



Step Into Supported Internships Learner Handbook 2026-2027

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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:

- Jenny German - Employability & Functional Skills Tutor
- Lesley Volz (LJ) - PSHE Lead Tutor

Additional important staff contacts for the programme:

- Gary Jeffery - Supported Internship Coordinator
- Elizabeth Ross-Talbot - Job Coach
- Malcolm Wake - SEND, Inclusion and Education Delivery Manager
- Naomi West - Employability & Next Steps Lead

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 advance education by providing inclusive, accessible and personalised learning opportunities while supporting charities and organisations established for charitable purposes through education, advice, partnership working and the sharing of knowledge and resources

Our Vision:

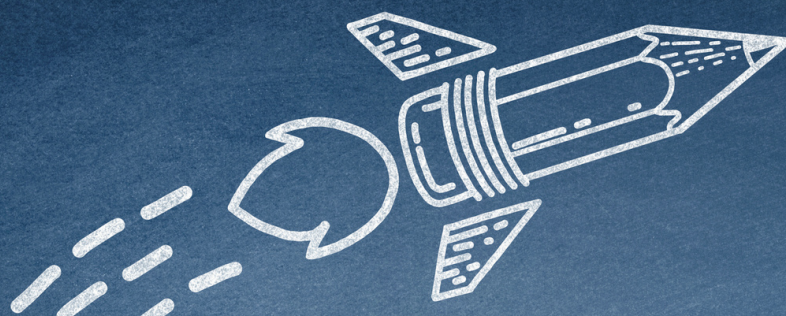
- To be recognised as a trusted educational charity that strengthens individuals, charities and communities across Devon and Cornwall through high-quality education, collaboration and shared expertise

Our Charitable Purpose:

- V Learning Network (trading as Step into Learning) is a registered charity committed to advancing education and supporting charities and organisations established for charitable purposes
- We do this through education, training, advice, partnership working and sharing expertise to strengthen individuals, organisations and communities.

Our Values:

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



Supported Internship Programme

Who is this course for?

This qualification is suitable for 16-24s with an Education, Health & Care Plan (EHCP). The course is for those who would like to gain practical, vocational skills within a work placement, with job coach support. The on-site training element of the course will be tailored to individual learning needs. This study programme can be completed as a standalone course lasting 1 year, or it can be part of a 2-year study programme, where Step Into Skills is Year 1.

Entry Requirements

No formal qualifications are required to enrol in this course. You may have already completed our Step Into Skills study programme, or you may feel ready to start an internship now. To secure your place, simply complete and return the application form, which can be found on our website. Once submitted, we will arrange for you to visit, meet the team, and explore our facilities.

Why should I do this qualification?

Our Step Into Supported Internships study programme is great for young people who are ready to prepare for future employment. Learners will develop hands-on experience and skills. Workplace settings will reflect learners' interests and career aspirations. Learners will be supported to gain practical knowledge, improve work skills, and build confidence and independence in the workplace. Achieving this qualification could result in job offers. In the workplace element of this qualification, learners will be supported by a job coach, enabling this to be a meaningful and personalised experience. The on-site training element of the qualification will be aligned to individual learning goals. Supported Internships are a proven route into employment for young people who benefit from individualised support.

Supported Internship Programme

At Step Into Learning we pride ourselves on:

- Small class sizes
- Experienced and supportive staff
- Study programmes tailored to learners' needs

What will I learn?

- Learners spend up to four days per week in a real work placement, aligned to their interests and career aspirations

Support includes:

- Job coach support to make the experience accessible and positive
- Opportunities to try different roles and tasks within the workplace
- Support to develop confidence, independence and employability skills
- Learners spend the remainder of the week in on-site training at our Launceston centre.

Training is personalised and aligned to individual learning goals, and may include:

- Functional Skills Maths and English - equivalent to a GCSE
- Personal and social development
- Employability and work-readiness skills
- This balance of workplace learning and structured support ensures learners are prepared for employment and long-term success

How will I be assessed?

