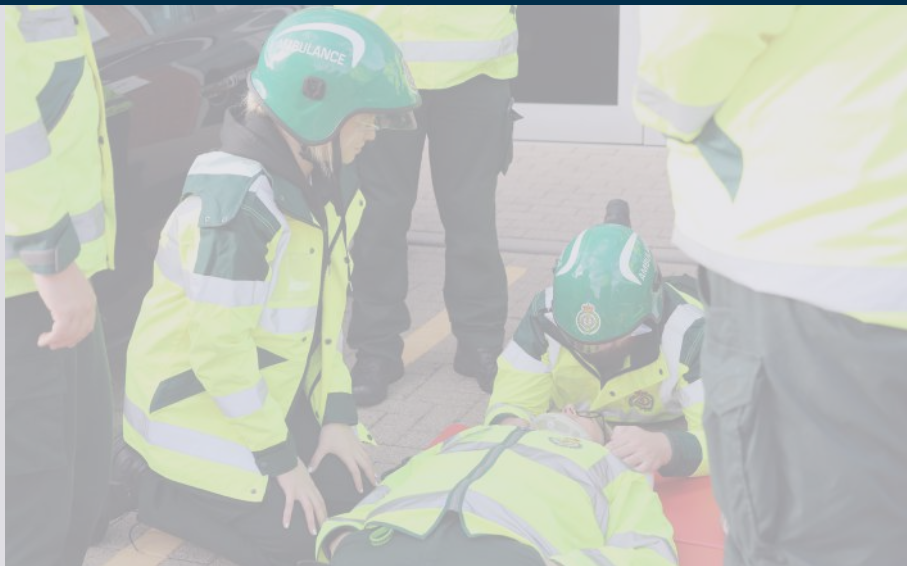


LEARN | ENJOY | ACHIEVE

LEARNER HANDBOOK

Your guide to a better learning experience with MediPro

2023 - 2025



Welcome Message

Welcome to Medipro.

Our aim is to provide you with high quality support, and the Practice Educator Support handbook contributes to this by providing you with information you need to know about regulations and procedures, including the programme learning outcomes.

Education is a two-way process requiring practice educators to be supportive and facilitating in helping learners take responsibility for their education. Being a learner demands effort, self-discipline, and perseverance. There are deadlines to meet, readings to evaluate and presentations to prepare and deliver, which is why the practice educator role is so important. Your support is essential in ensuring that learners find their studies as rewarding as possible.

If things are not quite right, we will do our best to sort things out. However, not everything may always be exactly as you wish. Our staff are always willing to listen and recognise that they can learn from your experience and observations.

Brian English
Managing Director

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Useful contacts

Our Main Office Number:
01325 609030

General Enquiries
for Active Learners
info@medipro.co.uk

Melissa Dickson
Head of Planning and Resourcing
melissa.dickson@medipro.co.uk
Ext. 305

John Evans
Tutor Lead
john.evans@medipro.co.uk

Rebecca Robson
Practice Placement Facilitator &
Safeguarding
rebecca.robson@medipro.co.uk
Ext. 306

Alex Hersi
Pastoral Support
alex.hersi@medipro.co.uk
Ext. 327

HR, Compliance and Accounts
hr@medipro.co.uk
Ext. 328

Accounts
accounts@medipro.co.uk
Ext. 314

To speak to someone
at our Newmarket centre
Ext. 310



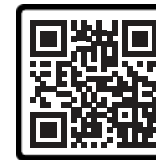
Useful contacts



Should you have a safeguarding concern –
safeguarding@medipro.co.uk or download our
Safeguarding APP, available in the Apple and Google store.



Follow Us on Social Media!



Visit us!



Like us!



Tweet us!



Connect us!



Follow us!



Subscribe us!

About us

MediPro was formed in 2008 and is the largest independent provider of pre-hospital education in the UK. Our aim is to unlock the potential of every learner that begins or continues their journey with us. We offer a number of courses within the clinical profession, from Offshore Medic and Diver Medic Technician to Paramedic and everything in between. We also offer a range of ambulance apprenticeship pathways which are designed to meet the needs of the employer through vocational training.

We have two main centres where our courses are delivered. Our main site is located in Stockton-on-Tees and our second site located at Newmarket. At both sites you will have access to the internet, study spaces, IT help, and our book loan facility. The sites also have free parking and a canteen for you to use. If we conduct a class at another site then we will endeavour to supply you with equivalent facilities, which will be discussed with you by our planning and resourcing team.



About us

Our planning and resourcing team and apprenticeship team are responsible for the day-to-day administration of all academic processes. They will also be able to advise you about your course and all of the regulatory processes.

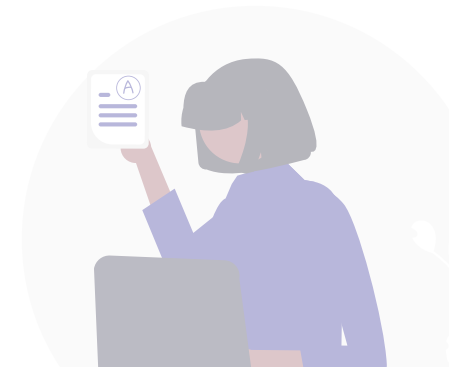
Planning and Resourcing Team

info@medipro.co.uk

Apprenticeship Team

apprenticeships@medipro.co.uk

During your time with us you will be allocated a personal tutor contact to whom you may refer for advice and help on personal and general academic issues. Your allocated tutor can signpost you to the relevant support available for you. It is in your best interests to ensure that your personal tutor gets to know you as you may require your tutor's help on a number of occasions, for example in providing you with a job reference or a reference for a graduate course at a university. Our academic staff have responsibilities to ensure that your course of study operates as efficiently as possible to give you the maximum opportunity to benefit from your studies.



ACADEMIC

What it means

- Creating a nurturing and supportive environment for our learners/staff
 - Continually improving our academic stance and offering
- Collaborating with academic partners to allow diversification of programmes available
 - To appreciate each learner has their own learning style
 - Proactive planning
- Learning from successes and being accountable for our mistakes
 - Creating sustainable systems

EXCELLENCE

What it doesn't mean

- Creating awards for 'awards sake'
- Producing courses that have no clear use to the public
- Being one dimensional
- Not planning for the learner journey
- Providing poor mentorship and limited support

CLINICAL EXCELLENCE

What it means

- Enabling our learners/staff to confidently deliver effective care
- Promoting an attitude of continuous learning among our learners and staff
- Identifying best practice and embracing evidence-based practice
 - Staying up to date with clinical developments
- Providing appropriate and relevant clinical practice

What it doesn't mean

- Relying solely on our own personal experiences and opinions
- Sticking rigidly to outdated practice

RESPECTFULNESS

What it means

- Being open about the good and the bad
- Understanding and respecting our learners/staff and customers
 - Fairness, decency and respecting our learners/staff
 - Being ethical
 - Support

What it doesn't mean

- Bullying learners/staff
- Not respecting dignity or beliefs
 - A 'can't be bothered' attitude
 - Blaming others
 - Being self-righteous
 - Not being confident

