



## INDUCTION BOOKLET

*World Class Automotive  
Training in Northern Ireland!*

## WELCOME TO RIVERPARK

Riverpark Training and Development is the only training provider in Northern Ireland that trains solely for the Motor Industry, concentrating on what employers need and the career development of our young people. We match people to employment and monitor and review this process, so every individual has the best opportunity possible and the best training available to assist their development. It is company policy to ensure personal development and although we have achieved World Skills Gold and Bronze we have not forgot the necessity to develop every individual to their best potential.

### **Vision**

To be a training company that is valued by all its students, employers and parents alike and to achieve exceptional results in all that it strives for. To improve on it's world skills achievements and be the best career development training provider for students in Body Repair, Vehicle Fitting and Vehicle Refinishing, Business Administration and Parts Administration.

### **Values**

Dedication to excellence in all areas of the business whilst promoting fairness, equality and encouragement to staff and students alike, to promote a work life balance for staff and a quality pastoral care for all students.

### **Mission Statement**

Our aim and ambition is to excel in all our expectations, successfully manage change and strive for excellence through continuous improvement and development of all our students.

### **Passion**

The willingness to walk the hardest path to find the spark of brilliance in everyone and to nurture and develop that spark to create the best opportunities in a society where all things are possible and where every individual can excel.

Colin Hagan  
Training Manager

OUR ACHIEVEMENTS & PAST WINNERS



- Gold medal - 2005
- Bronze medal - 2007
- Bronze medal - 2013
- Medallion of Excellence - 2013



- Bodyshop Magazine
- Education Award 2013 & 2014



- IMI Specialised Centre of the Year
- 2013 & 2014





## ALL YOU NEED TO KNOW

### Attendance at Riverpark

- Attendance & punctuality at Riverpark is mandatory
- Riverpark has a minimum attendance requirement of 90%
- All absences must be accounted for
- If you are absent from Riverpark, or your employment, you must inform Riverpark, 9034 2400 and your employer by contacting your course tutor and employer by telephone. If you are absent for four consecutive weeks without formal notification, it will be assumed that you have withdrawn from the programme.
- To progress and achieve on your course, you must attend your training at Riverpark.
- Changing your contact details: you should notify your tutor if you change your address, telephone number. It is very important we have accurate details so you have the correct training dates.
- If you are not well enough to come to attend Riverpark or your work, it is very important you contact your course tutor by phone 9034 2400, or text them before 9.00am. It is very important that you notify your employer if you are sick and cannot attend ~ do this first thing in the morning and before your start time.

### Help us to help you

- If you are having any kind of difficulty, let us know at the earliest opportunity. Even if your problem is personal and you do not wish to discuss the details, you should still let us know: your privacy will be respected. Keep Riverpark staff informed about your situation, especially during periods of absence. This will enable staff to review any special periods or arrangements that have been made for you and make any changes necessary.

### Personal Tutor

You will have a designated tutor, who will advise you on a variety of issues and provide general information and advice about possible career paths as well as monitoring and encouraging your vocational progress. Your tutor will also be able to refer you to other areas such as learning support, counselling and career progression.

You will have regular progress reviews with your tutor throughout the year identifying your aptitude, attendance and assessed work. Targets for the future will be agreed and you will have the chance to raise any queries you may have. Your tutor will guide you through an induction, what your responsibilities are in the workplace and explain your Individual Training Plan (PTP).

- *Any student requiring further information should speak to their tutor. Please take particular care when communicating through social media as inappropriate use will not be acceptable.*

## **Attitude, General Conduct and Commitment**

Anyone turning up for lessons not willing to participate or not interested will face discipline. Students must behave in a reasonable manner at all times. Swearing will not be tolerated, throwing of materials is strictly forbidden, smoking is not allowed inside Riverpark and students must not deface or damage the buildings. Riverpark Training has a zero tolerance to bullying. Those found guilty of bullying other students will be disciplined and may face exclusion from Riverpark Training.

## **Cleanliness**

Students must not litter in or around the buildings at Riverpark Training, they are also responsible for the cleanliness of the workshops and classrooms. Personal hygiene must also be given priority.

## **Health and Safety**

All students will be provided with the correct personal proactive equipment for workshop tasks, failure to wear this or damage PPE deliberately will result in disciplinary procedures or a return to the employer for the remaining of the training session.

## **Mobile Phones**

Mobile phones must not be answered during lessons, this will interrupt work activities and group members. Your tutor must be notified if you are expecting an emergency call.

