

Welcome to Eat That Frog

Learner Induction:

We aim to provide you with the tools and skills you may need to remove any barriers you have, to help you move your life forward.

Your tutor will explain how the course will be assessed and what you will need to do to successfully complete your course. During this induction you will be given key information about the centre and our policies.



Centre Contacts:

Phone: 01803 -551551 Email: info@eatthatfrog.ac.uk

Torquay Centre

91 Union Street
Torquay
TQ1 3DG

The Pad

89 Torquay Road
Paignton
TQ3 2SE

Newton Abbot

17 Union Street
Newton Abbot
TQ12 2JX

Plymouth

Jan Cutting Centre
Scott Business Park
PL2 2PB

Tor Hill Centre

Corner of Tor Hill Rd & Morgan Avenue
Torquay
TQ2 5RF

Health & Safety

During this induction, your tutor should give you relevant information, so that by the end of the session you know:

1. Where to go in the event of a fire.
2. Where to find the toilets.
3. Where the first aid box is, and how to access a first aider.
4. Break times and where you can obtain refreshments / lunch.
5. Where to find a designated smoking area.

In the interests of your health and safety:

- If you are using computer chairs, please make sure that they are adjusted to your height. If you need help to adjust your chair, please ask a member of staff.
- Please do not swing or wheel around your chair. Ensure they are used appropriately.
- Coats and bags should be placed as instructed to avoid trip hazards.
- Please ask staff to replenish kettles or water containers.
- Learners are not allowed in the staff room / staff kitchen.
- Please take care when moving laptops and cables to avoid trip hazards.
- Take care when making drinks and carrying hot liquids to avoid accidental spillage and risk of scalding.

Attendance:

At the beginning of your course, you will be given the details of the times and dates that you are expected to attend. If for any reason you are unable to attend, please let us know as soon as possible by calling us on 01803-551551.

If you feel unwell during a session, please let your Tutor / Support Assistant know immediately.

Behaviour:

We expect all learners to act in a way that does not offend others and to respect our Staff and other learners within the group and the training centre. This means turning up to the course ready and willing to engage with learning and not under the influence of alcohol or drugs.

This also means respecting other people – including their sexuality, religion, race, disability, gender, age etc. If you are unsure what this means, or if you feel you are being bullied or harassed by another learner, please speak to a member of staff.

People who engage in unacceptable behaviour will be withdrawn from their course at Eat That Frog.

Equal Opportunities:

Eat That Frog Staff and Volunteers adhere to the company's Equality & Diversity policy. We do not intend to discriminate in any way, but should you feel that you have been discriminated against, you may speak directly to your Tutor / Support Assistant or ask one of the Company Directors to investigate – Ian Powell, Sean Westlake or Gail Rochelle.

Computers & Mobile Phones:

- Our computers and laptops may be available for job-search related activities e.g. updating CVs or making job applications – but NOT for personal use such as browsing Facebook or YouTube.
- Please remember that you are using a public computer, so make sure that you log out of your email or any websites.
- Personal files should be removed from the laptop or computer after use.
- Eat That Frog cannot be held responsible for loss of documents, files or pictures stored on our computers or laptops.
- Computers and laptops can and will be monitored to check for misuse.
- Mobile phones should be left on silent except in circumstances agreed with your tutor.

Compliments & Complaints:

We always aim to improve our work and services via feedback and evaluation. Your views are very important to us and help us to build on our strengths and improve on our weaknesses. Please make use of the course feedback forms provided by your tutor at the end of the course – or access the feedback section on our website: www.eatthatfrog.ac.uk. You can also talk directly to your course tutor.

If you have any additional support needs for your course, it is essential to flag these up with your tutor at the start of your course so that we can make any reasonable adjustments.

Should you feel that your Tutor has not resolved an issue, you can make a formal written complaint to one of our Directors (Ian Powell, Sean Westlake or Gail Rochelle) by post to our Torquay Centre address.

Learning Commitment

We are expected to:

- Give you information about the course and the qualification you will gain.
- Provide you with advice, information and guidance on any issues relating to your course.
- Give you information about our services and any other developments that may affect you.
- Mark your work promptly and provide you with constructive feedback.
- Keep you up to date with your progress.
- Encourage you to achieve.
- Provide you with a safe learning environment.
- Ensure you are taught by suitable qualified and well-prepared staff.
- Allow you to provide feedback on the course and how we can do it better.
- Respect all learners.
- Keep data secure that we hold on you in connection with your course.
- Ensure that all opportunities to study are available to you irrespective of age, gender, mental or physical disability, beliefs, marital status or sexual orientation.

You will be expected to:

- Attend regularly and on time.
- Sign in and out (Fire Safety requirement).
- Try your best to achieve.
- Work with your tutors to review your process.
- Seek help if you need it.
- Follow our Health & Safety guidelines.
- Respect your fellow learners and tutors / staff.
- Let us know if we can do things better.
- Not bring alcohol or illegal drugs onto the premises or attend if you are under the influence.
- Take responsibility for any materials you use or borrow and observe security rules when using computer equipment.



Education & Skills
Funding Agency

Space for your notes:



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Funding Agency

Space for your notes:

About Eat That Frog:

It's an unusual name, we know – but it's all about overcoming your barriers and getting things done:

“If your job is to eat a frog, it's best to do it first thing in the morning. And if it's your job to eat two frogs, it's best to eat the biggest one first.”

MARK TWAIN



We offer flexible short training opportunities to help people overcome barriers that hold them back in life or employment. You may need extra IT or Customer Service skills, help boosting your confidence or wellbeing or simply be looking for opportunities to get out and socialise with new people in a relaxed learning environment.

We aim to give you the appropriate support, skills and training to ensure you are able to move forwards. We work to understand what you're looking for and what direction you want your life to take, then we try to ensure you have the skills to do so.

Free support:

Our courses are fully-funded (free) to anyone claiming benefits and open to people in most areas of South Devon, including Torbay, Teignbridge, Plymouth and South Hams at our professional training centres Courses may be available at a reduced rate (part-funded) for those in work.

For more information, please visit our website: www.eatthatfrog.ac.uk

**You can always find the latest info by following us on Social Media –
Facebook, LinkedIn, Twitter and Instagram.**