OUR EMPLOYEES

What it means

- Clinically competent and experienced
 - Practice what we preach
- Giving responsibility and supporting decisions, two-way communication, and teamwork
 - Providing and embracing continuous professional development
 - Create a balanced working environment of professionalism and fun
 - Rewarding performance
- Commitment to education and loyalty to our brand

What it doesn't mean

- Taking the easy option
- Clones
- In-experienced clinically
- Tackling everything alone

HONESTY

What it means

- Learning from our mistakes and limits
- Listening to our customers and learners
- Showing trust and giving empowerment
- Putting 'we' before 'I'
- Sharing success
- Offering straightforward, reliable and consistent training packages
- Being clear about the requirements of our programmes

What it doesn't mean

- Not listening
- Not re-evaluating decisions
- Second guessing decisions
- Not standing up for what you believe or think

OUR NAME

What it means

- Pride and passion in what we do and stand for
- Constantly striving to be at the front of clinical education
- The embodiment of our values
- Professionalism and dedication
- Clinically focussed
- Our image in the eyes of our learners
- Dynamic

What it doesn't mean

- Arrogance
- Complacency
- Creating a cult like environment



Learner support

MediPro has designed its courses to support and challenge learners throughout their learning, development and educational experience.

Medipro offer high quality learner support, acknowledging equality, diversity and inclusion throughout. There are frameworks and structures in place to help learners overcome vocational, academic and personal difficulties to ensure our learners get the most from their learning experience.

Initiatives to support key periods in your learning journey exist alongside academic initiatives to support retention and progression and this is a crucial partnership between Medipro tutors and learners and involves openness and respect and identifies the responsibilities, and mutual commitment to a genuine process of continuous learning.

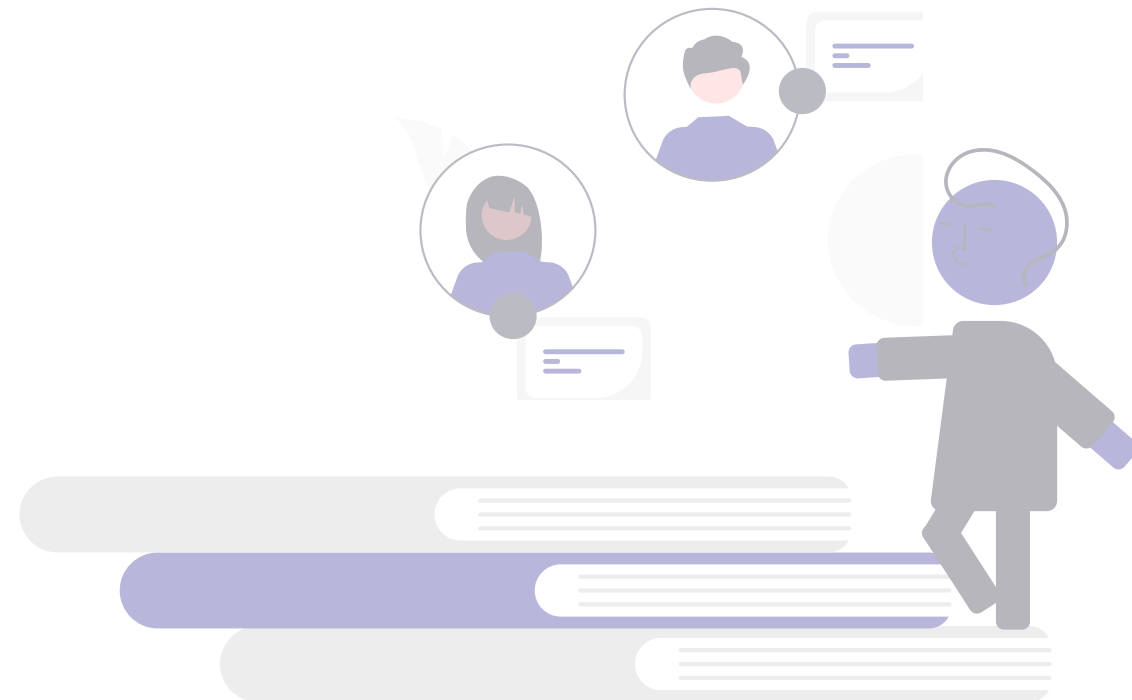
Support for our learners includes.....

- Personal Tutor Allocation – each learner will be allocated a single point of contact tutor to help coordinate any additional support needed.
- Academic Support – learners will have access to academic writing support staff.
- Occupational Support – Where applicable, learners will be required to undergo health screening and clearance for practice-based learning through our occupational partners. Additional support is available as and when required.
- Progress Reviews – learners will participate in regular face to face and/or online progress review meetings. The frequency of these depends on the programme you are enrolled.
- Pastoral Support – Learners have access to dedicated pastoral support.
- Functional Skills – where your programme requires the completion of functional skills, learners will have access to a functional skills tutor.
- Practice Placement Facilitator – learners will have support throughout their completion of their practice-based learning.
- Safeguarding – all learners will have access to a dedicated safeguarding Lead.

Learner support



Where a learner may have a specific learning difficulty (Dyslexia, Dyspraxia, etc) please speak with your allocated tutor or a member of the office team, who will be able to give advice and guidance on reasonable adjustments in the line with the awarding body's policy and approval. Where you are enrolled as an apprentice, please speak with the onboarding team.



Equality and diversity

Equality and Diversity, refers to accepting and promoting people's differences. MediPro will endeavour to ensure every learner has equal opportunities, regardless of their abilities, their background, or their lifestyle. We support learners who have sensory and physical disabilities, medical conditions, Autistic Spectrum Conditions as well as those with specific learning disabilities (Dyslexia, Dyspraxia, etc).

Medipro aims to meet the requirements set out in its Equality and Diversity Policy. In a bid to raise awareness and promote equal and fair treatment, Medipro will always:

- Challenge negative attitudes.
- Challenge any humour/jokes amongst staff or learners that may be derogatory around stereotypes.
- Ensure diversity is reflected in our lesson plans and activities'.
- Ensure learning materials are non-racist, non-sexist, and non-discriminatory.
- Incorporate differing learning styles.
- Promote multiculturalism through our learning resources.



Equality and diversity

At MediPro we believe all learners are entitled to a high-quality education in a nurturing and inclusive environment where you can progress and fulfil your potential.

If you feel that you may require additional assistance please contact our main office before the start of your course, so that we can make any necessary arrangements. For further information on what support may be available please refer to the below policies.

A graphic with a purple background containing three QR codes. Each QR code is in a white square with a black border. Below each QR code is a black button with a white smartphone icon and the text 'SCAN ME'. Below the buttons are three labels in white text: 'Equality & Diversity Policy', 'Supporting Learners with a Disability', and 'Reasonable Adjustments'.

The British Values are important for living and working in modern day Britain. They are not exclusive to being British and are shared by other democratic countries to create a society where members can feel safe, valued and are able to contribute for the good of themselves and others.



