



Learner Handbook

CakeFlix Master Programme

Welcome to Your Course

CakeFlix learning and assessment resources have been devised and set by educational and industry experts.

CakeFlix Limited is a family run company focusing on quality training delivery and assessment across the CakeFlix Master programme. The company is owned by Paul Bradford and David Brice.

Paul started cake decorating from a very early age helping out his gran on a Saturday afternoon with the baking. At age 9 Paul and his gran came to an arrangement where gran would bake the cakes and Paul would decorate them and he has never stopped since. Paul loves the online teaching platform and just loves people attending his courses where he's keen to demonstrate that learning is just one part of the overall experience. Learning is all about having fun in a caring and forgiving environment and the best reward is seeing the cakes people have made through his teaching.

David joined the Army at 16 years old and was lucky enough to see some amazing places, but sadly some not so pleasant scenes too. At 24 years old David joined the Ministry of Defence and quickly accelerated up the civil service ranks before switching to work for the Scottish government in 2003. He then achieved two further promotions before leaving the civil service in 2005 as a Senior Executive Officer to work alongside Paul in his cake shop in Linlithgow. David is the Training Manager and is responsible for the internal quality assurance of the programmes delivered.

During your course we will make every effort to ensure your progression through the programme is smooth and successful. This handbook details key information about the process and the guidance we offer throughout your learning journey.

Access to Learning

We will fully support you to remove any barriers between you and the successful achievement of your programme. We want you to enjoy your programme as much as we want you to succeed.

During the programme information will be provided through our online platform. If you do have problems accessing or understanding material however, support is available 365 days a year. Our support team can point you in the right direction to keep you on course by showing you where to locate all relevant information that may be useful to you. They also have direct access to the tutors so you will never have to wait long to have any issues addressed.

When your programme has been completed and you have your certificate, you will be able to read about your next course opportunity from our courses page. Alternatively, you can contact us by email if you require further information:

Contact: hello@cakeflix.com

You will be given the opportunity to provide feedback on what you think of the programme through our end of programme survey. Your feedback will be confidential and used to assist us to make future improvements.

FAQs

The following are answers to some of the most frequently asked questions by learners beginning their programme. If you still have questions that aren't addressed here, don't hesitate to contact us on the email address provided.

How do I get assessed?

Assessment has been made as straight forward as possible.

- Our programme consists of online learning delivered by context rich video tutorials.
- Knowledge and understanding requirements in each module are assessed through the completion of multiple-choice questions. The results of this assessment are provided immediately.
- The practical part of your programme is completed by you providing pictures of the project you are making. Each module has guidance included on how these pictures are submitted to your tutor for assessment. You will receive feedback on the pictures of your cake and if successful confirmation of your achievement.

The Learner Record

Progress on your programme will be captured through our Individual Learning Record (ILR) which is held within the online learning platform. Your learner record will record progress, achievement, and any correspondence between you and your tutor.

What is included in my programme?

To complete the Programme you will complete one of the following routes:



Route 1 - Enrol for the CakeFlix Master programme of your choice which consists of 8 modules. These modules can be taken in any order but must be achieved within 2 years.

Route 2 - Choose to take individual modules rather than the full programme, these can be built over time into the full certificate (must be completed within 2 years). You will also be certificated for each individual module at the accredited level of learning.

- Module 1 - Baking & Fillings
- Module 2 - Sugarpaste/Fondant
- Module 3 - Cupcakes, Cakepops & Cookies
- Module 4 - Sugar Flowers
- Module 5 - Sugar Models
- Module 6 - Royal Icing
- Module 7 - Novelty Cakes
- Module 8 - Wedding Cakes

Non-accredited Route - All 8 modules are available to purchase at three levels of assessment and learning: Watch & Learn, Watch & Learn Certified, CakeFlix Master Accredited. Only on successful completion of all 8 modules at Accredited level will entitle the learner to achieve CakeFlix Master status.

Recognising Prior Learning (RPL)

This guidance sets out how CakeFlix Limited supports the use of RPL to recognise a learners prior learning to achieve the Programme in the most efficient way. RPL is only applicable to Route 1 (full programme).