This is an internally assessed qualification. You will be required to complete a range of assessment tasks to demonstrate your understanding of the content for each unit, linked to work placements. These tasks will help to show your progress and development throughout the course. You will have a job coach to support you in your work placement to help with overall progression.

Supported Internship Programme

Progression routes – what can I do next?

- Employment
- Apprenticeships
- Future higher level training
- We will offer personalised guidance on all progression options from a qualified careers adviser



Supported Internship Programme

Internship Role & Sector

The intern/learner will undertake work-based learning within one or more of the following sectors:

- Retail
- Hospitality
- Catering
- Customer Service
- Finance
- Business
- Other related vocational areas as appropriate

Learners are covered by the same employment rights as other employees

Typical Duties

All tasks will be adjusted to suit the Intern's skills and learning goals:

- Customer interaction and support
- Stock handling and basic merchandising
- Food preparation support (where applicable)
- Cleaning and health & safety tasks
- Administrative or front-of-house assistance

Duration

- The internship commences on 10th Sept 2026 (induction) and is expected to run until 16th July (maximum of 1 year, minimum term of 6 months)
- Monday - Classroom 9am – 3.30pm at The Orchard Centre or The Gateway Centre (timetable to be provided to learners)

Supported Internship Programme

- Tuesday to Friday - (and in some cases Saturdays) 4 days in the work placement
- All learners will be reviewed as part of the SI/ISP programme, and this will form part of addressing any concerns, initiating any support and reviewing the ongoing placement

Hours of Attendance

Attendance will be planned and agreed in advance. Hours may vary depending on placement needs.

There are no guaranteed employment hours - attendance is for learning and development only, with a minimum of 20 hours per week.

All learners will be aware of working hours prior to commencement



Calendar 2026-27

2026-2027 TERM DATES:

Work Rotation 1 Autumn Term:

4 September - 18 December 2026 (Half term 26 October - 30 October 2026)

Work Rotation 2 Spring Term:

4 January - 25 March 2027 (Half term 15 February - 19 February 2027)

Work Rotation 3 Summer Term:

12 April - 16 July 2027 (Half term 31 May - 4 June 2027)

Clear guidelines will be provided by Step Into Learning regarding annual leave entitlements, public holidays, and any institution-related leave (e.g. inset days).

PLEASE NOTE INSET DAYS ARE:

- Fridays 23rd October 2026, 12th Feb and 28th May 2027

PUBLIC HOLIDAYS:

Christmas Day 25th December 2026

Boxing Day 26th December 2026

New Year's Day 1st January 2027

Good Friday 26th March 2027

Easter Monday 29th March 2027

May Bank Holiday 3rd May 2027

Spring Bank Holiday 31st May 2027

Summer Bank Holiday 30th August 2027



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
- On Monday training days: bring your pencil case and all the stationery items provided on your first day
- On work days: take a diary and pen to log and reflect
- All days: Remember to bring snacks, a packed lunch & any drinks or money to buy them
- Ensure workplace clothing and/or staff uniform is correct - information will be shared with you at your induction
- You may need to complete a DBS application depending on your work placement e.g. childcare



Launceston Training Venues

You will be provided with a timetable of which venue to attend on which days:

- The Orchard Centre, Blind Hole, Market Street, Launceston PL15 8AU
- The Gateway Centre, Madford Lane, Launceston PL15 9TR

Please be aware there is CCTV in the reception area and corridors in The Orchard Centre

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 & The Gateway Centre

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 The Gateway Centre 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 - Gateway Centre:

- There is a ramp to the building from the car park
- There is a lift within the building covering all floors
- There are toilets on the ground floor



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 which will need to be approved by your tutor- 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 Detector 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

Sickness and Absence Procedure

1. Contact the Host Employer directly

- Call your host employer, ideally before the shift begins, and no later than 30 minutes before your expected start time
- Let them know your name, the reason for your absence and your expected return date

2. Contact Step Into Learning

- Call or message your Step Into Learning Job Coach or Gary Jeffery, Supported Internship Coordinator on 07300 878 128



Your Course

AI Policy for Learners

What is AI?

