



# Learner Handbook

NEWPORT YOUTH  
ACADEMY



[www.newport.gov.uk/nya](http://www.newport.gov.uk/nya)  
[Newportyouthacademy@newport.gov.uk](mailto:Newportyouthacademy@newport.gov.uk)



NEWPORT  
CITY COUNCIL  
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CASNEWYDD

# NEWPORT YOUTH ACADEMY



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# Welcome!



**Welcome to the Newport Youth Academy and thank you for choosing to start your next steps with us.**

The Youth Academy is one of Newport's largest training providers with over ten years of experience delivering training to young people and supporting them into employment or higher/further education.

Our aim is simple; we help young people to kick start and progress into their chosen career by matching their skills with employers' needs.

By matching supply with demand, we can make sure that the programmes that you follow are meaningful, effective and valued by both individuals and employers.

We want to offer the best quality training and qualifications and will do this with engaging and inspiring activities which will meet your individual needs.

We are positive that you will enjoy your time with us and look forward to watching you grow and achieve.

**Good luck!**

Newport Youth Academy

## Mission statement & core values

**Our mission statement is:**

***“Unlocking the potential of young people through quality learning, support and innovation”***

### **Our core values:**

- ◆ Being positive and patient
- ◆ Delivering excellence
- ◆ Taking pride and responsibility in exceeding people's expectation
- ◆ Making customers central to our decision making
- ◆ Being accountable and taking responsibility
- ◆ Being innovative and challenge every day



## Meet the team

Rhion Hollister  
**Manager**  
rhion.hollister@newport.gov.uk  
07980 788 401  
"Creativity is intelligence  
having fun"



David Hartney-Smith  
**Curriculum Enhancement  
Officer**  
david.hartney-smith@newport.gov.uk  
07970 830 190  
"Don't wait for your ship to  
come in, swim out to get it"



Gary Colborne  
**Coordinator**  
gary.colborne@newport.gov.uk  
07866 544 272  
"If you don't give up,  
we won't give up on you"



Ben Davies  
**Senior Tutor**  
ben.davies@newport.gov.uk  
07818 174 995  
"If you're offered a seat on a rocket  
ship, don't ask what seat, just get  
on"



Sam Perrett  
**Senior Tutor**  
sam.perrett@newport.gov.uk  
07811 516 289  
"Never dream about success work  
for it"



Lucy Rogers  
**Youth Training Tutor**  
lucy.roger@newport.gov.uk  
07977 667 975  
"The bad news is, time flies.  
The good news is, you are  
the pilot"



Dane Griffiths  
**Tutor**  
dane.griffiths@newport.gov.uk  
07866 542 563  
"You might have missed your 1st  
chance, but with us, you always  
get a 2nd"



## Jobs Growth Wales+ your programme explained

**Jobs Growth Wales+ (JGW+) is a work based learning programme for young people aged 16–19, who live in Wales.**

The Jobs Growth Wales+ programme, led by the Welsh Government, is supported by the European Social Fund. It has been in place since August 2022 and aims to give young people the skills that are needed to progress into either an apprenticeship, further education, employment or training.

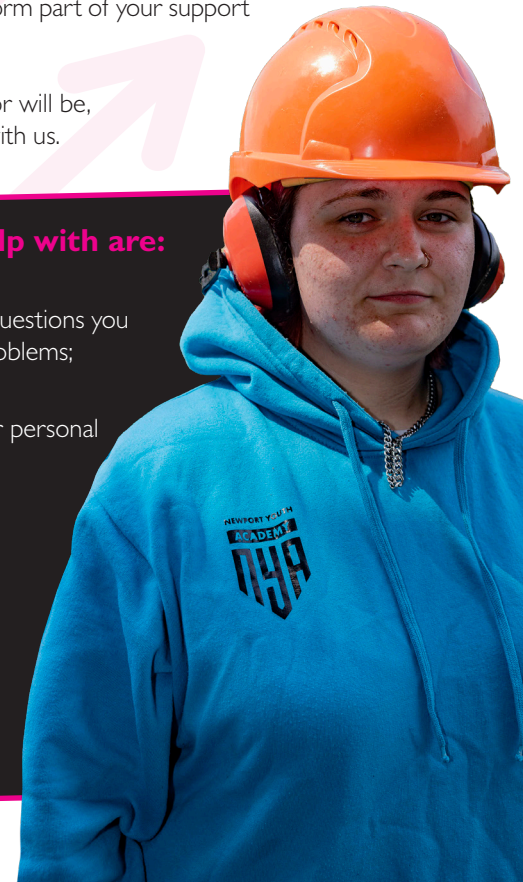
### Support from your tutor group

All learners have access to a tutor, coordinator, family intervention worker, employment mentor and employment placement officer. These will all form part of your support group who will help you every step of the way.