RPL is a method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a module(s) through knowledge, understanding or skills they already possess and so not need to develop through a course of learning.

For most learners the full programme of learning will be suitable. There is a lot of excellent information and tips included which will be beneficial to all levels of cake decorator. If, however, you feel you do not need to undertake the module of learning prior to the assessment then you can apply for RPL.

The initial assessment process will allow you to highlight whether you have previous relevant experience that enables RPL. You can then apply for RPL to the Training Manager at hello@cakeflix.com.

You will be asked to explain why you feel RPL should be applied. Your application for RPL will be reviewed by a tutor and feedback provided on how RPL can be used to accelerate your progress through a specific programme. This may result in you being able to move straight to a specific module assessment. The RPL applicant will be required to successfully pass the questions and assignment elements but can skip the training.

Note that all modules within the Programme must be undertaken. RPL can be considered for individual modules on a case by case basis, but not a full Programme.

If you feel this was not brought to your attention for consideration then please highlight this to your tutor, who will use the following process and flow chart.

Principle 1

RPL procedures must be transparent and accessible to you. You should be offered advice, guidance and support in making your claims.

Principle 2

RPL decisions must be rigorous, reliable and fair so that all stakeholders can have confidence in them.

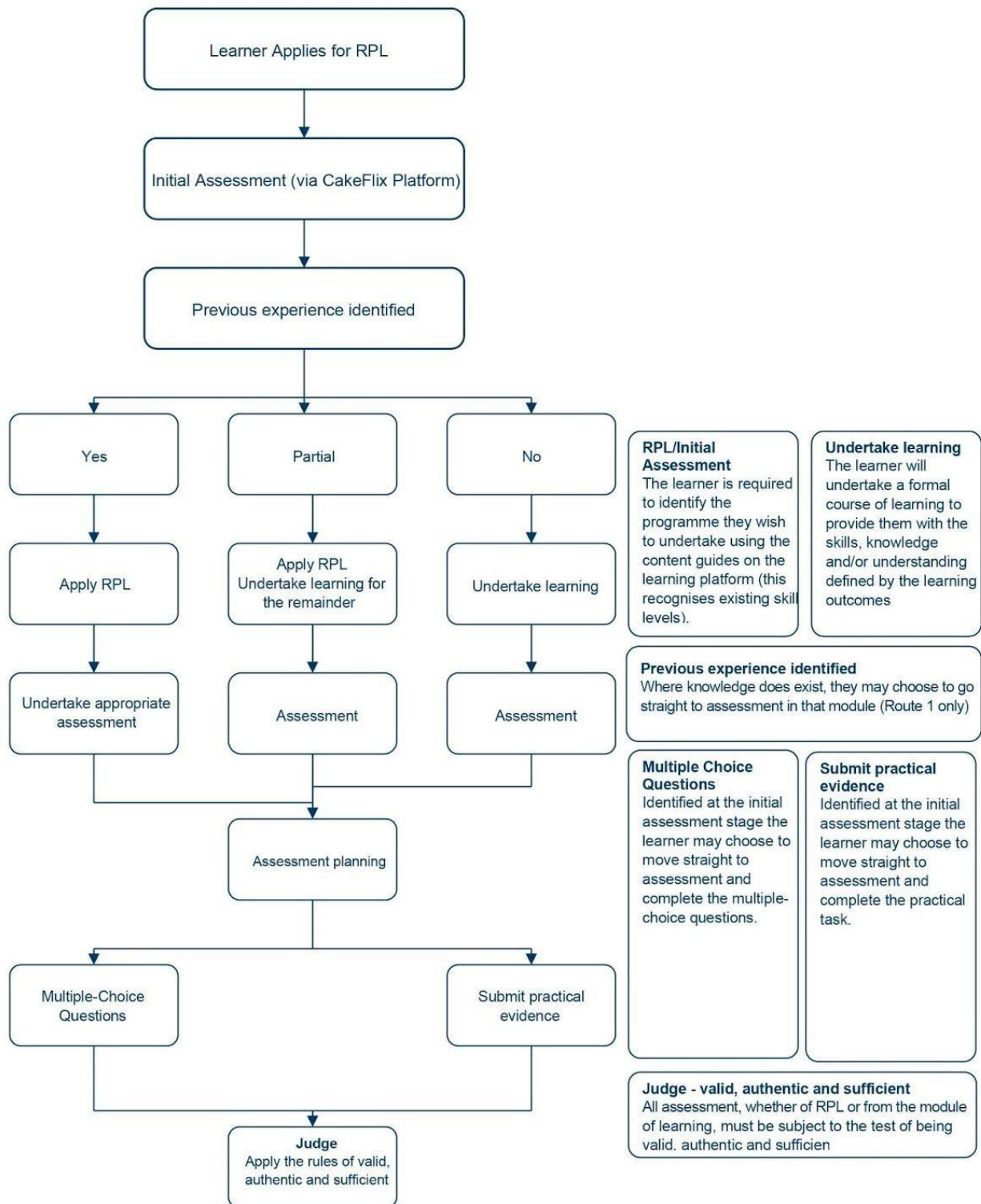
Principle 3

RPL assessment methods must be of equal rigour to other forms of assessment. They must be fit for purpose and relate to the evidence of learning.

Principle 4

RPL assessment processes must be subject to the same internal and external quality and assurance standards as any other form of assessment.

Recognition of Prior Learning Flowchart



Learner Malpractice

Your role as a learner is to generate appropriate evidence which your tutor will assess to ensure it is valid, authentic, and sufficient. In terms of authenticity your tutor is looking to ensure that you have undertaken the activities described. On very rare occasions tutors cannot confirm authenticity due to possible issues of malpractice.

'Malpractice' means any act, default, or practice which is a breach of the regulations or which:

Compromises, attempts to compromise, or may compromise the process of assessment and the integrity of the CakeFlix programme, and/or damages the authority, reputation, or credibility of any awarding organisation or centre or any officer, employee, or agent of any awarding organisation or centre. A failure by a centre to investigate allegations of suspected malpractice in accordance with the requirements in this document also constitutes malpractice.