Artificial Intelligence (AI) is technology that can generate text, images, or ideas. Examples include ChatGPT, Microsoft Copilot, and Google Gemini.

Why we use AI

We encourage you to learn how to use AI safely and responsibly, as it is widely used in workplaces and education.

What you CAN use AI for

- Helping you understand topics
- Generating ideas for assignments
- Checking spelling and grammar
- Planning your work

What you MUST NOT use AI for

- Writing your whole assignment for you
- Copying and pasting AI answers as your own work
- Using AI in exams or assessments unless your tutor says you can
- Creating fake evidence or coursework

Important rules

- Your work must always be your own
- You must understand anything you submit
- Your tutor may ask you to explain your work

Using AI safely

- Do not share personal information (your name, address, etc.)
- Do not upload work that includes other people's details
- Be aware AI can sometimes be wrong

Your Course

What happens if AI is misused?

If you misuse AI, it may be treated as cheating (malpractice). This could result in your work being rejected or other disciplinary action.

Need help?

If you are unsure about using AI, always ask your tutor before using it.

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 Support Plan (ISP)

- All information on your ISP 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



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Elizabeth Ross-Talbot
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Who's Who



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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:

Designated Safeguarding Lead (DSL):

Lucy Muldowney: 01566 701829 or 07498 540 465

Deputy Designated Safeguarding Leads (DDSL):