Your coordinator will let you know who your tutor will be, based on what programme you are going to do with us.

### Some of the things they will help with are:

- ◆ Support for you about any concerns or questions you may have with the course or personal problems;
- ◆ 1-2-1 support sessions that focus on your personal development and employability skills;
- ◆ Setting goals that work towards your career plans and help you achieve your full potential.
- ◆ Providing a routine that is challenging and fun with the aim to see you progress positively in your chosen career.







## Your pay

**You will receive up to £60 per week, plus £3.90 a day food allowance, plus travel expenses on every programme.**

This amount is adjusted if you fail to attend the hours documented within the **“Timekeeping and Attendance”** section and your given timetable.

## Timekeeping & attendance

**This course has flexible a timetable of where we expect you to attend a minimum of 2 days and a maximum of 5 days per week.**

You will receive 2 holiday days for every month that you are in. This means that you can either use these holiday days during that month or build them over a period of time – for example to have a week off.

If you cannot attend, you need to contact us on 07866 544 272 to let us know in advance and have a genuine reason. Please leave a message on the answer machine if no-one picks up. Failed attendance may result in your pay reduced.

Your timetable is on the next page. It is important that you arrive and return from your breaks on time to make sure that the sessions can begin as scheduled. Failure to do this may result in you being asked to leave the lesson and your payment allowance adjusted.

**Your attendance will be monitored and records will be kept.**

## Timetables

### Engagement Timetable

09:00 – 09:30	<b>Breakfast Club</b>
09:30 – 10:30	Session 1
10:30 – 10:45	<b>Break</b>
10:45 – 11:45	Session 2
11:45 – 12:00	<b>Break</b>
12:00 – 13:00	Session 3
13:00 – 14:00	<b>Lunch</b>
14:00 – 15:00	Session 4

### Advancement Timetable

09:00 – 09:30	Session 1
09:30 – 10:30	Session 2
10:30 – 10:45	<b>Break</b>
10:45 – 11:45	Session 3
11:45 – 12:00	<b>Break</b>
12:00 – 13:00	Session 4
13:00 – 14:00	<b>Lunch</b>
14:00 – 15:00	Session 5
15:00 – 15:15	<b>Break</b>
15:15 – 16:00	Session 6



## Authorised and unauthorised absence

We understand that you have busy lives and there may be times that you cannot come in, but it is important that you attend as many hours as possible. You must discuss any planned absences with your tutor at least 3 days before you need time off and you may be asked to produce evidence for the absence.

- ◆ **Appointments:** We ask that all personal appointments are made outside of your JGW+ programme hours. Where this isn't possible you will need to discuss your requirements with your tutor; you may be asked to produce evidence for your time off.
- ◆ **Sickness:** You must phone us if you are sick and unable to attend the centre for every day that you are ill. We want to make sure that we offer the correct support for you whilst you are unwell.
- ◆ **Holiday:** After you have been with us for a number of weeks, you will have built up some holiday time. You will be able to use this to take time off and be paid.
- ◆ **Lateness:** If you are more than 10 minutes late for a session then you will not be allowed into the class and will be asked to come back next session.

The Academy team will be able to help you find out how much holiday you will be entitled to and when you can use it, but you need to complete the authorised absence form to have your holiday approved. Your tutor will need to approve your holiday at least 1 day before you want to take it. **We will NOT pay you for any absences that have not been pre-authorised by your tutor or coordinator.**

## Non-attendance

The JGW+ programme is funded through the Welsh Government and ESF which means that there are lots of rules that we need to follow. If your attendance is low or sporadic then it will be to the discretion of strand leads to reduce or remove you from the course, **IT'S IMPORTANT THAT YOU STAY IN TOUCH!**

An absence of 10 days or more without contact with your tutor will result in automatic exit from the course.

## Supporting travel expenses

Newport Youth Academy will reimburse you for all travel expenses that incur getting to and from the provision. Your tutor will explain this in more detail for you and you will need to produce your original travel ticket for us to verify.

## Health & safety

### Fire evacuation procedure

Anyone finding or suspecting a fire will immediately sound one of the alarm points around the building. On hearing the alarm, staff will begin evacuation of the building immediately. Staff and building users will leave the building by the nearest convenient exit and will go to the car park assembly point.