The 4 fundamental values set out by the Department of Education are as follows:



Democracy

A culture built upon freedom and equality, where everyone is aware of their rights and responsibilities.

"I have a respect for democracy and the basis on which law is made and applied in Britain."

The Rule of Law

The need for rules to make a happy, safe, and secure environment.

"I can distinguish between right and wrong and respect the civil and criminal law of Britain."

Individual Liberty

Protection of your rights and the rights of others around you.

"I can take responsibility for my own behaviour; and develop my self-knowledge, self-esteem, and self-confidence through self and peer reflections."

Mutual Respect & Tolerance of Different Faiths and Beliefs

Understanding that we are a diverse country with different beliefs and values.

"I can respect those values, ideas and beliefs whilst not imposing my own on to patients."

Learner attendance

Medipro expect all learners to behave maturely and professionally within both the classroom and their practice-based learning environment. You are expected to attend all classes scheduled in your programme punctually and regularly. Daily attendance is monitored throughout our training centres and with our practice-based education providers. Lack of attendance can jeopardise your place on your programme and your ability to succeed in assessments.

Medipro work alongside and are governed by external agencies e.g., ESFA, ELCAS, sponsoring bodies, professional bodies, and the home office, who have the right to request information on your attendance.

*No Refunds will be given should you be removed from programme due to lack of attendance.

We expect all learners to arrive promptly, but we are mindful that there may be some unanticipated delays caused, for instance, by occasional travel disruption. Should you arrive late, please be mindful to keep disruption to a minimum in respect of your fellow learners and tutor. Registers are taken for most taught sessions and where a learner leaves mid-way through then this could lead to your name being removed from the attendance register.

In the unfortunate circumstance you are unable to attend due to sickness or a family emergency, you must call the main office and let us know.

For full details on attendance and sickness, please refer to our policies and procedures.

Any more concerns?
Scan me to see our learner
support policy. (Code of Conduct)



SCAN ME

Academic submissions

The term 'Academic Submissions' is used to describe any type of assessed work that's falls outside of the examination periods which take place at the end of each teaching block or course. This may include essays, dissertations/projects, presentations. You will be required to submit written coursework via our online learning platform. You must ensure that you manage your time to meet academic submission deadlines. All tasks of your course need to be passed for you to successfully gain your qualification. Should unforeseen circumstances arise, before the due date of the work, then you may apply for an extension to the submission deadline with your Assessor/Tutor.

Extensions can only be given for genuine extenuating circumstances and medical reasons, not for bad planning of your time. Theft, loss of work or failure to keep back-up files are not valid reasons.

For further information on academic submissions, please follow the link below.

Any more concerns?

Scan me to see information on
Academic Submissions.



SCAN ME



Examinations

Examinations/controlled assessments are a type of formative assessment of the learning outcomes where supervision of learner assessment is required. Examinations/controlled assessments cover a range of assessment methods such as practical tasks, written questions, multiple choice/short answer, and knowledge assessment tasks. MediPro will ensure that assessments take place in a suitable environment with appropriate conditions conducive for taking an assessment.

MediPro will ensure that you are aware when you are being formally assessed and made aware of the nature and format of the assessment and what to expect prior to the assessment taking place.

You are not permitted to take anything into the examination room that could aid cheating: this includes notes, bags, heavy clothing, programmable calculators, computers, mobile phones, smart watches, pencil cases.

- You have the right to query or request an appeal regarding any examination or assessment. A request to appeal will be looked at on an individual basis and will be dealt with in accordance with the awarding body's regulations. To begin this process please speak with your allocated tutor.

For further information on our Appeals and Complaints procedure, please refer to our policies and procedures.

Any more concerns?
Scan me to see our Learner Policies.
(Learner Complaints Policy)



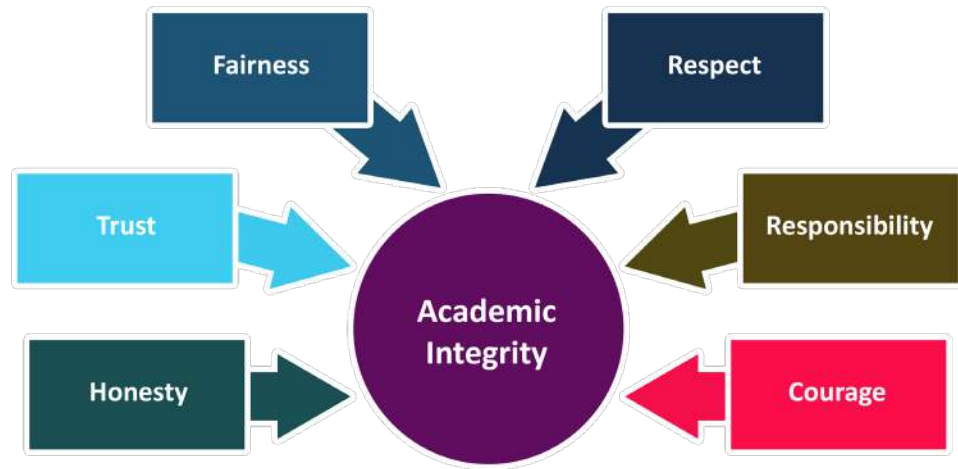
Academic dishonesty

Academic dishonesty covers any attempt by a learner to gain unfair advantage (e.g., extra marks) for themselves; or for another learner, by means they are not allowed. Examples of such dishonesty include:

- Collusion - includes the knowing collaboration, without approval, between two or more learners, or between a learner(S) and another person, in the reparation and production of work which is then submitted as individual work.
- Plagiarism - is the act of using other people's words, images etc. as if they were your own. In order to make clear to readers the difference between your words, images etc. and the work of others, it is essential that you reference your work to avoid a charge of plagiarism. If you do not reference your words correctly, it will come across as if you have 'stolen' words or ideas from other sources. MediPro use a piece of software called PlagScan to check the authenticity of learners work.
- Cheating - is any attempt to gain an unfair advantage in an assessment (including examinations) or assisting another learner to do so. It includes taking unauthorised materials into examinations, copying from other candidates, collusion, impersonation, plagiarism, and unauthorised access to unseen examination papers.

It is in the best interests of all learners for MediPro to maintain the good reputation of its awards. Your cooperation is expected in actively protecting the integrity of the assessment process. It is the duty of all learners to observe high personal standards of academic honesty in their studies and to report any instances of malpractice of which they become aware, without fail. The maximum penalty for a proven case of dishonesty is expulsion from the course. Should dishonesty be proven after completion after the course then the award will be withdrawn.

Academic dishonesty



Any more concerns?
Scan me to see our Policy.

SCAN ME

Referencing

Gathering information from a variety of sources is an essential part of most academic writing, and it is important that you reference these sources in the required style.

Whenever you use information from other sources you must document the source in two ways:

- Provide an in-text citation of the source in the main body of your writing.
- Enter the source in the list of references at the end of your document.

Why Reference?

- To avoid Plagiarism
- To credit the author
- To show the original source
- To demonstrate your knowledge
- To lend credibility to your work

Who
wrote it?

