



Hi {{Recipient.FirstName}}

Welcome to the first issue of JTL Learning News for this academic year! We hope you are making good progress with your studies and that you are receiving all the help and support you require.

In this issue, we explain the role of your apprentice support officer and how they can help you with the non-technical aspects of your apprenticeship. You can also find out about the new login hub for learners on the JTL website, as well as accessing advice on planning for your Functional Skills tests. We've also included a reminder on how to raise any safeguarding concerns you may have, along with important contact information. In addition, if you're an electrical apprentice you can find out about NET's new Inspection & Testing AM2 Prep app where you can try out some of the tests you'll encounter in the assessment.

Finally, if you're interested in keeping up to date with the latest news and stories at JTL, we've included details on how you can join our online community.

Latest updates

Introducing your apprentice support officer



All JTL apprentices will now have an apprentice support officer or ASO assigned to them. You may already be in touch with yours. ASOs are here to assist you with the non-technical side of your apprenticeship so that your training officer can focus on assessments and development of technical knowledge and skills. They will do this by having regular telephone reviews with you.

These reviews will:

- take place every 6-8 weeks
- last around 30-45 minutes
- always be done via a phone call, or video call if you prefer
- provide you with regular contact with someone from JTL who can support and advise you
- help you to complete your 20% off the job, CognAssist, bksb, and Prevent training
- give you the opportunity to highlight any issues that you may have with your learning

The team are looking forward to catching up with you soon

Logging in to your learning

Smart Assessor, bksb, CognAssist – you may find yourself using a few different web-based systems as you complete your apprenticeship. We've made it easier to find the websites you need by creating a log in hub on the JTL website. Add this web page <https://www.jtltraining.com/login-for-jtl-learners/> to your bookmarks or favourites to save you time searching for the sites you need.



Handy tip - if you need to log in to any of these platforms quickly and you can't remember the log in link then just visit the JTL website 'jtltraining.com'. On the home page right at the top of the page you will see a grey menu bar with 'Login' 'News' 'Blog' and 'Contact us'. Click on 'Login' and you will be taken to a page with two tiles – one which says 'Login for apprenticeship application' and one which says 'Login for JTL Learners'. Click on 'Login for JTL Learners' and you will come to the 'JTL learner logins and resources' page which contains all the links to the platforms you need.

Get planning for your Functional Skills now!



Congratulations to each and every one of you who successfully passed your Functional Skills in the last academic year. This means that you have achieved a key part of your apprenticeship and are able to proceed to gateway when the time comes.

If you have not yet achieved your Functional Skills, now's the time to plan for this. Let's get the dates for attending your online classes in your calendar. You may have already received an email from a member of the Functional Skills team with these dates and also the month you are planned to do your test. Look out for this email. If you haven't received this, then please contact Sharon Taylor - sharontaylor@jtltraining.com

This year, you will be invited to attend online classroom sessions in small groups (1 day per month) and then attend a face-to-face day to do your test(s) at a venue close to you.

Supporting your wellbeing

Safeguarding is the action that is taken to promote the welfare of learners who may be at risk of, or experiencing harm, abuse or injury. It is our responsibility to keep all our learners safe whilst they are an apprentice with JTL. We work together with other agencies to ensure adequate arrangements are in place to identify, assess and support any learner to ensure they are safe and well.



JTL has a strong commitment to equality, diversity and inclusion. We promote a positive environment, which celebrates everybody's differences. We aim to make you feel part of an organisation that promotes equality for all.

Should you have any concerns whilst you are studying with JTL, you can raise these with your training officer, your apprentice support officer, a tutor, or directly with the diversity, safeguarding & inclusion (DSI) team. There are two DSI advisors at JTL – Diane and Rachel, and you can contact them directly if you would prefer. You can call – **01689 884120** or you can email safeguarding@jtltraining.com or diversity@jtltraining.com.

Or, if you are in a JTL centre, using a JTL computer, you can click the 'Confide' button and send a direct message to the DSI team.

Electrical apprentices – new app to help you prepare for AM2S



NET's new Inspection & Testing AM2 Prep app allows you to try out some of the tests you'll encounter in the assessment.

Developed in conjunction with renowned industry figure Sparky Ninja, the app presents five key tests: Continuity of Protective Conductors, Continuity of Ring Final Circuit Conductors, Insulation Resistance, Earth Fault Loop Impedance and Prospective Fault Current.

For each test there is an instructional video with Sparky Ninja describing and carrying out the steps involved. Then via a series of interactive tasks, you can carry out the test by dragging and tapping the animated test instrument, distribution board and other equipment.

[>> Find out more here](#)

Get Social with JTL

Here at JTL we love getting social, which is why you'll find us on all of the main social media channels where we always keep you updated with the latest news and stories.



We think it's a great way to build an online community.

Follow us on any of our social networks and get tagging with a picture or video sharing your apprenticeship experience by tagging #MyJTLApprenticeship.



And finally ...

So, that's all from us for now. We hope you are having a very productive Autumn term, and we'll catch up again with you just before Christmas - your next newsletter will land on **Friday 10th December**.

Remember, if you have any general questions or concerns about your learning, please contact your training officer or call JTL's customer services team on **0800 085 2308**. You can also email info@jtltraining.com.

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

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