



**STEP INTO
LEARNING**

**-Step Into Hospitality
-Step Into Catering
-Step Into Skills
Learner Handbook
2025-2026**

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How to Contact Step Into Learning

Main switchboard: 01566 770729

Website: www.stepintolearning.org.uk

Email: info@stepintolearning.org.uk

Your tutors are:

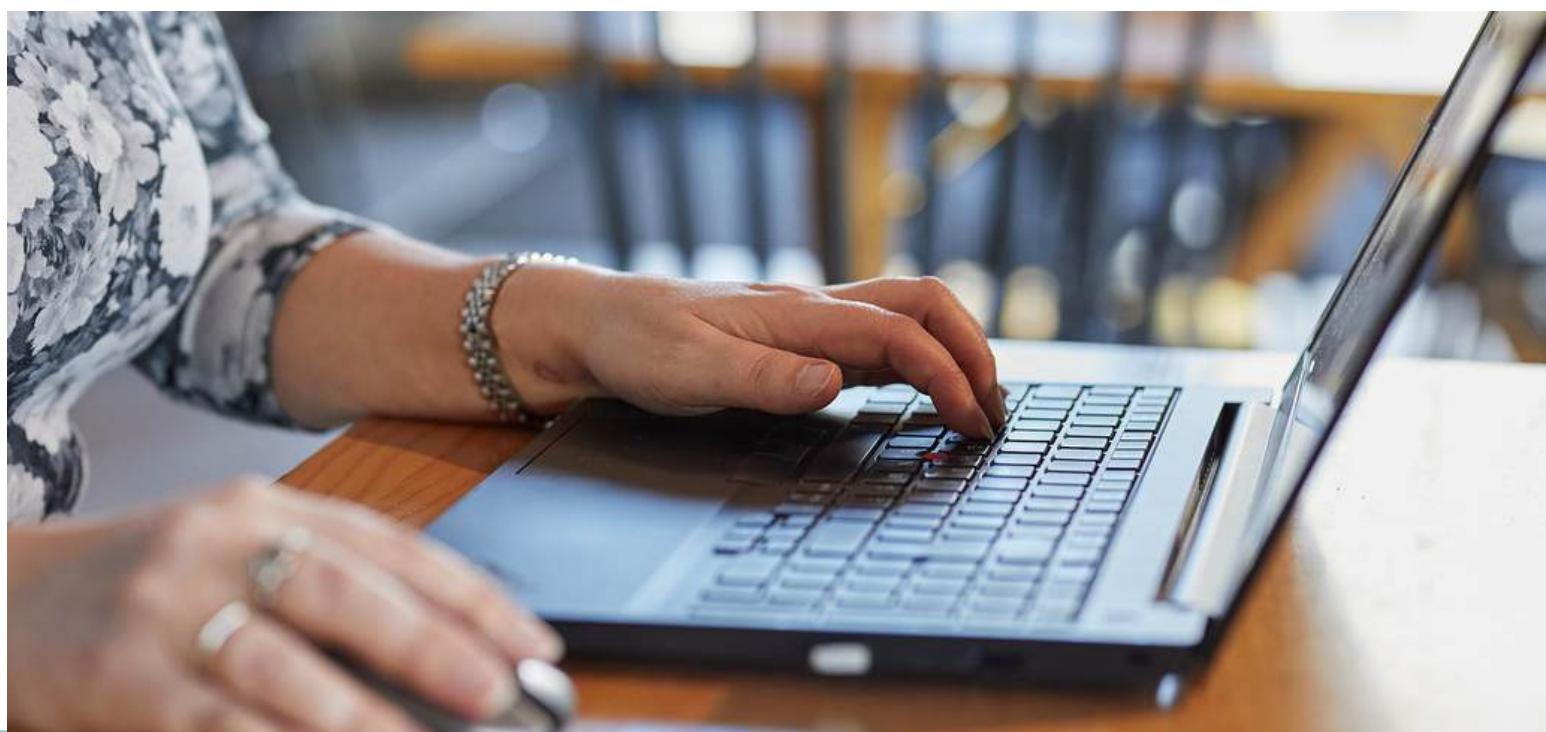
- Gavin Allan - Catering, Hospitality & Tourism elements of your study programme (Step Into Hospitality & Step Into Catering)
- Lorna Gerry - Functional Skills Maths and English (all study programmes)
- Gavin Allan and Lorna Gerry - Step Into Skills

Please let the Step Into Learning administration team know in advance of your session if you can't attend for any reason.