When
was it published?

What
is the title?

Where
Can you find it?

Practice-based learning

Some of our courses require you to complete practice-based learning in a healthcare setting. During your time completing these you will learn a number of skills for your career in medicine, including physical examination, taking patient histories and patient communication. They will also provide you with the opportunities to network with doctors, consultants, nurses, ambulance staff and other allied health care workers and to ask them questions about their roles. This is also called 'inter-professional working'.

Whilst completing your practice-based education it is expected that you will use all appropriate opportunities to enhance your knowledge, skills, and behaviours to develop into a competent, safe, and effective clinician.

MediPro have a range of practice placement areas available to meet the needs of the programme you are registered on. All our practice-based education providers must undergo a full audit prior to accepting any of our learners. Learners are expected to act responsibly and to conduct themselves in a professional manner.

Where your course requires the completion of practice-based education, this will be arranged by MediPro and shall be included in the cost of your course. Each learner will receive:

- Location of practice-based education areas including maps and contact details.
- Timetable
- Practice Assessment Document (PAD)



Practice-based learning

The cost of travel to your practice-based education and parking charges will have to met by yourself. We shall endeavour to make your placement location and time as convenient as possible, however we are bound by our practice-based education providers requirements. Where necessary each learner will be required to complete the following to be able to attend their practice-based education:

- Disclosure and Barring Service (DBS). This is a way for us to check your criminal record, to help decide whether you are a suitable person to participate in the health care practice based education environment as your role will require working closely with children and vulnerable adults. Some of the practice-based education providers have their own internal processes for accepting learners with a criminal record. When applying to any of our programmes that required the completion of practice-based education, we recommend disclosing if you have a criminal record, as we will need to check with our providers that you will be accepted.
- Health Surveillance. Each learner, (depending on the course) will need to undergo health screening and clearance for practice through our occupational partners. This is to ensure that each learner is 'fit for practice' and where needed, reasonable adjustments can be made.

Practice-based learning

It is essential that you attend your practice-based education and do all that you can to achieve your competencies within your Practice Assessment Document (PAD). In some cases, due to the unpredictable nature of health care, it may not be possible to get everything sufficiently achieved. In these instances, we can offer alternatives such as:

- Extending the practice-based education.
- Providing a simulated environment to achieve competency.
- Tutor/mentor time to have a professional discussion.

All learners have an obligation both at MediPro and practice-based education settings to see that personal data is accessed appropriately. You must treat personal or sensitive information carefully and not disclose it to unauthorised persons. Disclosure could result in legal proceedings against you. You must understand therefore, that it is a condition of your practice-based education that all information in respect of patients/clients or indeed personal information relating to anyone at all which comes to your knowledge, directly or indirectly, shall be treated as confidential and must not be discussed or disclosed to any person unless you have authorisation to do so.


It is essential that no information relating to patients/clients is used for assessed work/study unless informed consent has been received from the individual concerned and any data used is anonymous. You will also be required to attend a session regarding these issues and complete a learner declaration form confirming you attended the session and that you understand their importance. Reference should also be made to guidance from the Department of Health with respect to consent.


Confidentiality and consent



Learners are personally accountable for their professional conduct and must always be prepared to justify decisions and actions.

Any more concerns?
Scan me to see the department of health and social care website.



 SCAN ME

Personal property

MediPro cannot, in any circumstances, accept responsibility for the loss of private property, left, damaged, or lost on our premises.

We appreciate that replacing lost items can be expensive, and should we find anyone's property that has been left and is unlabelled, we will keep this in a safe place. If you have lost anything, please retrace your steps, including the last place you were and any classrooms you may have been in. If you are unable to locate your lost property, please speak to our main office to check if anything has been handed in.

Misconduct

Misconduct refers to actions or omissions which cause, or may cause, injury, harm or damage to people (including Mental Harm), property, or the reputation of MediPro. This includes actions or omissions designed to mislead or defraud MediPro and also actions or omissions which obstruct or prevent the proper functioning of MediPro. Learners are expected to always behave appropriately. Any learner who behaves inappropriately (called an 'act of misconduct') will be dealt with under the learner Disciplinary Procedures. The below list is an example of behaviours that are classed as misconduct and are defined further in our Learner disciplinary Policy. The following list is not exhaustive.


- Physical Misconduct.
- Sexual Misconduct.
- Abusive, threatening, or unacceptable behaviour.
- Damage to Property.
- Unauthorised taking or use of property.
- Causing a health or safety concern or risk.
- Operational obstruction.
- Damage to the reputation of MediPro.
- Criminal Convictions.

Misconduct

- Physical Misconduct.
- Sexual Misconduct.
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- Damage to Property.
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- Damage to the reputation of MediPro.
- Criminal Convictions.

Where the act of misconduct is also a crime, MediPro will report this to the police.

Any more concerns?
Scan me to see our Learner
Disciplinary Policy.



SCAN ME



Student finance

Our aim is to make it as easy as possible to learn with us. Depending on your chosen course there may be funding/finance options available to you. Below is list of funding/finance options that could be available depending upon your personal circumstances.

- Enhanced Learning Credits (ELCAS) for Military Leavers.
- Career Transition Partnership support for military personnel.
- Professional career development loan.
- Personal loan.
- MediPro 0% finance instalment option.

Where your chosen course is not available for any of the above finance options, our normal payment terms and conditions apply.

For further information on our finance/funding options, please speak to our main office where a member of our support team will be happy to assist.



Safeguarding

Safeguarding APP & Champions

As a training provider, we have a moral duty and are committed to the safeguarding of all our learners, regardless of their age and vulnerability. Although legislation is specifically related to children and adults at risk, MediPro is committed to safeguarding all our learners.

Safeguarding is the act of protecting and keeping people safe from significant harm. Within MediPro, safeguarding is everyone's responsibility, including learners. All individuals mentioned below are responsible for safeguarding adults at risk, and ensuring that any concerns are referred to appropriate authorities, or members of staff.

- Designated Safeguarding Lead.
- Safeguarding Champions.
- Tutors.
- All Staff.
- Learners.

Below is a list of key safeguarding contacts within MediPro, for further advice, guidance, or to share a concern, please contact the following:

Designated Safeguarding Lead -

Internal: 01325609030 ext. 306

External: 02039 814643

Email: safeguarding@medipro.co.uk

Safeguarding

Appointed Safeguarding Champions


For information on who is your local safeguarding champion, please contact safeguarding@medipro.co.uk who will pass their information to you.

Tutors

For information on who your designated tutor is, this will be available via your online leaning platform or you can contact the main office. There will be a contact email and number there for you to contact your tutor if you wish to share a concern with them.

Below is information for the ambulance service charity, who are dedicated to supporting the wellbeing of our lifesaving ambulance community. They provide a range of services to support mental health, physical rehabilitation and financial wellbeing of the UK's ambulance staff, their family members, students and ambulance service volunteers.

Any more concerns?
Scan me to see the Ambulance Staff Charity Website.



SCAN ME

Ambulance staff charity



 **THE AMBULANCE STAFF CHARITY**

Independent and confidential.

