



Hi {{Recipient.FirstName}}

Welcome to the July issue of JTL Learning News.

In this issue you will find a guide to the JTL team who are here to support you, a reminder about the services our Additional Learning Support team provide if you need their help, details on how you can watch the JTL National Awards 2022 live, plus advice about enjoying the summer safely.

We've also included a reminder about completing the JTL Learner Survey that we recently sent out to all learners. If you haven't completed it yet, then please do so as your feedback is extremely important to us.

Finally, if you'd like to share a positive story with us about how the team at JTL has supported you during your apprenticeship, then take a look at the news item below to find out how you can do this.

Latest updates

We're here to help you achieve

As you know, achieving an apprenticeship takes time, hard work and motivation as well as support from those around you. That's why we have a team of people who are here to help you achieve.

Training Officer (TO)

As a JTL apprentice you will have a named Training Officer just like Dan Hatton (pictured), one of our TOs in the Southern team. TOs like Dan have lots of experience in the trade and have worked on the tools. They are here to help you with gathering your portfolio of evidence and giving you technical advice throughout the duration of your apprenticeship. Your TO will visit you on site and assess you as you work. In tandem with the support provided by your employer, they will help you reach the required levels of skill, knowledge and behaviour to qualify in your chosen profession.



If you aren't yet demonstrating the skills at the expected level, they will give you feedback on how you can improve.



Apprentice Support Officer or ASO

You will also have a named ASO. Your ASO will understand everything that you need to do to complete your apprenticeship.

They can assist you in logging your off the job training, completing elements of online learning and in understanding if you need any additional support to

help keep you on track.

If you are having difficulties with your studies, your work or in your personal life, please share this with your ASO so they can help you access further support. Your ASO will usually communicate with you by phone and text, so be sure to let us know if you change your number.

Tutor

If you're attending college or a training centre, you will have a tutor like plumbing tutor Debra Fletcher (pictured) who is responsible for delivering your practical and theoretical training. They will arrange exams and practical tests and help you prepare for these.



Functional skills tutor

if you don't have the required maths, English or digital qualifications when you start your apprenticeship, one of our functional skills tutors will work with you to achieve these. In Wales we have Essential skills tutors who do the same.



Learner Support Team

Members of our Learning Support team like Rachel Bellamy (pictured) are here to offer you extra support if you have an additional learning need such as dyslexia. They can also arrange adjustments such as extra time in exams.

More detail about the team and the services they can offer you can be found in the article below. You don't need to have a formal diagnosis to ask them for help. If you are struggling, please let one of your JTL contacts know.

If you are unsure who your ASO or TO is, contact us on **0800 085 2308** info@jtltraining.com and we'll get back to you with these details.

Your opinion matters to us



At JTL we strive to give you, our apprentices, the best possible experience throughout the whole apprenticeship process. From making sure you have the right information before you start an apprenticeship to staying in touch and keeping you updated on your progress throughout your apprenticeship.

In order to benchmark where we are at, we would like to hear about your experience with JTL, it would be great if you could take the time to fill in our survey if you haven't already done so by clicking on the button link below.

The survey should take no more than 5 minutes and for every completed survey, JTL will donate £1 to the Electrical Industries Charity (EIC).

JTL has partnered with the EIC to offer a range of welfare support services to all of its apprentices, employers and staff working within the building services engineering industry. You can find out more about the [EIC here](#).

[>> Take the survey now](#)

Additional Learning Support Team

Additional Learning Support (ALS) is a service that is provided to learners who have learning difficulties, disabilities, or medical conditions. JTL have their very own ALS team and we would like to let you know what we can do to help you. We are committed to providing effective, individualised learning support to ensure you can learn independently to achieve your apprenticeship and progress in your employment.



When you first declare a need for support, we will complete a needs assessment with you to discuss what support you need and what we can offer during your apprenticeship. The type of help and support will be different for everyone. As you progress through your apprenticeship the amount of support you need may change and we will monitor this with you.

Our team of dedicated staff are here to offer a range of support services which can include:

- One-to-one out of class support (face-to-face or remotely)
- One-to-one in class support
- Individual study support tailored to your specific difficulty
- Learning new study skills
- Pre-learning to prepare for college
- Adapted learning materials
- Access to assistive or accessible technology
- Reading strategies
- Writing strategies
- Editing/proof-reading portfolios
- Exam access arrangements (e.g., extra time, reader, scribe in exams)
- Assistance with Cognassist modules

If you need any additional learning support, please ask! Our email is:

learnersupport@jtltraining.com

Share your positive news stories with us!



We want to celebrate the theme of positivity this month so we're looking for great stories from you about your apprenticeship experience with JTL.

Please share with us how JTL has helped you in a positive way during your apprenticeship programme so far. Have you received exceptional support from a Training Officer, a

Tutor or from a member of the Additional Learning Support team? Has your Apprentice Support Officer helped you resolve an issue that you really appreciated? Has our Diversity, Safeguarding and Inclusion Officers really made a difference to your apprenticeship experience? If so, please let us know by dropping us a few lines. We'd be delighted to hear from you, and you'll be making someone's day.

Send your stories to allmarketing@jtltraining.com

Please do remember these stories when Ofsted come to visit us as they may want to speak with you.

Watch the JTL National Awards live

JTL's annual National Awards will be taking place this Wednesday 20 July 2022 at the Victory Services Club in London.

The event celebrates our top achieving learners from all those who completed their apprenticeships in 2020-21, and where we announce the National Apprentice of the Year award winner.

You can watch this year's ceremony live on the



JTL Facebook page from 2.30pm on 20th July.

[Watch the awards here >>](#)

If you can't make it, the video recording will be made available to watch anytime on the JTL Facebook page soon after the event.

Well... the summer's finally here!

The sun's out and it is warm. But remember, do not let this affect your judgement by allowing your safety and health to be compromised. Hot, humid weather can be a hazard to your health!



In hot and humid conditions, your body needs to work harder just to keep and maintain the body's normal temperature... and older adults and those with pre-existing conditions and illnesses are at greater risk! But this can be prevented by following some simple guidelines.

[View the guidelines >>](#)

And finally ...

So, that's all from us for now, and we'll be in touch with you again in the autumn, if you are continuing into another year.

Remember, if you have any general questions or concerns about your learning over the summer period, please contact your Training Officer or Apprentice Support Officer in the first instance or

else call JTL's customer services team on 0800 085 2308. You can also email info@jtltraining.com.

In the meantime, we hope you get some time off from work and studies over the summer to enjoy yourself.

**With best wishes,
From the JTL team**

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