You can contact the office Monday to Friday, 9am-4pm:

Telephone: 01566 770729

Email: info@stepintolearning.org.uk



Welcome to Step Into Learning



Learning is a new beginning and we very much hope that you enjoy your experience with us. Our goal is to help you to enjoy your studies and progress successfully to further learning, training or employment.

You will have the opportunity to have your say and help us to build an even better learning experience for the future. We believe in developing learners who can achieve more than just qualifications, to enable them to succeed in their future lives both in work and beyond.

Our staff are dedicated to helping you achieve your learning and wider goals.

In return we ask you to work in partnership with us, demonstrating positive learning behaviours to make the most of the opportunities available to you.

We expect that you will be an active participant in your learning, that you will attend sessions, hand in work according to set deadlines, provide feedback so we can constantly improve our learning and teaching, and behave in a way that improves the learning environment and respects others.

We hope you have a great time learning with us and really benefit from your learning experience.

The Step Into Learning Team

Step Into Learning - Our Mission, Vision & Values

Our Mission:

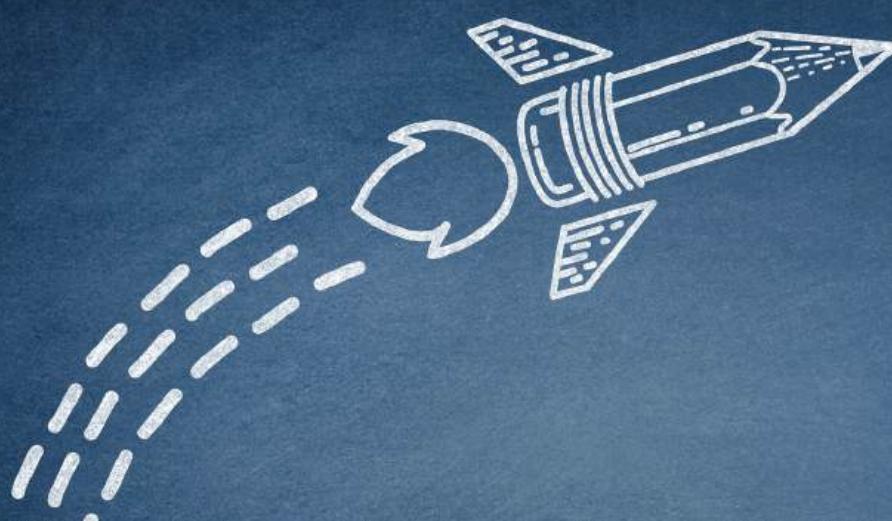
- To empower and support individuals of all backgrounds in achieving their personal and professional goals through tailored, inclusive, and accessible learning experiences, expanding community growth and well-being

Our Vision:

- To be the trusted leader in providing personalised learning opportunities that uplift individuals and communities in the Southwest. Our goal is to enhance lives through practical education and holistic support, driving regional growth and advancing a connected, confident community

Our Values:

- Be Inclusive
- Be Committed
- Be Inspiring
- Be Kind
- Be Connected to the Community



Calendar 2025-26

2025-2026 TERM DATES:

Autumn Term

- 3rd September - 19th December 2025
- Half Term 27th October - 31st October 2025

Spring Term

- 5th January - 2nd April 2026
- Half Term 16th February - 20th February 2026

Summer Term

- 20th April - 17th July 2026
- Half Term 25th May to 29th May 2026

PLEASE NOTE INSET DAYS ARE:

- Fridays 24th October, 13th February and 3rd July

PUBLIC HOLIDAYS:

Christmas Day 25th December 2025

Boxing Day 26th December 2025

New Year's Day 1st January 2026

Good Friday 3rd April 2026

Easter Monday 6th April 2026

May Bank Holiday 4th May 2026

Spring Bank Holiday 25th May 2026

Summer Bank Holiday 31st August 2026



Work Experience

Work Experience Placement Information:

As part of your course with us, you will be required to undertake a Work Experience Placement. This involves working with a local business in an industry that aligns with your goals. This could relate to:

- Career aspirations – gaining skills and insight into the occupation you want to pursue.
- Life skills – developing valuable personal and workplace abilities that support your growth.

