

B P I F
TRAINING

APPRENTICE AND LEARNER COMMITMENT STATEMENT

B P I F T R A I N I N G L I M I T E D

Version 1.0 | Effective July 2026

Owner	Head of Quality & Performance
Approved by	Managing Director
Version	1.0
Effective date	July 2026
Review date	July 2027

1 OUR COMMITMENT TO YOU

At BPIF Training, we are committed to providing a high-quality learning experience that enables you to develop the skills, knowledge and behaviours needed to succeed in your programme, career and future ambitions.

We will provide a supportive, inclusive and professional learning environment where you are encouraged to achieve your full potential. We will work in partnership with you and, where applicable, your employer to ensure you receive the guidance, training and support needed to progress successfully.

This statement sets out the commitments BPIF Training makes to you, and the commitments we ask you to make in return.

2 WHAT YOU CAN EXPECT FROM BPIF TRAINING

Everything in this section is what we owe you. If any of it is not happening, tell us.

WE WILL DELIVER HIGH-QUALITY TRAINING

- ◆ Provide learning that meets the requirements of your programme or apprenticeship standard.
- ◆ Deliver training that is relevant, engaging and supportive of your development.
- ◆ Ensure training is delivered by suitably qualified and experienced staff.
- ◆ Regularly review and improve the quality of our provision.

WE WILL SUPPORT YOUR LEARNING AND PROGRESS

- ◆ Help you understand what is expected of you throughout your programme.
- ◆ Monitor and review your progress regularly.
- ◆ Provide constructive feedback to support your development.
- ◆ Support you in achieving your learning goals and completing your programme successfully.

WE WILL CREATE A SAFE LEARNING ENVIRONMENT

- ◆ Promote your health, safety and wellbeing.
- ◆ Maintain a learning environment that is inclusive, respectful and free from discrimination.
- ◆ Uphold our safeguarding responsibilities and provide support when concerns arise.
- ◆ Promote equality, diversity, inclusion and Fundamental British Values.

WE WILL PROVIDE ACCESS TO SUPPORT

- ◆ Identify and respond to individual learning needs.
- ◆ Provide Additional Learning Support and reasonable adjustments where appropriate.
- ◆ Offer access to Careers Information, Advice and Guidance (CIAG).
- ◆ Signpost you to further support services where necessary.

WE WILL LISTEN TO YOUR FEEDBACK

- ◆ Encourage you to share your views and experiences.
- ◆ Act upon feedback to improve our services.
- ◆ Treat any concerns, complaints or appeals fairly and professionally.

WE WILL PROTECT YOUR INFORMATION

- ◆ Handle your personal information securely and in accordance with data protection legislation.
- ◆ Respect your privacy and confidentiality while meeting our safeguarding and regulatory responsibilities.

3 YOUR COMMITMENT AS A LEARNER

As a learner or apprentice, you agree to:

ENGAGE FULLY WITH YOUR PROGRAMME

- ◆ Attend all planned training sessions, reviews and assessments.
- ◆ Complete work and assessments within agreed timescales.
- ◆ Participate actively in learning activities and discussions.
- ◆ Take responsibility for your own learning and development.

MAINTAIN PROFESSIONAL STANDARDS

- ◆ Treat staff, fellow learners, employers and others with dignity and respect.
- ◆ Demonstrate positive behaviour and professionalism.
- ◆ Communicate honestly and respectfully.
- ◆ Support an inclusive learning environment.

TAKE RESPONSIBILITY FOR YOUR PROGRESS

- ◆ Work towards the goals agreed within your learning plan.
- ◆ Act on feedback and guidance provided.
- ◆ Inform your tutor or coach if you are experiencing difficulties that may affect your learning.
- ◆ Prepare for progress reviews and assessment activities.

PROMOTE HEALTH, SAFETY AND WELLBEING

- ◆ Follow health and safety requirements in all learning and work environments.
- ◆ Report any accident, injury or near miss to both your employer and BPIF Training on the same day it happens — however minor it seems.
- ◆ Report any hazard or safety concern as soon as you notice it. You do not need to be certain something is unsafe before saying so.
- ◆ Take reasonable care of your own wellbeing and that of others.

SUPPORT SAFEGUARDING

- ◆ Report any safeguarding, wellbeing or welfare concerns.
- ◆ Engage positively with safeguarding and Prevent activities.
- ◆ Help create a safe and respectful learning environment for everyone.

COMMUNICATE EFFECTIVELY

- ◆ Keep BPIF Training informed of any changes to your circumstances.
- ◆ Respond to communications within reasonable timescales.
- ◆ Notify both BPIF Training and your employer if you are unable to attend planned activities.

4 ADDITIONAL COMMITMENTS FOR APPRENTICES

If you are on an apprenticeship, you also commit to:

AS AN APPRENTICE

- ◆ Completing your required off-the-job training.
- ◆ Maintaining regular contact with your tutor or coach.
- ◆ Participating in progress reviews with your employer and BPIF Training.
- ◆ Working towards achievement of your apprenticeship standard.
- ◆ Preparing fully for gateway and End-Point Assessment requirements.

5 WORKING IN PARTNERSHIP

Successful learning is built upon a partnership between:

- ◆ The learner or apprentice
- ◆ BPIF Training
- ◆ The employer (where applicable)

By working together, we can create an environment that promotes achievement, personal development and career success.

6 IF YOU NEED HELP

If you are experiencing difficulties with your programme, wellbeing, employment, learning support requirements or personal circumstances, speak to your tutor, coach or a member of the BPIF Training team as early as possible.

You will not be judged for asking, and raising something early almost always makes it easier to sort out.

We are committed to supporting you throughout your learning journey and helping you achieve the best possible outcomes.

7 IF SOMETHING GOES WRONG

If you are unhappy with something — the training, the support you are getting, how you have been treated, or a decision that has been made — you have the right to raise it, and we would rather you did.

RAISING A CONCERN OR COMPLAINT

Most things are sorted out quickly and informally. If they are not:

- ◆ Talk to your tutor, coach or another member of the BPIF Training team first. Many issues are resolved at this stage.
- ◆ If that does not resolve it, you can make a formal complaint in writing to the Quality Team at enquiries@bpiftraining.co.uk.
- ◆ We will acknowledge your complaint within 5 working days and aim to give you a written outcome within 15 working days.
- ◆ If you are unhappy with the outcome, you can ask for it to be reviewed by a senior manager who was not involved the first time.
- ◆ The full process is set out in our Complaints Policy, which we can send you at any time.

DISAGREEING WITH AN ASSESSMENT DECISION

Complaints and appeals are different things. If you think an assessment decision is wrong:

- ◆ Start by discussing it with the assessor who made the decision. They will explain the criteria used and review your evidence.
- ◆ If you are still unhappy, you can ask for an internal review by someone who was not involved in the original decision.
- ◆ The full process, including timescales, is set out in our Appeals Procedure.

Raising a complaint or an appeal will never count against you, and will not affect how you are treated or assessed.

If your concern is about your safety or wellbeing, or the safety or wellbeing of another learner, tell the Designated Safeguarding Lead straight away rather than waiting.

Owner	Head of Quality & Performance
Approved by	Managing Director
Version	1.0
Effective date	July 2026
Review date	July 2027

**BPIF
TRAINING**

WE ARE IN THIS TOGETHER.

Ask early. Ask anyone. We would rather hear from you sooner.