### First aid

In the event of an accident or casualty, the staff have first aid training and are equipped to administer first aid accordingly. Staff must be informed as soon as possible if anyone feels unwell or sustains an injury.

## Housekeeping

### Smoking

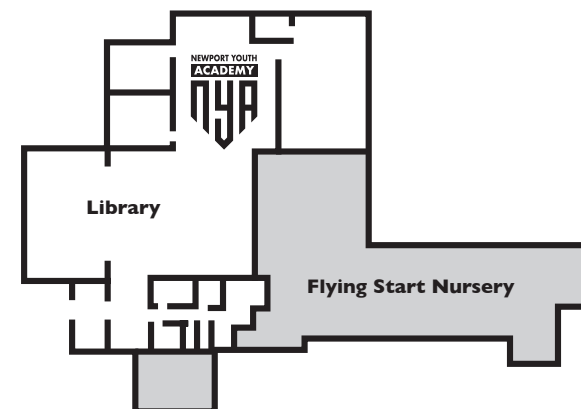
The building and site have a strict non-smoking policy – this means that smoking is not permitted anywhere on site and includes the use of vapes. If you need to smoke or vape you must do so **OUTSIDE** the Newport City Council permitted grounds.

### While you are in the building

Please respect the building – pick up your litter and take care of your belongings. Make sure you keep your personal belongings on you at all times as we accept no responsibility for any personal equipment which you bring into the building.

We are in a public multi-disciplined building and, as you are representing our project and Newport City Council, you will need to be mindful of your behaviour and language when you are in and around the building.

**CAR PARK  
FIRE  
ASSEMBLY  
POINT**





## Your course – what to expect

During your time at the Newport Youth Academy, you will be expected to complete a variety of tasks.

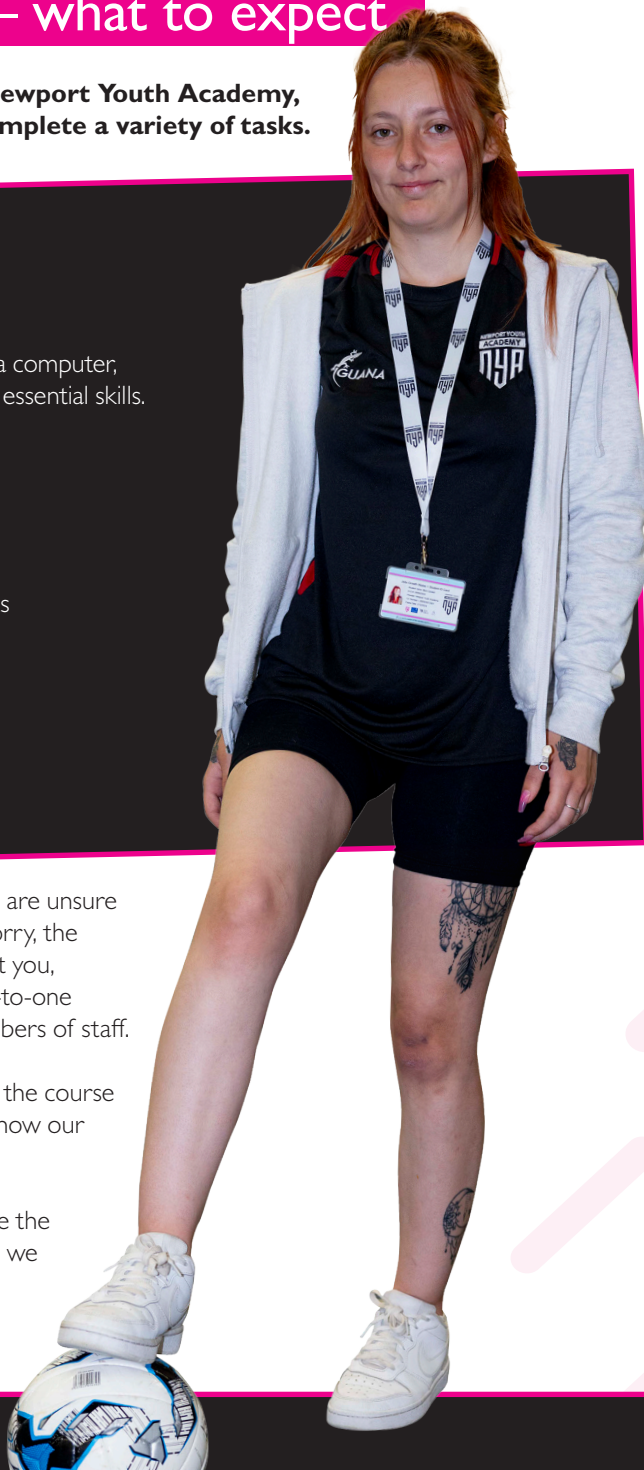
### These include:

- ✓ Written work
- ✓ Producing work on a computer, for example, WEST essential skills.
- ✓ Research
- ✓ Group discussion
- ✓ Exams / Assessments
- ✓ Wellbeing sessions
- ✓ Practical activities
- ✓ Outdoor pursuits

If you need any support, or you are unsure about any of the tasks, don't worry, the NYA tutors are here to support you, however they can. Weekly one-to-one meetings are offered with members of staff.

The team regularly discuss how the course is progressing through-out and how our learners are developing.

We are always trying to improve the course and your experience, so we welcome any suggestions you may have.



## Subjects

### Engagement

- ◆ LIBF
- ◆ Highfields Qualifications
- ◆ PSD
- ◆ Work Placements
- ◆ Maths and English
- ◆ Employability
- ◆ Class VR
- ◆ ESDGC

### Advancement

- ◆ Sport and Leisure
- ◆ Hair and Beauty
- ◆ Hospitality and Catering
- ◆ IT, STEM and Coding
- ◆ Health and Social Care
- ◆ Adult and Child Care
- ◆ Construction
- ◆ Youth Work
- ◆ Business Admin and Customer Service
- ◆ Retail

## Confidentiality

During one to one sessions and group work, information may be disclosed regarding individuals or others they know. Staff have a duty of care to all young people and therefore have to follow guidelines to ensure the safety and wellbeing of individuals.

All information will be confidential unless it is disclosed that the individual or another individual is/will be in a position of danger or risk. If this happens third parties will need to be informed as part of the safeguarding procedure.

## Equality & diversity

The Newport Youth Academy is a Newport City Council initiative and we are committed to equal opportunities in all that we do. The NYA offers equality of opportunity regardless of disability, ethnicity, sexual orientation, religion or belief, gender and age.

If you would like a full copy of Newport City Council's equality and diversity policy just ask a member of staff who will be happy to provide. You have the right to equality of opportunity. If you feel that you have not received this you have the right to submit an official complaint.



## Complaints

**The Newport Youth Academy recognises that there may be occasions when learners feel that their expectations are not being met or where there may be misunderstandings about the type of provision being offered.**

The complaints and concerns procedure is divided into two stages – **informal** and **formal**.

- ◆ The **informal stage** encourages learners to seek resolution of their concerns with their tutor or coordinator
- ◆ The **formal stage** provides an opportunity for an investigation and resolution of a complaint – where individuals believe that their concern has not reached satisfaction. Any formal complaints should first be made in writing to the coordinator and the matter will then be investigated.

In the event that the matter cannot be resolved and if you are still unhappy with the answers, an appeal can be made to the manager whose decision is impartial and final.

**You can expect any person investigating a complaint to:**

- ◆ Follow NYA's complaints procedure which is accessible through your tutor
- ◆ Provide informal and formal advice if you feel you have cause for complaint
- ◆ Deal with a complaint fairly, privately, without fear of recrimination
- ◆ Receive an informal and/ or formal response in a timely manner

## Consent

**The Youth Academy project aims to promote and provide a safe and healthy environment.**

**Learners are requested not to:**

- ◆ Verbally or physically abuse, bully or harass staff or each other
- ◆ Take or be under the influence of alcohol or illegal substances when involved in activities/ sessions or on the premises
- ◆ Deliberately damage or vandalise either the structure of the building or equipment
- ◆ Ignore a request that has been made by a member of staff
- ◆ Use a mobile phone/music device during the sessions unless it is part of the session or asked to do so.

From time to time the project may wish to take and use photographs and video footage to promote and evidence participation

I agree

☐

I do not agree

☐

Information on the activities undertaken and details of the young person will be held by NYA/NCC for monitoring purposes only and will not be disclosed to a third party unless authorisation of the individual (or parent/guardian) is obtained.

Our privacy notice tells you about the type of personal data that we collect from you in order to deliver council services. The notices clearly explain, what we do with this data, if we share it and how long we will keep it.

For more information please visit [www.newport.gov.uk/privacynotice](http://www.newport.gov.uk/privacynotice)

I agree

☐

I do not agree

☐

I agree that I have read and understand the project agreement and will accept any consequences for my actions and the decisions of staff.

Learner signature

Date

Staff signature

Date



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