Whether your focus is career-driven or more personal, this placement will enhance your learning experience. It will:

- Add value to your studies by connecting theory with practice
- Provide you with practical experience in your chosen sector
- Give you a reference for your CV
- Act as a stepping stone into employment
- Develop your network and strengthen your integration within the local community



Work Experience

Length and Format:

The duration and structure of the placement will depend on your course and individual goals. Examples include:

- **Step Into Skills:** One day a week from January until near the end of the course, followed by a full-time placement week
- **Step Into Hospitality:** One full-time placement week (block release)
- **Step Into Catering:** Two full-time placement weeks (block release)

We encourage you to think carefully about the type of placement that will best support your future and make the most of this valuable opportunity.

Please see our Work Experience Policy on our [Policies webpage](#)

For more information and guidance please contact Naomi West:

- Telephone: 01566 708850 or 07508 465 195
- Email: naomi.west@stepintolearning.org.uk



Required Items for the Course

- Please bring a pencil case to your first session - we will provide a pen, pencil, rubber and A4 lined pad
- Please bring any drinks you will need for the day in a closed bottle or cup to avoid spillages
- Remember to bring snacks, a packed lunch or money to buy some lunch
- You can bring your mobile phone but you need to turn it off during learning time - you are welcome to use it during breaks and lunch

STEP INTO HOSPITALITY & STEP INTO CATERING

- We will provide an apron which you will be responsible for taking home, washing and bringing to each practical session
- On days when you'll be in the kitchen, please wear steel toe capped shoes, long trousers and a long sleeve top
 - Please ask staff to send a link to recommended safety shoes
 - If you're eligible for a bursary, it can be used to purchase these items
- On cold or wet days make sure you have a suitable coat in case you're walking between venues
- You can bring your mobile phone but you need to turn it off during learning time - you are welcome to use it during breaks and lunch

Launceston Training Venues

- The Orchard Centre, Blind Hole, Market Street, Launceston PL15 8AU
- Launceston Central Methodist Church, Castle Street, Launceston PL15 8BA

FOR ALL TRAINING VENUES:

Refreshments:

- Make sure you tidy up after yourself

Smoking and Vaping:

- Please exit the main premises (and car parking area) when wishing to smoke - no smoking or vaping on site
- Please DO NOT smoke or vape in the entrance to any buildings

Fire Alarms:

- In the event of a fire please evacuate the building immediately. Do not stop to collect your belongings. You will be shown the assembly points as part of your induction



Training Venues - The Orchard Centre & Launceston Central Methodist Church

Parking:

- Please view our parking guide which can be found on our website <https://stepintolearning.org.uk/facilities> or you can request a copy by emailing info@stepintolearning.org.uk

Amenities:

- The Orchard Centre and Launceston Central Methodist Church are in Launceston town centre where there are numerous cafes and coffee shops as well as a small supermarket. There is also a Post Office

Accessibility - Orchard Centre:

- Double doors open in to centre with ramp up to front door
- Training room & kitchen on the ground floor would fit standard wheelchair
- Disabled toilet facilities and kitchen area on ground floor
- Parking – one space available closest to the building – not bookable – on a first come first serve basis

Accessibility - Methodist Church:

- Disabled access to the building via a ramp which is located to the extreme left of the building, turn left through the porch entrance and follow ramp signs through to kitchen
- Fire exits are disabled/wheelchair friendly
- Disabled toilet facilities are past the kitchen along the corridor and easily accessed
- No disabled parking facilities available other than on road parking directly outside which is suitable for badge holders

Your Course

Attendance:

- Absence from sessions should be reported to your tutor or a member of the office staff in advance
- If you miss a session, it is your responsibility to catch up on the work missed and you will still be required to complete your qualification on the agreed date
- We expect a minimum of 95% attendance - there are no authorised absences
- You must inform us of any absence and we will record it, but it is still absence
- Persistent non attendance will result in a meeting and a reintegration plan, our aim is to bring you back onto the course. If we fail at reintegrating you and you chose not to attend, this may result in a withdrawal from the qualification

Submitting Work:

- You may receive an assessment schedule at the beginning of the course with deadlines for handing in your work. Under exceptional circumstances, you may apply for an extension. Any such application will need to be supported by evidence such as a doctor's note

Portfolio:

- It is your responsibility, as part of your development, to ensure you keep an organised and up to date portfolio of your work, so that it is ready to be viewed at any time

Plagiarism:

- Plagiarism will result in a fail mark, it will then be decided if you can resubmit that work. Failing work can result in failing the course
- We will use an AI Dectector tool to check that AI has not been used to complete assignments (other than research purposes)
- Please see the Plagiarism policy in the appendix for further details