Ambulance Staff

24/7 Crisis Phonenumber

Immediate and ongoing suicide and mental health crisis care

CALL: 0300 373 0898



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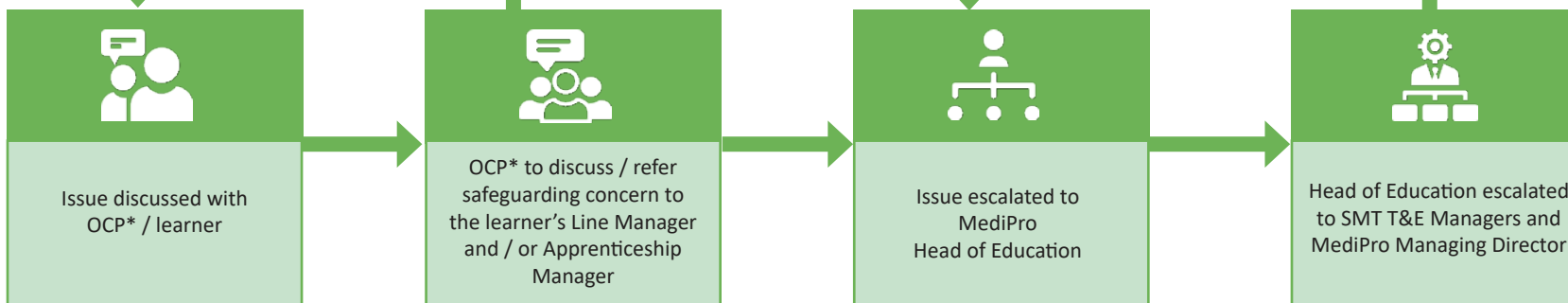
 **THE AMBULANCE STAFF CHARITY**

-  **Completely Independent**
-  **Private and Confidential**
-  **Run by qualified professionals**
-  **Experienced in supporting ambulance staff**

Learner safeguarding process

*OCP: Occupational Competent Person

Route 1 Escalation = safeguarding concern due to potential issues with processes and systems of work



Route 2 Escalation = safeguarding concern can be addressed, supported and managed by the apprentice's operational management team and MediPro

SAFEGUARDING. . . .

. . . . THE PREVENT DUTY

What is it?

Prevent, is a government strategy, which aims to identify people at risk of committing terrorist acts and works to safeguard our communities from the threat of terrorism by stopping people from supporting it or becoming terrorist themselves. Children and adults at risk are vulnerable to being drawn into extremist ideologies and radicalisation. As an education provider, MediPro has a responsibility to have due regard to the need to prevent people from being drawn into terrorism.

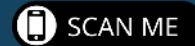


Awareness!

Spotting the signs that someone is being radicalised can be tricky. Children and adults at risk can sometimes feel alone and having a belief in an extremist cause or becoming a member of an extremist group can make them feel accepted and give them a sense of purpose, identity and make them feel part of a community. Signs that someone is being radicalised are; but not limited to:

- Isolation or withdrawal from family and friends.
- Being secretive around their internet use and social networking sites.
- Using abusive, aggressive, or extremist views/comments/threats/language.
- Having a fascination with weapons, chemicals, explosives or extremist activity and events.
- May become uncooperative or disengaged.
- Significant changes in relationships.

Its important to remember that it can happen to anyone. Here is a QR link to a video that can give you an insight into what radicalisation can look like.



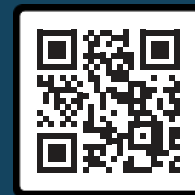
How to report?

If you are worried that someone is being radicalised, please contact the police on 999. If you are concerned that someone is being radicalised in your workplace or at home, and there is no immediate danger, please talk to your Prevent or Safeguarding Lead.

Find out how to report concerns you have about a child, young person or adult learner who you think may be vulnerable to be being drawn into extremism.




We have also created a selection of easily accessible links to your local prevent referral forms. Please see page 40 to 41 to find the form for your local police force.




Learner safeguarding process


“The internet has opened many new opportunities in communication, entertainment, and knowledge. But it’s also given extremists the means to target, connect and communicate with people vulnerable to radicalisation. Exposure to extremist content and groups online can lead them down a dangerous path. If you’re concerned someone close might be being targeted, then act early and share your concerns so the person can get the support they need.”


Any more concerns?
Scan me to see the Ambulance Staff Charity Website.







Any more concerns?
Scan me to see the website of Educate against hate, a Free and trusted classroom resources to help you keep your students safe from extremism and radicalisation.



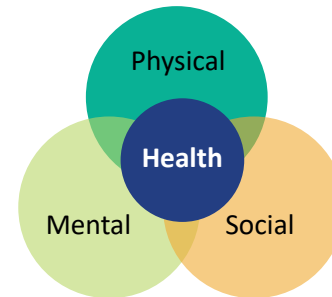


Scan me to access the prevent referral form.





Physical health and mental wellbeing



Being an apprentice in the pre-hospital care sector can and will be demanding, both physically and mentally, which is why it so important to consider the best ways of taking care of yourself. Doing things to help us relax, feel happy or calm, eating well and getting plenty of sleep is a normal part of taking care of ourselves and in turn, contribute towards our mental health.

Our physical and mental health go hand in hand and influence each other. Having physical health problems can significantly increase the risk of poor mental health and having poor mental health can impact the way we take care of ourselves physically. Its important to find a healthy balance, that works well for you. Have a think about the below things that can impact our overall wellbeing and how you can incorporate these into your lifestyle. For more information on each article below scan the QR codes.

Exercising just once or twice a week can reduce the risk of heart disease or stroke. Adults should aim to do strengthening activities that work all the major muscle groups at least 2 days a week, do at least 150 minutes of moderate intensity activity a week, spread exercise evenly over 4-5 days a week and aim to reduce time sitting or lying down.





Physical health and mental wellbeing


Good nutrition and adopting healthy eating patterns will lower the risk of serious health problems such as heart disease, type 2 diabetes, and obesity. Proteins, carbohydrates, fat, vitamins, fibre and water are all nutrients and when you have the right balance of these in your diet, it will reduce the risk of developing certain health conditions.



 SCAN ME

Healthy sleeping habits will significantly impact how your day is going to go. A good night's sleep will improve your attention and concentration, helps you maintain a healthy weight, keeps your heart healthy, looks after you emotional and mental wellbeing, can reduce stress levels and even contribute to a stronger immune system.




 SCAN ME

Unfortunately, not all of us are lucky enough to be able to fall asleep at the drop of a hat, and may find ourselves tossing and turning with broken sleep.

Physical health and mental wellbeing

Spending time outdoors is an excellent way of reducing stress, improving sleep and boosting your immune system. So, it will come as no surprise that people who have a hobby that involves outdoor activity are less likely to be stressed or suffer from low mood or depression. Having a hobby or an interest outside of the work environment has many benefits, including improving concentration and learning, increases personal confidence and self-awareness and improve your quality of life.




 SCAN ME

How are you really doing?

