner's own name. Please ask your Centre Manager for full details.

How you can help

- Encourage your young person to keep you informed about their learning and ask staff for help when needed.
- Arrange routine medical and dental appointments outside programme hours wherever possible.
- Tell staff about changes to living arrangements or personal circumstances.
- Keep learner and emergency contact details up to date.

Safe, supported and heard

We are committed to providing a safe, supportive learning environment and promoting every learner's wellbeing.

Our commitment to safeguarding

In accordance with the government's Keeping Children Safe in Education guidelines, every staff member completes enhanced Disclosure and Barring Service (DBS) checks and safer recruitment screening.

Our team also receives training in Safeguarding, Prevent and other relevant areas to help create an environment where every learner feels secure.

Your safeguarding contacts

Each centre has a designated Safeguarding Officer, normally the Centre Manager. They are supported by Deputy Safeguarding Leads and the Designated Safeguarding Lead, Sam Palmer.

Have a safeguarding concern?

Please contact your Centre Manager or email:

Safeguardingteam@novatraining.co.uk

Working together

Please let us know if anything is affecting your young person's learning or wellbeing so we can work together to support them.

During induction, a parental and learner agreement form is provided and must be completed for each learner.

Help with learning costs

Financial support may be available to help your young person take part in their Study Programme.

Child Benefit

Child Benefit may continue while your young person attends a qualifying Study Programme, subject to HMRC's eligibility rules. You must tell HMRC that they are continuing in education. Payments do not continue automatically simply because they enrol with Nova Training.

[Child Benefit for young people aged 16–19](#)

Other household benefits

Your young person's education and circumstances may affect your household benefits. Please check the current rules with the relevant benefits service or seek advice from a qualified benefits adviser.

www.gov.uk/browse/benefits

Depending on household income and individual circumstances, your young person may qualify for a bursary to help with education-related costs. Support may include travel costs, lunch vouchers, clothing or equipment required for work experience placements. Evidence, such as bus tickets or receipts, may be required.

Free Meals

All learners from households in receipt of Universal Credit will be entitled to a free meal for each day they attend their Study Programme.

Please request a bursary application form from your Key Worker or Centre Administrator.

Bursary support is subject to eligibility and Nova Training's attendance and behaviour conditions. Any cash payments must go into a bank account in the learner's own name.

Read the [16-19 Bursary Fund Policy](#)

Keeping you connected

We value working with parents and carers to support learners' progress.

Updates and achievements

Staff will keep in touch, as appropriate, about:

- Learning and the standard of work.
- Confidence, social skills and personal development.
- Attendance and punctuality.
- Behaviour and attitude to learning.
- Achievements and plans for progression.

We also want to celebrate successes and share the positive steps your young person makes during their programme.

Your questions and feedback

Your feedback helps us improve the support and experience we provide. You are welcome to contact your centre to ask questions, share concerns or arrange a meeting to discuss your young person's Progress.

Dressing for learning and work

Learners should wear clothing suitable for a professional learning environment or workplace.

Shorts, mini-skirts, low-cut tops, crop tops or clothing that exposes the midriff and flip-flops are not permitted.

Hats, baseball caps and hoodies must not be worn during lessons. Coats must be removed during sessions unless the tutor gives permission.

Learners must follow workshop and placement clothing requirements, including wearing personal protective equipment (PPE) where required.

Our Learner Code of Conduct

Our Code of Conduct helps us maintain a safe, respectful and productive environment for everyone.

- Treat others with consideration, courtesy and respect.
- Aim for full attendance and arrive on time for lessons and placements.
- Sign in for each lesson and sign out at reception when leaving the centre.
- Meet course requirements and complete work to the required standard.
- Complete all required assessments, including Functional Skills assessments, at the scheduled time.
- Follow the centre's dress code and wear appropriate clothing and PPE.
- Consume food and drink only in designated areas.
- Keep energy drinks and high-sugar drinks out of the centre.
- Avoid swearing, inappropriate language, violence and threatening behaviour.
- Act safely and avoid putting themselves or others at risk.
- Respect Nova Training's buildings, equipment and property.
- Refrain from smoking or vaping inside the centre or Nova Training transport.
- Hand mobile phones to their tutor unless authorised to use them for learning.
- Represent Nova Training appropriately during external visits and work placements.

Learners are responsible for their belongings. Nova Training cannot accept responsibility for lost, damaged or stolen property. Failure to follow the Code of Conduct may result in disciplinary action.

Looking forward to your next steps

We look forward to working with you and supporting your young person throughout their time at Nova Training.