Your Course

Reasonable Adjustments

- Please let us know about any reasonable adjustments you will need for exams within the first 6 weeks of starting the course to ensure we are able to evidence and action these to the Awarding Organisation in time for your exam

Examinations

- External Examinations are booked in advance and depending on the qualification you are studying, may be essential for you to achieve a pass overall
- Re-sits can be arranged in conjunction with your tutor

Individual Learning Plan (ILP)

- All information on your ILP is accessible and usable by Step Into Learning internally, and you agree to the sharing of all information on this document, as per GDPR requirements



Who's Who



Kelly Channon
Executive Director
kelly.channon@stepintolearning.org.uk



Malcolm Wake
Head of Centre & Designated Catering & Step Into Skills
Tutor
malcolm.wake@stepintolearning.org.uk



Gavin Allan
Safeguarding Lead
gavin.allan@stepintolearning.org.uk



Lorna Gerry
Functional Skills & Step Into Skills Tutor
lorna.gerry@stepintolearning.org.uk



Shelley Duncan-Adams
Learning Support Assistant
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Kat Turnock
Learning Support Assistant
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Naomi West
Employability & Next Steps Lead
naomi.west@stepintolearning.org.uk



Clare Glendinning
Business Support
clare.glendinning@stepintolearning.org.uk



Jo Tucker
Reception Administrator
jo.tucker@stepintolearning.org.uk

Learner Code of Conduct

Our Promise To You:

- We respect and value all people equally, in accordance with our 'Equality, Diversity & Inclusivity' policy
- We put your personal safety first and provide you with a safe environment in which to learn - responding efficiently and effectively to any safeguarding concerns
- We have a zero-tolerance approach to any form of bullying, abuse, harassment or violence
- We provide you with personal development opportunities to improve your health, safety and wellbeing
- We provide opportunities for feedback through the Learner Feedback Survey
- We provide information, advice and guidance on progression, employability, and career opportunities
- We support you in your learning and wherever possible, provide resources which meet your needs
- We set targets with you that are challenging but achievable
- We ensure assessment of your learning is clear, regular and constructive
- We give you regular feedback on your progress
- We provide information to your parent/guardian (if 18 or under) on your attendance and achievement
- We deal promptly and effectively with any complaints

Your Promise To Us:

- Be mindful of your personal safety, and the safety of others by proactively raising concerns should they arise
- Have full attendance at timetabled activities - talk to us if you're struggling
- Be punctual for all timetabled activities
- Complete work in accordance with the requirements of your course, and meet deadlines set by your tutor
- Take responsibility for your learning by participating in all learning activities and working collaboratively with your peers
- Set yourself targets to support your learning and review them regularly
- Make learning successful for everyone by behaving in a way that promotes a co-operative and productive learning environment
- Play an active part in equality and diversity by respecting others and by reporting inappropriate and unsafe behaviours
- Understand that if you are eligible for Financial Support then payments are reliant on good attendance, behaviour and commitment
- Value the Step Into Learning environment, respect our neighbours and dispose of litter responsibly
- Act safely and responsibly at all times when using the internet and/or mobile technologies

Non Negotiables:

- Any form of discrimination
- Any form of bullying, harassment or threat to any other learner, member of staff or visitor
- Inappropriate language, disrespectful behaviour, violence or abuse towards any learner, member of staff, or visitor
- Unsafe actions that put others at risk or which break SIL's Health & Safety regulations
- Behaviour or actions which promote or instigate violent extremist views or ideas, including online activity
- Coming to any SIL site or online class under the influence of illegal drugs, alcohol, solvents, or any other harmful substances
- Use, possession, or sale of alcohol, illegal drugs, solvents, or other harmful substances
- Carrying of any weapon, or use of any item as a weapon
- Behaviour which causes disruption to the learning of others (online or face to face)
- Copying the work of others (plagiarism), the use of AI to complete assignments (other than research purposes), any academic or exam misconduct
- Use of mobile phones/smart watches or other electronic devices in any learning session, unless agreed by the tutor
- Smoking on any SIL site, including e-cigarettes or vapes
- Damage to any SIL property or possessions, or to that of our neighbours

Safeguarding & Prevent

Step Into Learning holds the protection, safety, health, well-being and welfare of all its learners as paramount. We believe that all learners have a right to protection from abuse and to the support they need to reach their full potential.

We will take all safeguarding concerns seriously and will respond to them promptly, keeping the individual at the centre of what we do.