## **Personal Stereo's/MP3's**

Working in industry Personal Stereo's/MP3's are not to be used during work activities, they are also not permitted during lessons unless the tutor gives authorisation.

## **Fire Prevention and Emergency Procedures**

When the Fire Drill is sounded you must stop work immediately. Make no attempt to collect personal belongings that are not with you and leave the building by the nearest exit to the assembly point at the front gate.



We work to develop your skills to your best potential to achieve this we need the co-operation from you, your employer and of course us. When this is in place you have the key to your future

## CAREERS

Welcome to our careers, information, and advice and guidance page. This is an outline which describes the career's education, advice and guidance services, which all prospective, students may expect at Riverpark Training.

Careers advice, information and guidance are an essential part of your learning programme. It enables you to make decisions about your learning, training and work opportunities to assist you in making informed career choices.

Riverpark Training provides you with:

### Careers Advice

- Drop-in sessions – to meet with Tutor or Pastoral care
- Pre-booked individual appointments with a Tutor for more detailed discussion about career plans.
- Telephone or email contact

### Careers Information

- General career information
- Guides to seeking employment
- Employer information
- Information on progression routes

### We aim to:

- Deliver impartial, informed and accurate information to all our students
- Provide a supportive, friendly, atmosphere
- Help students become more employable and confident in their career choices

## ALWAYS STRIVING FOR EXCELLENCE

Riverpark Training and Development prides itself on the standards it sets and promotes.

Riverpark Training and Development prides itself on being the only training provider in Northern Ireland that delivers quality training specific to the Accident Repair Industry.

## **SAFEGUARDING**

Every day a student may experience some kind of harm, abuse, ill treatment or neglect. Safeguarding is about helping students to keep themselves safe and to prevent harm happening in the first place. Safeguarding is also about responding to concerns about alleged and suspected harm and putting in place, plans to help and protect those who cannot protect themselves.

Everyone has the right to live their lives free from violence and abuse. If you are worried about something that is happening to you or to someone you know, please talk to us. If we are concerned about your safety, we may need to share this information with others, but we will always tell you first. At Riverpark Training we have dedicated Safeguarding Officers who can support you - Patricia Robinson ([patricia@riverparktraining.com](mailto:patricia@riverparktraining.com)) and Janet Forbes ([janet@riverparktraining.com](mailto:janet@riverparktraining.com)). They can both be contacted on 0289034 2400.

### **Personal Counselling**

You can also avail of the Carecall Counselling Service if you have any difficulties or concerns. This is a free, independent, non judgmental and confidential service for all our students where you will receive support from qualified counsellors.

### **How to contact Carecall?**

A counsellor is available 24 hours, 7 days a week on 0800 389 5362 or alternatively your personal tutor or other staff member can provide you with the information you need.

### **Data Protection**

Riverpark Training is committed to protecting the rights and privacy of individuals, in accordance with the Data Protection Act 1998 (DPA 1998). To comply with the legislation, Riverpark aims to ensure that all information about you is collected and used fairly, stored safely and securely and not disclosed to any unauthorised third party.

Student data will be shared with the Department for Employment and Learning for statistical, funding and other legitimate business purposes including the provision of careers guidance.

Students are responsible for ensuring that their personal data is accurate and up-to date and should inform Riverpark staff of any changes

## **LEARNING SUPPORT**

Riverpark aims to provide a safe, supportive and friendly learning environment for all students. If you have specific problems regarding your reading and writing skills or have been diagnosed dyslexic, then you will have extra support from your tutors. Please speak to them on a one to one basis.

## RIVERPARK TRAINING DRESS CODE

All students must comply with Riverpark dress code:

**NO football shirts**

**NO rugby shirts**

**NO Gaelic shirts**

**NO baseball caps to be worn in class**

**NO hoods to be worn in class**

Students attending UK Skills Classes will be advised as to what clothing is to be worn during classes or whilst representing Riverpark Training at training or competition events.

### ICT USAGE

All internet use is monitored and recorded. All Riverpark computers run up-to-date Anti-Virus software. If you repeatedly use media that contain viruses, your access to Riverpark ICT resources will be restricted or withdrawn and disciplinary action taken.

#### General ICT Usage

The following are guidelines for use of all ICT equipment within Riverpark

- No food or drink is allowed in any computer rooms
- Please treat all ICT equipment with respect, remembering that others have to use it as well.
- Please leave your workstation and the area surrounding it as you would hope to find it.
- Ensure you log off your computer when you are not using it
- Connection of any external device (including laptops) to the company's network or electrical supply is strictly forbidden.
- USB's are only allowed to be used under Tutor's instruction
- Do not give your username or passwords to anyone

#### Personal Belongings

Riverpark Training does not accept responsibility for damage to or theft of personal belongings, including lecture notes. You should take precautions to ensure the safety of your belongings at all times.