Scan the QR code to find out your mental health in the past week. The Mental Health Continuum Model illustrates the different mental health phases you may experience throughout your life and career. It also describes the physical and mental effects associated with each phase and suggests actions that may help.



 SCAN ME

Learner safeguarding process

Unhealthy relationships

Being in an unhealthy relationship can affect our mental health and wellbeing and can impact our ability to carry out our role effectively. After all, it is not always possible to separate our personal life from our professional one. Unhealthy relationships are marked by characteristics such as disrespect and control and it's important that we can recognise the signs of being in an unhealthy relationship and what support is out there. Below are some examples of why you may be in an unhealthy relationship.

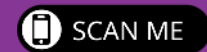
- There is a lack of support from your partner. Healthy relationships are based on a mutual desire to see one another succeed.
- Communication is the cornerstone of any relationship and should be done with kindness and respect. When communication is more toxic, you may find that they are filled with criticism, sarcasm and fuelled by contempt.
- Envy or jealousy are perfectly natural human emotions, however it can become an issue when envy keeps you from thinking positively about your partner's successes and jealousy can quickly erode your relationship when there is constant suspicion and mistrust.
- Do you need to constantly explain where you are and what you are doing, who you are with? Does your partner get irritated or angry when you don't immediately answer calls or texts? These behaviours can stem from jealousy or lack of trust, but they can also be signs of controlling behaviour.
- Lying about little things is one of the major signs of dishonesty in a relationship. These can be like, lying about how much money one makes, physical and/or emotional cheating, secretly spending time with an ex-partner or hiding their past relationships. Dishonesty in a relationship can lead to a lack of emotional intimacy, feelings of isolation and eventually break ups.

Learner safeguarding process

- Relationships are not only vulnerable to physical/emotional cheating, but this can also be financial. A partner hiding money in a different bank account or taking out debt in your name is a form of cheating. In some cases, this can also become financial abuse. Making their partner put debt in their name, manipulating their partner by putting bills in their name and not giving them access to money, are just some of the signs of financial abuse.

If you think you may be in an abusive relationship, there is help and support out there. Below are some of the major helplines working to support victims of Domestic Abuse. If you are in immediate danger call 999 and ask for the police. Should you be in a position where you are unable to speak, press 55 to have the call transferred to the police.

National Domestic Abuse Helpline.



Mankind is an initiative, supporting Male victims of Domestic abuse.

Learner safeguarding process

Galop is the UK's only Specialist LGBT+ anti-violence Charity. Providing advice/ support and advocacy to people who have experienced hate crime/domestic abuse and sexual violence.



SCAN ME



Have a reason to be concerned?

Clare's law, also known as the Domestic Violence Disclosure Scheme (DVDS) is a police policy giving people the right to know if their current or ex-partner has any previous history of violence or abuse.



SCAN ME

YOU HAVE A RIGHT TO ASK

CLARE'S LAW

Learner safeguarding process

Safe, not Sorry!

Even as adults we can become complacent in our everyday lives when it comes to thinking about keeping ourselves safe. In your role, you will spend most of your time looking after others, that it is easy to forget about ourselves. In 2021, Ofsted carried out a rapid review of sexual abuse in the education setting, which revealed how prevalent sexual harassment and online sexual abuse is.

Sexual Harassment and sexual assault can happen to anyone regardless of age, race, gender, ethnicity, sexual orientation or social class, so it's important to think about what preventative measures we can take to avoid risky situations from escalating. Sexual Harassment and Assault can happen anywhere, which why we need to consider what efforts we can take, to protect ourselves.



While Travelling

1. Driving

- Remember to keep your vehicle in good working order and make sure to keep the fuel at least half full.
- Ensure doors are locked when driving.
- Never pick up hitchhikers
- Try to park in areas that are well lit and be sure to lock your doors. If you have a flat tyre, keep driving until you are in a safe, well-lit area.
- When returning to your vehicle, have your key ready and check inside the car before getting in.
- Be cautious when using underground/enclosed car parking and try not to go alone.

Learner safeguarding process

If you are being followed, do not go home, drive to the nearest police/fire station. Beep your horn to get attention!!



2. Walking

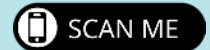
- Let people know where you are going and how long you might be.
- Plan and memorise your route before you leave home.
- Avoid high risk areas where possible.
- Always carry a mobile phone.
- Where possible, use Apps on your mobile.
- Be alert to your surroundings and people around you.
- Walk confidently at a steady pace on the side of the street facing traffic.
- Don't carry more cash than necessary and keep your wallet/purse close to you.
- Stay in well-lit areas and avoid walking alone at night.
- If you think you are being followed, try and get into a shop or knock on a house door.

If you are in trouble, scream or shout for help to attract attention in any way you can.

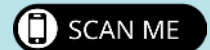


Learner safeguarding process

HollieGuard is an app that can track a person's location as they make their way home. If they feel unsafe, all they need to do is shake their phone to send an alert to a group of contacts to warn them that they may be in danger.



What3words is a really quick and simple way to find, share and save exact locations. Using this app you can identify your location if you are lost or being held against your will in an area that is unknown to you.



3. At home

- Keep doors locked.
- Where affordable, have alarms fitted.
- Check all windows and doors are lockable, especially sliding doors.
- Try to have good lighting around your entrances.
- Check the ID of any servicemen or salesman, before letting anyone into your home.

If you come home to find a door or window open and signs of forced entry.

DO NOT GO IN! Phone the police.

“One of the best ways to stay safe is to continually let your loved ones know where you are, and enable them to check up on you too.”

Social networking behaviour and usage

Whilst the use of social networking sites has grown significantly in recent years and can be a useful tool for communication and learning as well as for online social interacting, learners engaged in courses with Medipro must be mindful of their responsibilities in relation to their behaviour on social networking sites. We expect our learners to behave responsibly, with care and respect shown towards others. Any learner found to be behaving in an appropriate way in their use of social media, may find themselves subject to disciplinary action. If you are a learner on a professional course (such as L6 Paramedic Practitioner) you may additionally face being called before a professional Suitability Panel.

Below we have outline some things to consider to help keep yourself safe and to ensure you are not putting your own reputation and that of Medipro, at risk.

- Remember that even with privacy restrictions the chances are that all your 'friends' will be able to view more than you think.
- This is especially the case when it comes to your Facebook wall – all your friends can view your comments and photos.
- Be polite at all times.
- Bear in mind that not everyone will share your sense of humour.
- Ask before you tag others in the photos you want to upload.
- Ensure you respect the difference between personal and professional contacts.
- Do not engage in heated arguments or trade insults



Social networking behaviour and usage

- Try not to overload your net friends with constant messages and updating.
- Try not to put people in an awkward position by asking them to be your friend when they may not be able to do so because of their profession/role (e.g. your tutor), and don't take offence if/when they decline your invitation.
- At MediPro, we have computers at all our centres, which are available for use by our learners, and expect all learners to follow our computer room rules. It's fair to say we are all using the internet more than ever before and so its increasingly important to know how to protect ourselves online.