We will make information on Safeguarding available to learners and will make sure we keep up to date with changes in legislation.

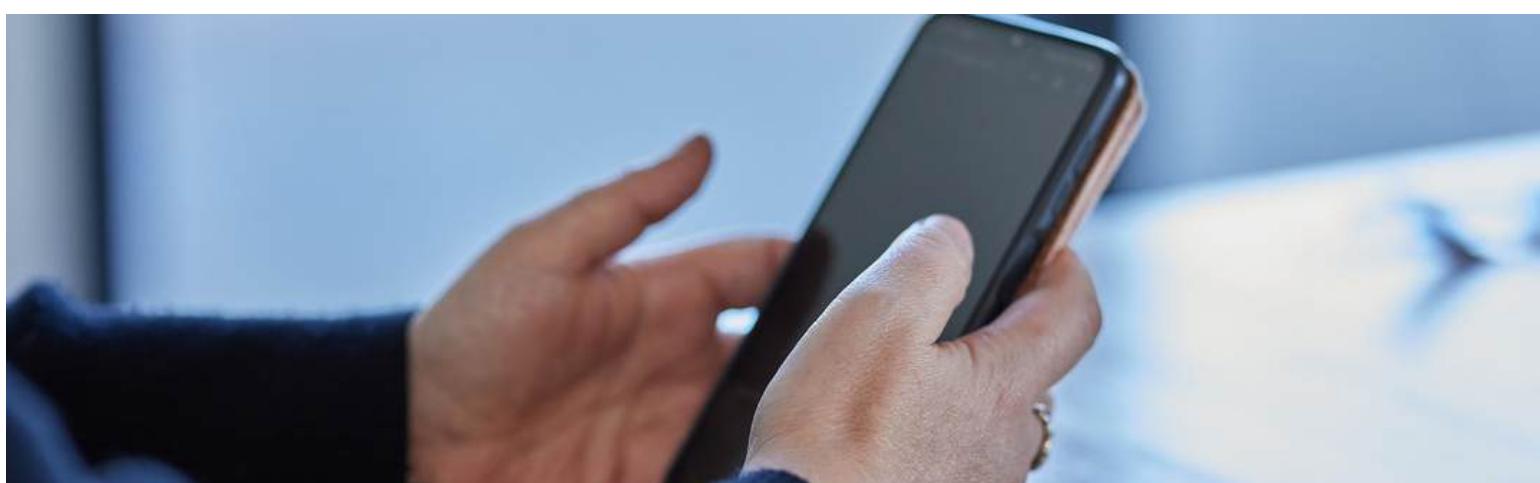
Please see our website for more information on Safeguarding and Prevent including our Safeguarding & Welfare Policy, Online and Digital Safety Policy, Anti-Bullying Policy and Procedures for Responding to Safeguarding Concerns and a list of links to external support agencies:
<https://stepintolearning.org.uk/safeguarding/>

If you are worried about yourself or another learner you can talk to your tutor who may inform the Safeguarding team. Alternatively, you can contact the Safeguarding team directly:

Malcolm Wake - Designated Safeguarding Lead: 01566 701 827 or 07947 657 861

Lucy Muldowney - Deputy Designated Safeguarding Lead for SILC: 01566 708851 or 07498 540 465