## STUDENT CHARTER

### We will:

- Provide you with a quality learning experience
- Provide you with access to the best possible facilities to ensure that the transition from school to Riverpark is a smooth and productive one
- Treat you equally and respectfully, regardless of gender, religion, community background, nationality, race/ethnic origin, disability, marital status, sexual orientation or age
- Provide you with impartial information, advice and guidance
- Provide a safe and caring environment
- Provide an induction process to familiarise you with safe working procedures, health & safety and your responsibilities as an employee
- Provide you with access to a range of IT services aimed at supporting teaching and learning

### In return you are expected to:

- Comply with Riverpark policies and procedures - available in your student hand book and on the Riverpark literature
- Treat fellow students, staff and visitors with courtesy and respect at all times
- Behave in a responsible manner on and off premises
- Attend all scheduled classes related to your studies and be an active participant
- Turn your mobile phone off during classes

## CODE OF PRACTICE

Riverpark has a commitment to provide quality training for all its students. The Code of Practice states our commitment and recognises the importance of staff and students working in partnership to ensure that your learning objectives are met.

### We will:

- Provide informed, impartial, supportive and guidance
- Provide initial assessment of student needs
- Provide quality teaching
- Provide regular reports on student progress
- Provide a comprehensive induction to Riverpark Training and the programme of study
- Provide all information on matters of Health and Safety
- Dress appropriately

### Students at Riverpark Training should:

- Treat the property of the Riverpark with respect
- Follow Riverpark's policies, procedures, rules and regulations at all times
- Comply with health and safety requirements at all time
- Comply with Riverpark Training's strict procedures on the use of mobile phones
- Treat the staff and students of Riverpark Training with respect
- Support staff and other students in the maintenance of a clean and tidy Environment throughout the training centre

## DISCIPLINARY PROCEDURES

### Stage 1

Verbal Warning

A verbal warning from your tutor.

### Stage 2

First Written Warning\*

Period Active for a maximum 6 months and a copy will be held in your personal file for this time

### Stage 3

Final Written Warning\*

Period Active for a maximum 12 months and a copy held in your file for this time

### Stage 4

Time Limited

Exclusion from Riverpark Training

Period Excluded for up to four weeks

### Stage 5

Permanent exclusion from Riverpark Training

## TESTIMONIALS

### Robert Templeton

Robert was one of the 1st apprentices that attended the former Blackwater House. He trained here for 3 years and achieved his NVQ 3 in 2003. Since then he has worked for Wrights Accident Repair in Mallusk then moved to their Carryduff branch as a foreman in the paint shop. In 2013 he joined LKQ Automotive Refinishing Products as a Technical Representative and is currently providing paint systems installations and technical support to the accident repair industry in Northern Ireland.

### Bill Maddox

Bill started training in 2002 and became an apprentice at Wrights Accident Repair Mol-lusc, he achieved his NVQ Level 3 in 2005 and was also a finalist at Thatcham Craft Awards twice. Bill has now progressed to become a Foreman in the body shop and is also highly influential in ensuring both the Mallusk and Dromore sites of Wrights ARC meet the requirements of BSI.

### David Dennison

David started his training in 2003 and completed his NVQ Level 3 in 2006. He was employed as an apprentice panel technician with Agnew Accident Repair Centre and has worked on high end vehicles such as Porsche, Mercedes and BMW. He was promoted to Vehicle Damage Assessor in 2014

### Jonathan McAree

Jonathan started as an apprentice panel technician in Prestige Body Repair in Carrickfergus in 2002 and achieved his NVQ Level 3 in 2005, he since then moved to Wrights ARC Mallusk where he worked as a panel technician until 2008. He then joined AXA insurance as an in house engineer and has recently completed his Insurance Engineers exam at Riverpark Training which now makes him a fully qualified Field Engineer within the Insurance Industry

Riverpark Training and Development Ltd is a company that is committed to working with the Accident Repair Industry in Northern Ireland, We have and will progress our students as best possible for their career paths in life even after they have completed their initial technician qualifications. We hope to see you take advantage of this unique commitment we make to your future and allow us to advise, train and support you through your initial years and into the future of your career.

Colin Hagan M.I.M.I M.Ist.A.E.A.

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