Examples of learner malpractice

- Collusion: working collaboratively with other learners, beyond what is permitted.
- Allowing work to be copied.
- Making a false declaration of authenticity in relation to the product evidence produced and the assessment activities undertaken to achieve your programme.
- Allowing others to assist in the production of product evidence which you claim as your own work.
- Theft of another learner's work.

Rights of the individual

When an incident of suspected malpractice is reported to the awarding organisation, or on receipt of a report from the awarding organisation, an individual, whether a learner or a member of staff, accused of malpractice must:

- Be informed, in writing, of the allegation made against him or her.
- Know what evidence there is to support that allegation.
- Know the possible consequences should malpractice be proven.
- Have the opportunity to consider their response to the allegations (if required).
- Have an opportunity to submit a written statement.
- Have an opportunity to seek advice (as necessary) and to provide a supplementary statement (if required).

- Be informed of the applicable appeals procedure, should a decision be made against him or her (see separate appeal procedure in this handbook).

Awarding organisations will normally impose sanctions and penalties to individuals found guilty of malpractice.

Whistleblowing

CakeFlix aims to ensure transparency across all programmes is maintained. We also want to encourage staff and learners to raise issues which concern them in relation to the delivery of our programmes or our services in general.

CakeFlix recognises that you may be worried that by reporting such issues, you may be subject to some adverse reaction. This policy is designed to provide you with details of the process by which you may whistleblow to CakeFlix Training Manager. It also explains there are certain protections in place to protect whistleblowers and contains information about the Public Interest Disclosure Act.

What is Whistleblowing?

Whistleblowing is when an individual reports suspected wrongdoing and/or the covering up of wrongdoing at their place of work. Officially this is called 'making a disclosure in the public interest'. In the context of this policy, a whistleblower's place of work is usually a CakeFlix approved centre and the wrongdoing will relate to actual or potential malpractice and/or maladministration.

In the case of learners working towards the CakeFlix Master Programme certificate, they may wish to share their concerns about suspected wrongdoings or anyone involved with their course, including fellow learners.