Or you can email: safeguarding@stepintolearning.org.uk



Safeguarding & Prevent

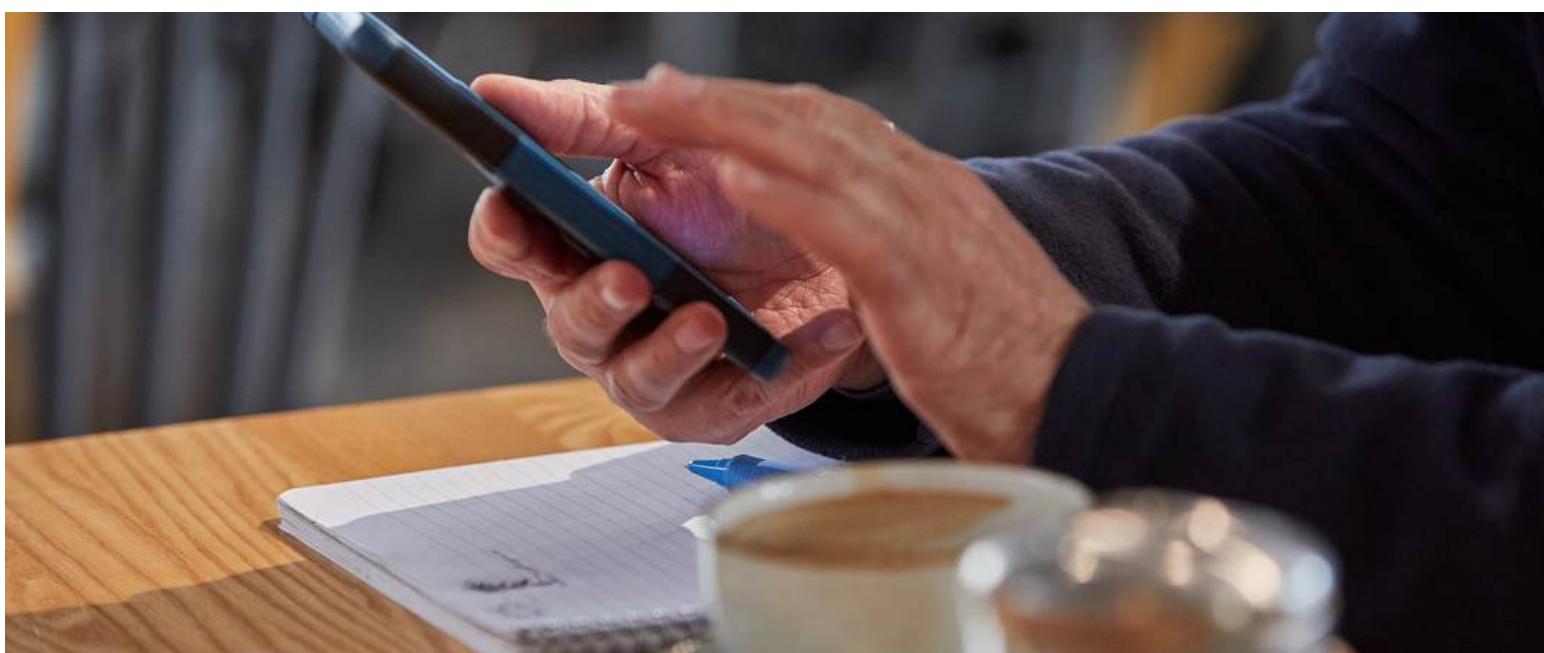
If you'd like to make an anonymous safeguarding report, you can use the anonymous reporting form on our website:

<https://stepintolearning.org.uk/anonymous-reporting/>

Our Prevent Statement:

Step Into Learning aims to safeguard all its learners from the threat of extremism. We have a zero tolerance of extremist ideologies and behaviour. The organisation ensures that our care, guidance and curriculum empower learners to reject violent or extremist behaviour and to be safeguarded through education. We will therefore:

- Provide a safe and supportive environment for all our learners and have due regard to the need to prevent people from being drawn into terrorism
- Ensure that there is a clear reporting and escalation route should staff or learners become aware of a concern
- Ensure that staff and learners receive relevant training in respect of radicalisation and extremism and understand their role and responsibilities in regard to the Prevent Duty and safeguarding individuals This statement applies to all learners, staff, trustees, volunteers and contractors



Learner Support

All learners will be provided with a comprehensive support structure.

Tutors:

- Your tutor is available to provide academic support for the course and deal with any difficulties, issues or complaints as they arise
- If you are struggling to complete assignments to the required standard, your tutor will work with you to create an action plan to support you
- Please disclose any criminal convictions that occur during your course to your tutor

Learner Support:

- If you have a disability or learning difficulty support need, please make sure you inform us of your requirements so we can assess whether a Learning Support Assistant would be beneficial and whether reasonable adjustments need to be applied for internal and external assessment
- We have a free counselling service available to anyone living in or around Launceston and Bude. Our counsellors are in their final year of a four-year training programme. Please contact our Counselling Coordinator on 01566 770729 or email silc@stepintolearning.org.uk
- For local mental health charities, search Hub of Hope run by a national charity called Chasing the Stigma: <https://hubofhope.co.uk/>



Special Educational Needs & Disabilities (SEND)