Scan me to see more on information on how social media was used by terrorist organizations for their recruitment.



Scan me to see for a link to the website for Educate Against Hate. A free and trusted classroom resources to help you keep students safe from extremism and radicalisation.



Social networking behaviour and usage

Social Media: how to use it safely

Use privacy settings across social media platforms to manage your digital footprint.



Social media is a great way to stay in touch with family, friends and keep up to date on the latest news. However, it's important to know how to manage the security and privacy settings on your accounts, so that your personal information remains inaccessible to anyone but you.

This section:

- Collects advice provided by the major social media platforms on how to set up privacy controls.
- Suggests some tips on how to use social media safely.

Social networking behaviour and usage

Advice from social media platforms

The following guidance is provided by each of the major social media platforms. Scan the QR codes below to read detailed information.

Scan me to see more on information on basic privacy settings and tools on Facebook.



SCAN ME

Scan me to see more on information on how to protect and unprotect your Tweets on Twitter.



SCAN ME

Scan me to see more on information on privacy and safety on YouTube.




SCAN ME

Social networking behaviour and usage

Scan me to see more on information on privacy settings and information on Instagram.



 SCAN ME

Scan me to see more on information on account and privacy settings overview on LinkedIn.



 SCAN ME


Scan me to see more on information on privacy settings on Snapchat.



 SCAN ME

Scan me to see more on information on privacy settings onTiktok.



 SCAN ME

Social networking behaviour and usage

Use 2-step verification (2SV) to protect your accounts

2-step verification (often shortened to 2SV and sometimes called two-factor authentication) provides a way of 'double checking' that you really are the person you are claiming to be when you're using online services, such as social media, banking or email. Even if a criminal (or someone simply looking to cause mischief) knows your password, they won't be able to access any of your accounts that are protected using 2SV.


Scan me to see more on information on the Cyber Aware website. It contains links on how to set up 2SV across popular online services such as Instagram, Snapchat, Twitter and Facebook.

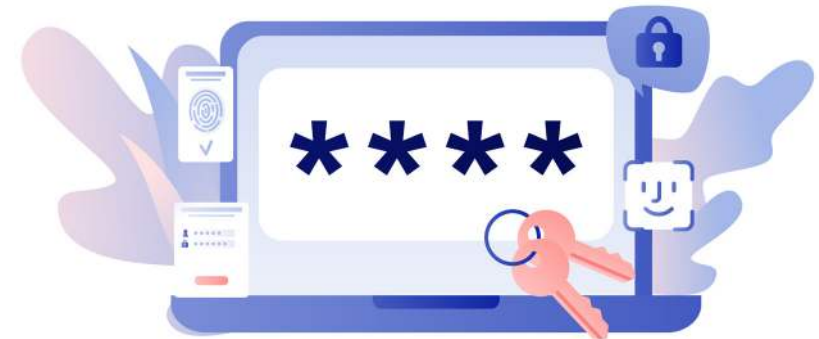


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Scan me to see more on information on why you should use 2SV wherever you can. Read the NCSC's official guidance on 2-step verification.



 SCAN ME



Social networking behaviour and usage

Understanding your digital footprint

It's worth exercising some caution when using social media. Not everyone using social media is necessarily who they say they are. Take a moment to check if you know the person, and if the friend/link/follow is genuine.

Less obviously, you should think about your digital footprint, which is a term used to describe the entirety of information that you post online, including photos and status updates. Criminals can use this publicly available information to steal your identity, or use it to make phishing messages more convincing. You should:

- Think about **what** you're posting, and who has access to it. Have you configured the privacy options so that it's only accessible to the people you want to see it?
- Consider what your followers and friends **need** to know, and what detail is unnecessary (but could be useful for criminals).
- Have an idea about what your friends, colleagues or other contacts say about **you** online.

Scan me to see more on information on privacy settings, on CPNI's Digital Footprint Campaign.



Social networking behaviour and usage

Spotting and reporting fake accounts

Scammers will make fake accounts and/or hack real accounts to use them to commit a range of fraudulent activities. Many sites have a process to verify accounts, such as verified badges for Instagram and Facebook. This can help to identify real accounts against fake accounts pretending to be a well-known person. Other things to look out for include

- Where an account has a date indicating when it was set up.
- Nonsensical names. (appears to be random letters and numbers)
- The number of followers. (although note that followers can be bought)

It is not just celebrities accounts that are targeted by scammers. If a family member or friend posts something that appears suspicious or out of character, contact them by **another method** (in case their account has been hacked).

Scan me to see more on information on the NCSC's guidance on recovering hacked accounts.



You can also report fake posts or accounts directly with the provider.

Scan me to see more on information on how to report a fake Facebook profile or page.



SCAN ME

Scan me to see more on information on how to report a post or profile on Instagram.



SCAN ME

Scan me to see more on information on how to report impersonation accounts on Twitter.



SCAN ME

Scan me to see more on information on how to report someone on Tiktok.



SCAN ME

Scan me to see more on information on how to report fake LinkedIn profiles.



SCAN ME

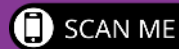
Scan me to see more on information on how to report a safety concern on Snapchat.



SCAN ME

Social networking behaviour and usage

Scan me to see more on information on how to report YouTube videos and channels.



Social networking behaviour and usage

Social media and children

Most social media accounts require users to be at least 13 years old. However, it is easy to sign-up with a false date of birth. For expert advice about how to keep children safe online, please refer to the links below:

Scan me to see more on information on Thinkuknow: National Crime Agency: education programme for children.



Scan me to see more on information on Internet Matters.Org: Social Media Tips.



Scan me to see more on information on NSPCC: keep your child safe on social networks.



Health and safety

MediPro take a sensible approach to risk management so that real risks are managed and learning opportunities are experienced to the full.

Learners are expected to:

- Act in a responsible and sensible manner to ensure their own safety and that of other persons who may be effected by their actions.
- Co-operate with MediPro by complying with any policies or procedures implemented in the interests of health and safety.
- Not to interfere with, or misuse, anything provided for health and safety.
- Report any conditions or faults considered to be a hazard.

Any concerns that you have relating to health and safety at Medipro can be raised with your tutor, the HR department, or a member of our office team.

Scan me to see our Health and Safety Policy.



Fire alarm

All fire alarms in MediPro centres are tested at 10:00am every Tuesday morning and will sound for approx. 5-10 seconds. If the alarm sounds at any other time, or if it continues to sound at this time on a Tuesday, then EVACUATE THE BUILDING.

If you discover a fire:

- Sound the alarm by breaking the glass of a call point (red box)
- Leave the building by your nearest exit and report to the assembly area.

If the alarm sounds:

- Leave the building by your nearest exit. Do not stop to gather personal belongings.
- Do not use the elevators.
- Do not congregate at the entrances, make your way to the assembly point.

If you are aware of the reason for the alarm, inform a member of staff at the assembly point. DO NOT return to the building until authorised to do so.

Disable persons:

- If you can use the stairs slowly, wait for the main body of people to pass then make your way down the stairs.
- If you cant use the stairs, wait in a refuge area (any floor within the stair wells, after they have cleared). Make sure that someone knows your location.