Whistleblowing is different from both complaints and employment disputes:

- Complaints tend to be an expression of personal dissatisfaction (e.g. with a product or service being received and/or encountered) and should be taken forward with the arrangements outlined in our Complaints Policy.
- Employment disputes tend to be where a worker has a dispute about his or her own employment position or contract. If you are experiencing such a dispute you should take this up with your employer or another responsible body. We cannot investigate or take any action over such instances.

How to Whistleblow

To raise concern under these whistleblowing arrangements please contact the Training Manager (see the contact details contained in this handbook).

When making an allegation it is helpful to us if you would provide as much information and supporting evidence as possible to inform and support any investigation we carry out.

It is not essential to have clear evidence before making an allegation under this policy, but you will need to explain, as fully as you can, the nature of the allegation or circumstances that give rise to your concerns. If you are in any doubt on how best to proceed you can speak, in confidence, to the Training Manager here at CakeFlix. Alternatively, you may wish to contact **Public Concern at Work** (www.pcaw.co.uk)

Confidentiality and Whistleblowing

Sometimes a person making an allegation of malpractice or maladministration may wish to remain anonymous, although it is always preferable if they reveal their identity and provide us with their contact details. However, if a whistleblower is concerned about possible adverse consequences that may occur should their identity be revealed to another party, they should inform us that they do not want their identity divulged.

We will always aim to keep the identity of the person making the allegations confidential where asked to do so, although we cannot guarantee this. We may need to disclose their identity should the allegation lead to issues that need to be taken forward by other parties such as:

- The police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud)
- The courts (in connection with any court proceedings)
- The relevant regulatory authority (e.g. Ofqual in England, SQA Accreditation in Scotland, CCEA Regulation in Northern Ireland or Qualifications Wales).

The investigator(s) assigned to review the allegation will not reveal the whistleblower's identity unless the whistleblower agrees, or if it is absolutely necessary for the purposes of the investigation (as noted above). The investigator(s) will advise the whistleblower should it become necessary to reveal their identity against their wishes.

A whistleblower should also recognise that he or she may be identifiable by others due to the nature or circumstances of the disclosure (e.g. the party which the allegation is made against may manage to identify possible sources of disclosure without such details being disclosed to them).

What we will do upon receiving a whistleblowing allegation

Once a concern has been raised, we have a duty to pursue the matter. It will not be possible to prevent the matter being investigated by a whistleblower subsequently withdrawing their concern as we are obliged by the regulators to follow-up and investigate allegations of malpractice or maladministration.

Depending upon the nature of the allegation we will appoint someone to investigate the allegation who has the appropriate level of training and competence and who has not had any previous involvement or personal interest in the matter.

In order to establish the facts, the investigator will endeavour to contact the whistleblower as soon as possible to ascertain full details of their concern. If the whistleblower does not wish to make a written statement, the investigator will write a brief summary of the concerns that have been raised and the whistleblower will be expected to confirm this as correct.

In some instances, the investigator will arrange to meet with the whistleblower. A work colleague, trade union representative or another individual (e.g. friend or other independent witness) may accompany the whistleblower at this and any subsequent meetings.

The investigator will then conduct an investigation in accordance with our Malpractice and Maladministration Policy. In all cases, we will keep the whistleblower updated as to how we have progressed the allegation (e.g. we have undertaken an investigation) and the whistleblower will have the opportunity to raise any concerns about the way the investigation is being conducted with the investigator(s). However, we won't disclose details of all of the investigation activities and it may not be appropriate for us to disclose full details of the outcomes of the investigation due to confidentiality or legal reasons (e.g. disclose full details on the action that may be taken against the parties concerned).

While we cannot guarantee that we will disclose all matters in the way that the whistleblower might wish, we will strive to handle the matter fairly and properly.

Outcomes of an Investigation

If the investigation results in a proven case of malpractice or maladministration we will take action against the relevant parties in accordance with our Malpractice and Maladministration Policy. If the allegation is not proven by the investigation, provided the whistleblower did not deliberately raise an allegation which they knew to be untrue, no action will be taken against them by CakeFlix.