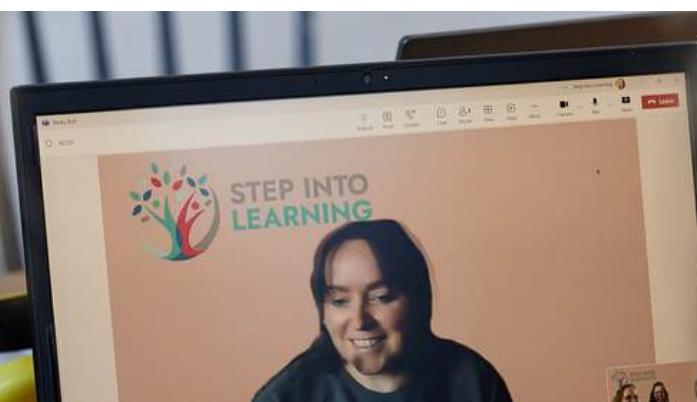
What Support Can Step Into Learning offer:

- Individual support with a Learning Support Assistant (LSA) where required
- Intervention-based support from a trained staff member to give more support with specific strategies, reading and writing, and other study-related skills
- A meeting with you and your family to discuss your support needs
- Assistive technology rather than a staff member
- Specific needs which require us to bring in one of our professional contacts on a bespoke basis e.g. Teacher of the Deaf
- Encouragement for all learners to work towards greater independence

To discuss your support needs, please contact our administration team and they will direct you to the right team member:

- Telephone: 01566 770729
- Email: info@stepintolearning.org.uk

Your support will be reviewed regularly and we will involve you in this review at all times. We can meet with you and your family to discuss support needs if you want us to. We will write a support plan for you and share this with all relevant staff working with you. You may have an Education, Health and Care Plan (EHCP). We will use this document to ensure that we support you appropriately, and with your aspirations and outcomes in mind.