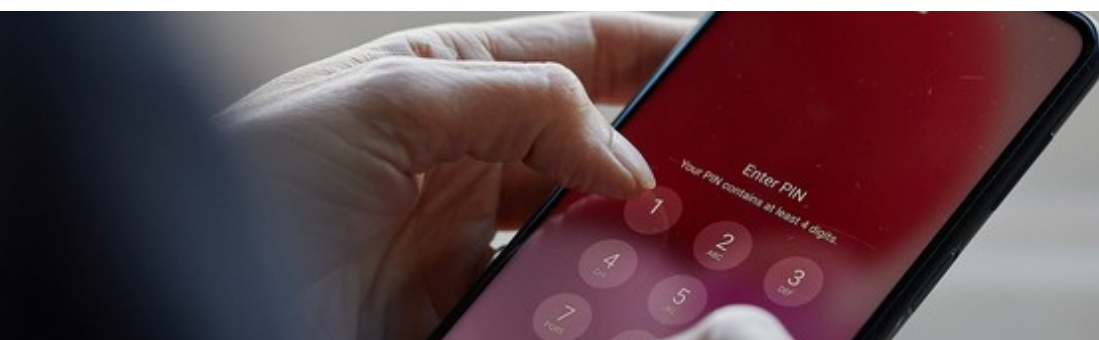
Malcolm Wake: 07947 657 861

Siobhan Robbins: 07508 465 177

Katie Williams-Connell: 07960 573 301

Lesley Volz: lesley.volz@stepintolearning.org.uk

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

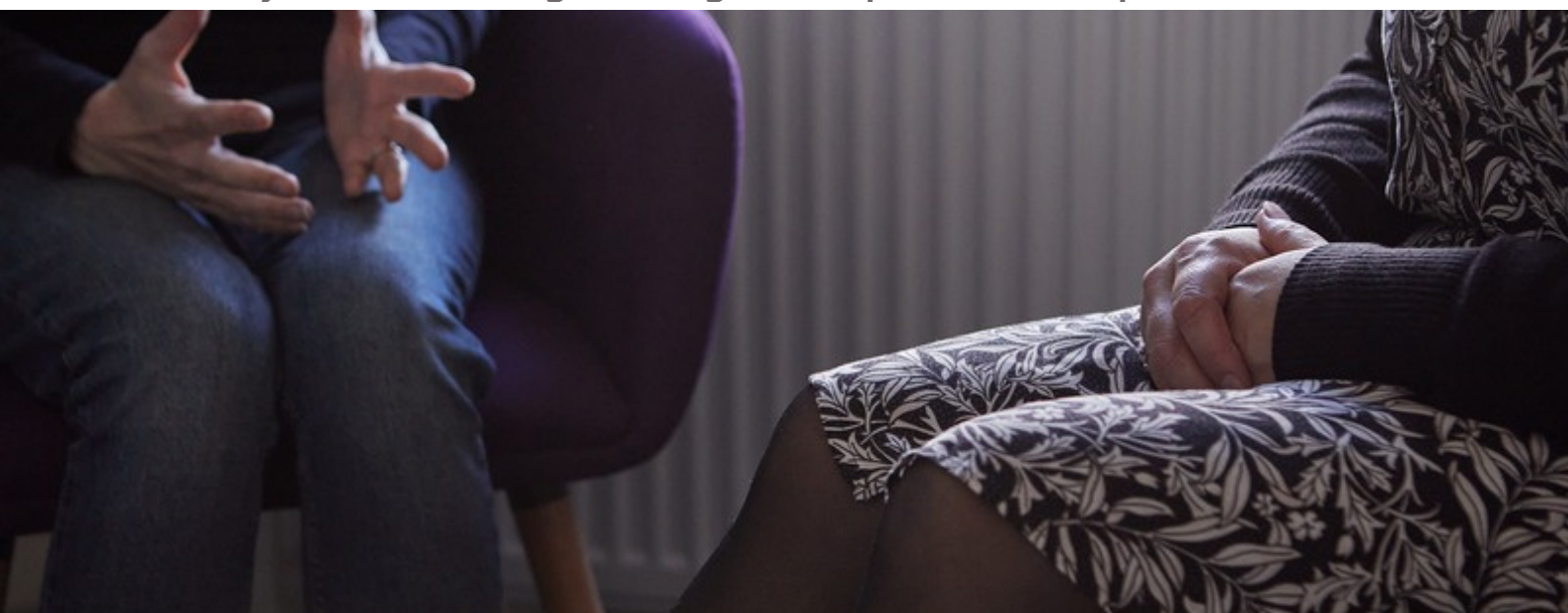
All learners will be provided with a comprehensive support structure.

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
- Castle and Coast Therapies offer 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 Lucy, the Castle & Coast Manager, on 07498 540 465 or email enquiries@castleandcoasttherapies.org.uk
- For local mental health charities, search Hub of Hope run by a national charity called Chasing the Stigma: <https://hubofhope.co.uk/>



Careers Guidance and Support

Careers guidance will be delivered through a combination of one-to-one sessions, group workshops, and ongoing support throughout the internship by Gary (Supported Internship Co-ordinator), Elizabeth (Job Coach), and Naomi (Employability and Next Steps Lead).

Learners will have access to the Next Steps Team, who will provide support with the following:

- Identifying individual strengths, interests, and career aspirations
- Exploring realistic employment pathways and opportunities
- Understanding the skills, qualifications, and behaviours needed for different roles
- Developing CVs, applications, and interview skills

Access to Qualified Careers Advice

Learners will have access to impartial and qualified careers guidance to support them in planning and progressing towards their future goals.

This includes support with:

- Planning next steps into supported employment, apprenticeships, or further training
- Receiving personalised advice to help overcome any barriers to employment



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.

Our Feedback Policy can be found on our Policies webpage under Learner Policies: <https://stepintolearning.org.uk/policies/>



16-19 Bursary & Travel Support

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/>

Cornwall Council Bus Pass

If you believe you are eligible and would like to apply, you can apply via the link below. Applications can be submitted from 1 May each year. We strongly encourage you to apply as early as possible. Information on deadlines for applications and payments can be found here:

www.cornwall.gov.uk/post16transport

Personal Independence Payment (PIP)

You may be eligible for a Personal Independence Payment (PIP) which can help with living costs. For more information or to apply:

<https://www.gov.uk/pip>

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

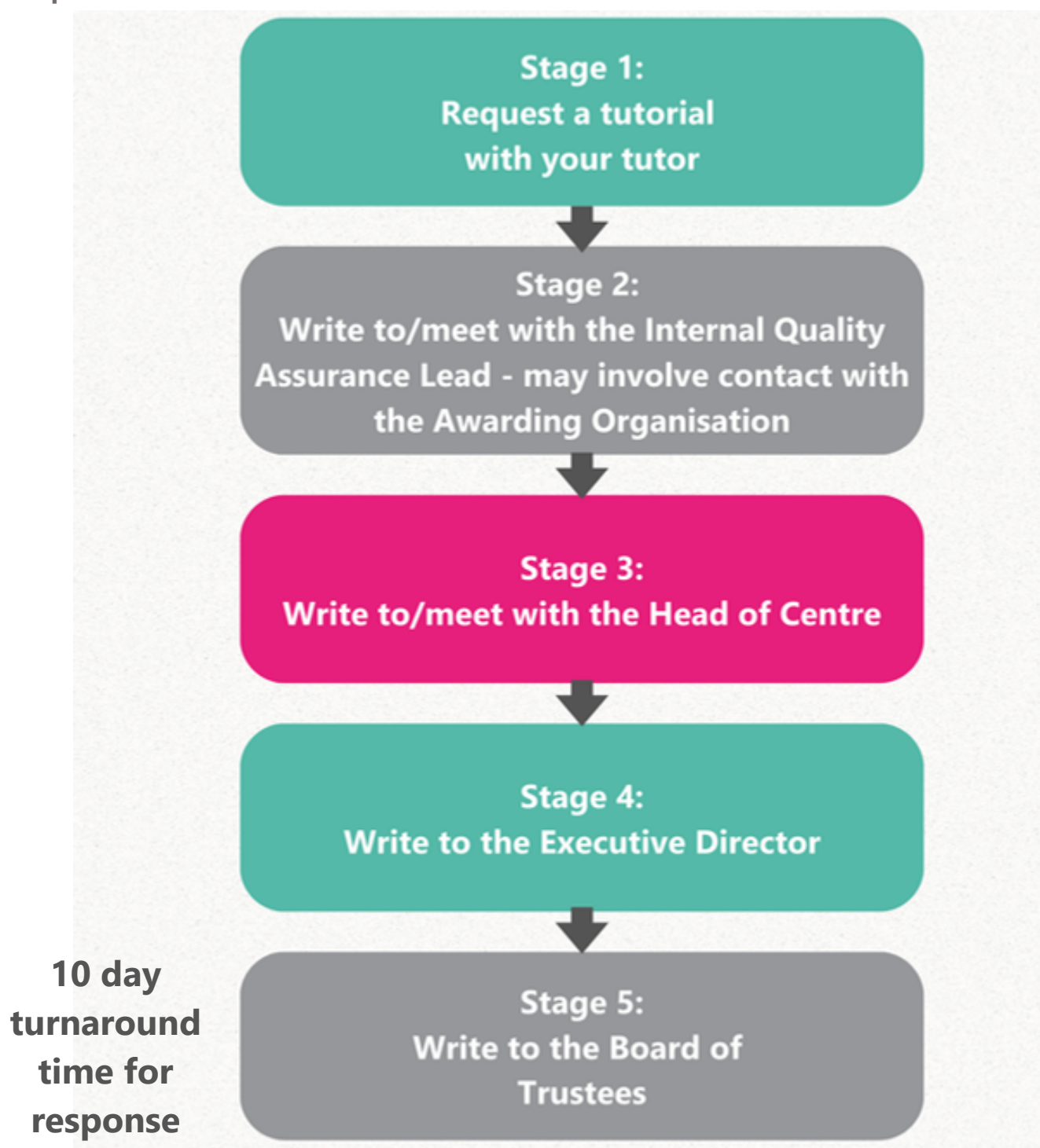
Our Sustainability & Environmental Policy can be found on our Policies webpage under General Policies:

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



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

Our Safeguarding & Welfare Policy can be found on our Safeguarding webpage under the 'Safeguarding is everyone's responsibility' heading: <https://stepintolearning.org.uk/safeguarding/>

Our Retention & GDPR Policy can be found at the top of our Data Protection & Privacy webpage: <https://stepintolearning.org.uk/data-protection/>





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
Document Title	Step Into Supported Internships Learner Handbook 26-27
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Author	Quality & Marketing Business Support
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