If the allegation was made due to a genuine misunderstanding, the individual(s) (e.g. centre personnel) who have been the subject of the investigation will be expected to bear no malice or ill feeling towards their accuser.

The Training Manager must ensure that centre personnel do not mistreat the whistleblower. If, however, the investigation concludes that the whistleblower raised an allegation which they knew not to be true, disciplinary action may be taken against them by their employer (i.e. the centre).

Public Interest Disclosure Act 1998 – PIDA

The Public Interest Disclosure Act 1998 (PIDA) is legislation that protects whistleblowers from detrimental treatment from their employers. Its aim is to protect individuals who make certain disclosures of information in the public interest and enables them to take legal action in the event of victimisation.

Under the Act, individuals can raise a concern if they have a reasonable belief that a wrongdoing is occurring, or is likely to occur, relating to one or more of the following categories:

- A criminal act (e.g. the unauthorised use of public funds or possible fraud and corruption).
- A failure to comply with a legal obligation the individual/organisation may be subject to.
- A miscarriage of justice.
- Endangering an individual's health and safety.
- Damage to the environment.
- Deliberate concealment of information about any of the above.

PIDA also gives protection to whistleblowers for disclosures to a number of different people in addition to employers. These include legal advisers, Ministers of the Crown and to a number of prescribed regulators, including Ofqual.

A whistleblower may decide to contact the appropriate regulator, but they will normally ask the relevant awarding organisation to investigate and report on the subject of the disclosure.

Individuals are recommended to take advice before making a whistleblowing allegation to ascertain their rights under PIDA. Independent advice is available from Public Concern at Work (www.pcaaw.co.uk) a registered charity that is the recognised authority on public interest whistleblowing.

How do I find out what other people have thought about their programme?

Please check our testimonials page at [CakeFlix.com](https://www.cakeflix.com). We are a leading training provider in the cake decorating industry. We don't just deliver training; we are out in the sector improving cake decorator provision and business practices. All designed to make our learners better at what they do.

How do endorsed programmes compare against formal qualifications?

CakeFlix Master has been assessed to be comparable to Advanced Levels A-E, AS Levels of Academic Award. In other words Level 3 or 'A Level' in England. The key learner skills include to:

Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine. Use appropriate investigation to inform actions. Review how effective methods and actions have been.

Our promise to you

As a learner with CakeFlix Limited we will offer you confidential and impartial support throughout your learning journey to help you achieve your goals.

Getting In

You will engage with your training course through our interactive online learning materials, which include video tutorials. You will be given comprehensive information when you first start the training with us; this session is known as your induction. We will tell you about the programme, what it will involve, and about the support you'll get from us throughout.

Each learner will receive the following:

- Web-based training.
- Assessment based on your learning requirements.
- Access to our expert advice on cake making opportunities.
- Email support.
- Tutor feedback from industry leading experts on your practical evidence submission.

Getting On

Throughout the programme, you will be given clear guidance on what you have achieved, what needs to be completed next and how to submit evidence for assessment through our online platform.

Moving On

Following the programme, you will receive information about other training options and help in planning your next steps if required.

Our staff...

- Will treat you with respect.
- Are senior practitioners in the field of cake decoration.
- Can give you up-to-date information on what is happening in cake decoration and how this might affect you.

We will...

- Support you throughout your learning journey enabling you to achieve your potential.
- Signpost you to other sources of help where necessary.
- Continue to improve the service we provide.

How you can help us improve our service

- Complete the learner feedback questionnaire we will give you throughout your time with us.
- Use the complaints system if you have any problems with our service that you cannot resolve with your tutor.

We will use your feedback to improve our services and respond to any complaints within five working days.