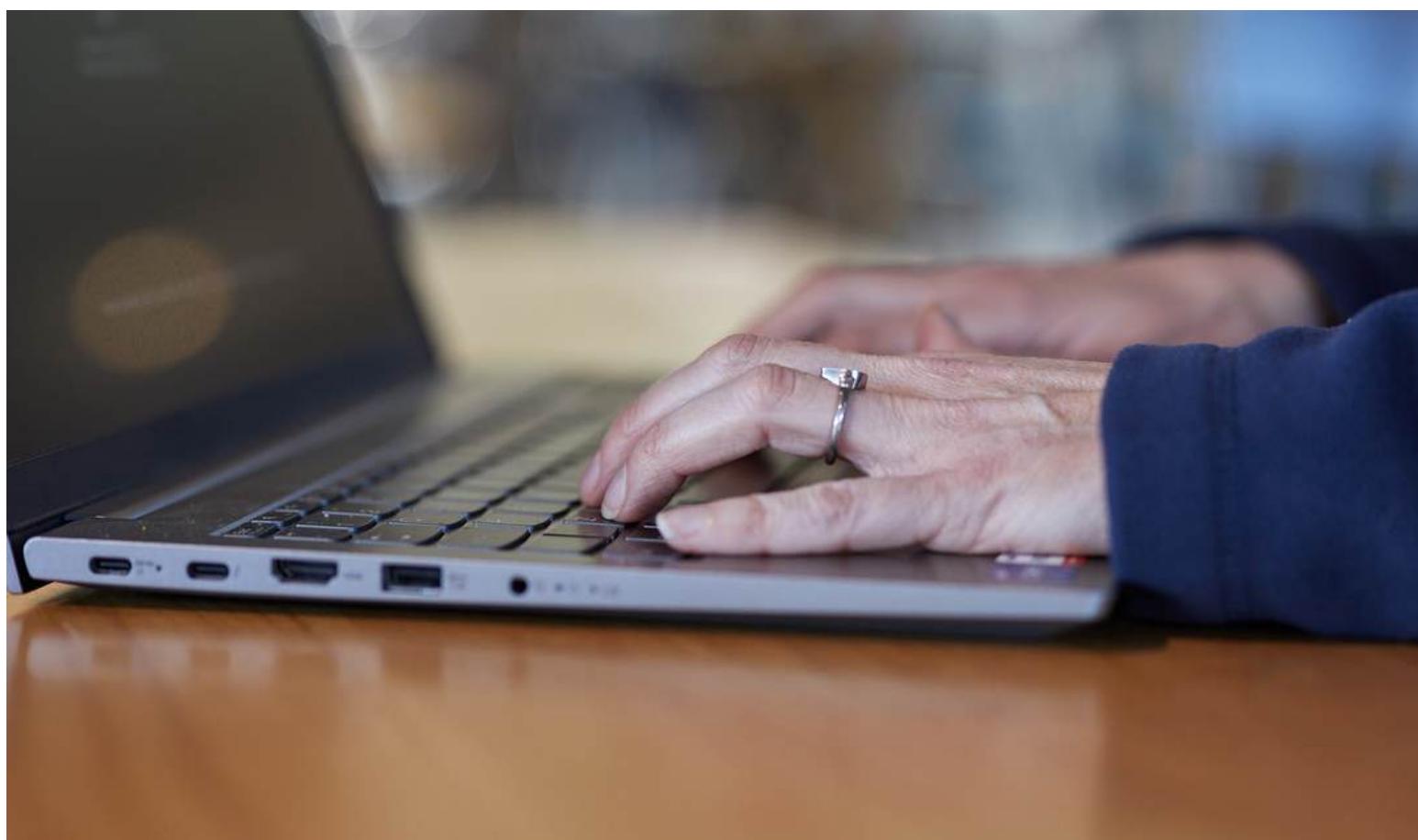
Totum Card

Step Into Learning will provide you with the opportunity to get a Totum Student Card. This card will give you access to discounts and offers at a range of retailers. The card cost varies, due to offers, but will be no more than £14.99. To apply you will have to upload documentation confirming that you are a learner with Step Into Learning.

From the Totum website:

A TOTUM Student, TOTUM Apprentice or TOTUM Professionals membership gives you access to over 400 discounts, deals and offers on big-name brands both online and in store, giving you big savings on eating out, tech, fashion, travel and more!

<https://www.totum.com/>



Feedback Policy

Our Feedback Survey provides learners with an easy way to feedback on their learning experience, informs us about things our learners would change and highlights areas for improvement.

Learners will be sent a survey link once per term via email and given a one week period for completion. Step Into Learning take learner feedback very seriously so we ask you to ensure you complete the survey each time.

There are a range of ways learners can feedback to Step Into Learning:

- 1:1 tutorial feedback
- Feedback in class
- Feedback during observation of teaching and learning
- Feedback Survey

Please let us know if you think we can improve how we capture learner feedback.

Please see our Feedback Policy on our [Policies webpage](#)



16-19 Bursary

Studying with Step Into Learning is hugely rewarding and we don't want money worries to hold you back. This page provides details of the 16-19 bursary fund which is available for the 16-18 study programmes.

16-19 Bursary Fund

All eligible learners on our study programmes are entitled to apply for the bursary fund. This fund can help with transport, books, equipment or other course related costs. Learners need to achieve a minimum of 85% attendance to receive the bursary.

Please read our policy and guidance document and complete our application returning to clare.glendinning@stepintolearning.org.uk with all the relevant evidence should you wish to apply.

You can find the policy, guidance and document and application form on our website:

<https://stepintolearning.org.uk/16-19-bursary/>



Sustainability

We want to ensure we keep Cornwall beautiful and have a positive impact on the local and wider environment. Individual, small contributions at home and whilst learning with us can make a difference.

We understand that we all need to be aware of climate change and with your support want to operate in ways that are environmentally sustainable and socially responsible. We are looking into becoming a net zero company and work hard to reduce our impact on the planet.

You can help by:

- Recycling - putting items in bins where they're available or taking items home to put in your own recycling bin where no bins are available
- Reuse - use a refillable water bottle and a refillable cup for hot drinks
- Saving energy - turn off lights and computer monitors when not in use
- Travel - walk, cycle, get the bus or car-share

Please see our Sustainability Policy on our [Policies webpage](#)



Complaints & Appeals

If you are not happy about something while you are studying with us the following procedure should be followed. You should only progress on to the next stage if the issue wasn't resolved at the previous stage. All appeals and complaints must go through Step Into Learning first before escalating to the Awarding Organisation or Ofqual:



Appendix

Policies

The following policies can be found on our website:

<https://stepintolearning.org.uk/policies/>

- Access to Fair Assessment
- Admissions
- Appeals
- Complaints Handling
- Equality, Diversity & Inclusivity
- Learner Disciplinary (Misconduct)
- Plagiarism

Please see our Safeguarding page for information and our policy:

<https://stepintolearning.org.uk/safeguarding/>

Please see our GDPR and Retention Policy on our [Data Protection & Privacy webpage](#)





Learner Declaration

I declare that I have read and understand the contents of the learner handbook, and the additional academic policies. I understand and know that I can speak to any member of staff for clarification or explanation of the policy if I'm concerned or unsure

Name.....

Signature.....

Date.....

Field	Description
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