In case of Fire



DO NOT use lifts



Use the stairs

First aid

Any learner needing first aid treatment should report to reception and a first aider will be called. In case of an emergency, each centre has Automated External Defibrillators (AED) and 999 should be called.

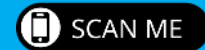
All accidents should be reported on the accident report form, available from reception or our designated first aiders.



Whistleblowing

MediPro's Whistleblowing Policy provides guidance to staff and learners wishing to raise their reasonable suspicions about irregularities in the running of MediPro or of the activities of colleagues within MediPro. It is in line with the Public Interest Disclosure Act 1998 and explains what steps can be taken if there are any concerns.

Scan me to see more information on the Public Interest Disclosure Act 1998.



Scan me to see our Whistleblowing Policy.



The guidance does not replace MediPro's existing policies and procedures in relation to grievances, harassment, disciplinary matters, or learner complaints. Further information is given about situations where injustices or discrimination affect an individual personally, or where there is suspected fraud or financial irregularities.

You shall be equally protected if you decide to make a disclosure regarding your practice-based education area, and the treatments of patients in that area. MediPro will ensure that your disclosures shall not hinder your progress through your course.

Spirituality and faith

MediPro is a secular organisation, however we recognise the importance of access to faith organisations is to our learners. We shall endeavour, where possible to support a learner's religious affiliations throughout our courses.

Each one of centres has a multi faith room with access to a selection of holy books, along with a prayer mat. The room can also be used for reflection and a moment of quiet if needed. All our learners are welcome to access these facilities. Should you have any specific requirements, please speak with a tutor or a member of the safeguarding, who will be more than happy to accommodate a request where possible.

Should you wish to attend a local place of worship, below are a selection for each of our centres:

Stockton-on-Tees

- St Peters Church, Yarm Rd, Stockton-on-Tees TS18 3PJ
- St Cuthbert's R C Church, Yarm Rd, Spring St, Stockton-on-Tees TS18 3NR
- Farooq E Azam Mosque & Islamic Centre, Bowesfield Ln, Stockton-on-Tees TS18 3EB
- Shri Guru Nanak Gurdwara and Sikh Community Centre, 31a Allensway, Thornaby, Stockton-on-Tees TS17 9HA
- Atisha Kadampa Buddhist Centre, 81 Victoria Rd, Darlington DL1 5JQ
- Darlington Hebrew Congregation, 15 Bloomfield Rd, Darlington DL3 6RZ
- Stockton Baptist Church, The Square, Stockton-on-Tees TS18 1TE

Spirituality and faith

Newmarket

- All Saints Church, All Saints Road, Newmarket, CB8 8ES.
- Church of our Lady Immaculate and Saint Etheldreda, 14 Exter Road, Newmarket, CB8 8LT.
- Newmarket Community Church, Unit 11, Studlands Park Avenue, Newmarket, CB8 7AU.
- Cambridge Muslim Community Centre and Masjid, 4 Devonshire Road, Cambridge, CB1 2BH.
- Beth Shalom Reform Synagogue, Auckland Road, Cambridge, CB5 8DW.
- Cambridge Gurdwara, 150 Ardbury Road, Cambridge, CB4 2JQ.
- Cambridge Buddhist Centre, 38 Newmarket Road, Cambridge, CB5 8DT.
-

Bristol

- St. Marys Church, Church Road, Almondsbury, Bristol, BS32 4DT.
- Holy Family Catholic Church, Southsea Road, Patchway, Bristol, BS34 5DY.
- Daru Al-Moameneen, Grovesland House, Woodlands, Bradley Stoke, Bristol, BS32 4JT.
- Nirman Sewak Jatha-Sikh Temple, 11 Summerhill Road, Bristol BS5 8HG.
- Bristol Buddhist Centre Triratna, 162 Gloucester Road, Bishopston, Bristol, BS7 8NT.
- Little Stoke Baptist Church, Kingsway, Little Stoke, Bristol, BS34 6JW.
- Park Row Synagogue, 9 Park Row, Bristol, BS1 5LP.



Access to buildings

Access to Buildings

Our buildings are open from 0800- 1700, Monday – Friday. Should you require access to our computers, study room or library, they will need to be accessed between these hours. Our offices are typically closed on weekend and bank holidays and have a shutdown period over the festive period. Please contact our office for confirmation of these dates.

Smoking

It is against the law to smoke and/or vape in Medipro buildings. This includes the immediate vicinity of doorways, windows or other areas where smoke may cause a nuisance or discomfort to others.

Its never to late to quit! If you would like to quit smoking, there is support available through the NHS. Please use he below link or download the free NHS Quit Smoking APP for more information.

Scan me to see more on information on how to quit smoking.

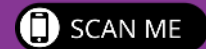


Take care of your environment

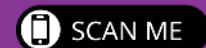
Please remove all litter from rooms at the end of each session and dispose of it in the waste bins provided. Please be especially careful with chewing gum(wrap it and bin it). Damage to property such as graffiti on desks and walls will result in disciplinary procedures.

Career pathways and useful handbooks

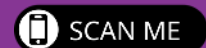
Scan me to see our Career Handbook.



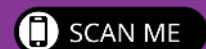
Scan me to see our Level 6 Paramedic Practitioner Programme Handbook.



Scan me to see our Paramedic Mentor Handbook.

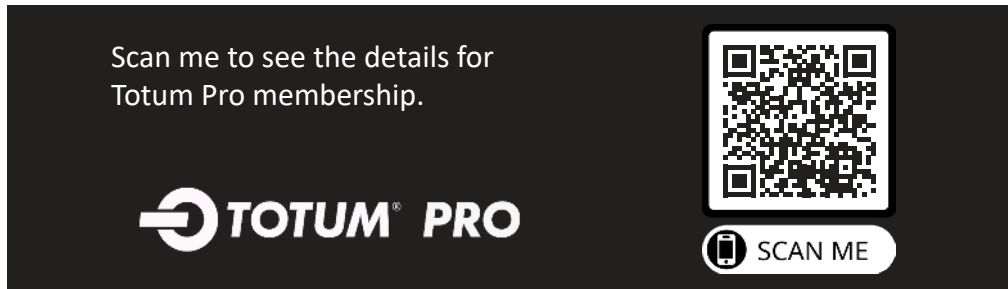


Scan me to see our Apprentice Support Handbook.



MediPro are an approved training provider with TOTUM PRO. As registered learners with Medipro, you are now able to apply for TOTUM PRO membership directly through their website. When signing up, you will be asked to provide a letter of confirmation of the course you are registered on. When signing up, please get email us at info@medipro.co.uk, and we will be able to send this over for you.

All offers available to TOTUM PRO members can be found in the PRO category on the TOTUM website. If the offer is new, it will have a **“NEW”** banner and if it’s exclusive it will have an **“EXCLUSIVE”** banner. Please see:



Please note: Only learners who are registered on a programme lasting more than 12 months are eligible.



MediPro[★]

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www.medipro.co.uk