Equality and Diversity

CakeFlix Limited is an Equal Opportunities provider and welcomes applications to join a learning programme from all individuals who are eligible regardless of who they are. We believe that all people have the right to be treated with dignity and respect and that nobody should be subjected to bullying, harassment, discrimination or victimisation on any grounds including, but not restricted to, the following:

- Age
- Disability
- Health problems
- Marital Status
- Political or Union affiliation
- Religious belief
- Gender
- Sexual orientation
- Race
- Ethic origin

CakeFlix Limited is committed to fair treatment for all. We comply with all relevant legislation and make every effort to promote equality or opportunity in every aspect of our working and learning environment. We also expect our employees to understand what is expected of them under the terms of our Equality and Diversity Policy and relevant legislation including

In specific terms, CakeFlix Limited will:

- Communicate the Equality and Diversity Policy to all, discuss its implications for their individual spheres or responsibility and incorporate appropriate rules.
- Appoint an Equal Opportunities Officer who will have responsibility for monitoring and improving our practices, receiving and investigating suggestions, complaints, ensuring compliance, and redefining standards where necessary.
- Promote equality of opportunities and provide appropriate counselling and advice to all in order to raise their awareness of our policies and practices.
- Keep informed of the work of the relevant equality commissions, studying the implications of any inequality, disseminate information and guidance and make recommendations for our organisation.
- Ensure learning and assessment materials avoid stereotyping of any kind and adapt such materials for learners with individual needs.

This policy is regularly monitored by the Training Manager. Please make us aware if you feel it needs improving.

What if you have concerns about the way you are treated?

We understand that it is not always easy for people who experience discrimination, bullying, or harassment, to make a formal complaint. We will therefore make every effort to support you if you have any concerns. There are two ways you can make your concerns known to us:

- By speaking confidentially to your tutor.
- In writing, formally, to the Training Manager.

What will we do?

We will investigate your complaint fully to determine the facts; the Training Manager will normally do this and will also keep the confidential records of the investigation.

We will recommend what action should be taken to deal with any problems; this could range from training or coaching for someone who did not realise that their actions were unacceptable, to dismissal if their behaviour amounts to gross misconduct.

We will inform you of the results of our investigation and any measures taken and will look at whether we need to change any of our policies and procedures as a result of our findings.

Leaving the programme

If you intend to leave your learning programme before it is completed your tutor will arrange for any completed individual units to be certificated so that you are given credit for your achievement.

CakeFlix Limited Complaints Procedure

CakeFlix Limited wants learners to get the most from their programme, and to have an enjoyable learning experience. We utilise their feedback, positive or negative, to improve our services and processes for the benefit of all our learners.

In the regrettable event you feel you haven't received the best treatment from any member of staff, you have the right to make an official complaint and to have this dealt with professionally and speedily. CakeFlix Limited will take into account its duty to promote equality and diversity throughout this process.

We would hope any issues you have can be resolved informally by talking in the first case to your programme tutor. If you feel uncomfortable with this or doing this does not bring about a resolution that you are satisfied with, then the Training Manager will consider the circumstances surrounding your complaint or appeal and progress it as necessary.

All staff dealing with complaints, where appropriate, will seek guidance and advice from other internal or external sources in order to reach a mutually satisfactory resolution. However, any information supplied by you will remain confidential for use only as part of the complaints process. Only staff directly involved with the complaint and any subsequent investigation will be given access to the details. The identity of all parties will be protected. Anonymous complaints will not be accepted.

If you raise a complaint, CakeFlix Limited will:

1. Acknowledge receipt of your complaint in writing.
2. Tell you who will be dealing with your complaint.
3. Tell you what action will be taken.
4. Tell you when you can expect a resolution.
5. Keep you informed of the advances being made with your case.

Step 1: CakeFlix Limited acknowledges there are two sides to every dispute therefore both parties will be given the opportunity to substantiate their version of the issue/incident. Full disclosure of any allegations or evidence will be made to both parties.

Step 2: All complaints will be recorded on a Customer Complaint Log. The log will be closely monitored by CakeFlix Limited's Training Manager throughout the process until a satisfactory resolution can be achieved.

Step 3: Any party involved in a meeting concerning the complaint has the right to be accompanied and represented by a person of his or her choice at every relevant stage of the procedure. CakeFlix Limited staff have the right to be accompanied by a manager.

Step 4: Where a complaint cannot be dealt with by the Tutor, it will be escalated to the Training Manager.

Step 5: You will be given the results of any investigations as soon as possible after any conclusions have been reached in writing and wherever possible within 30 days of the complaint being raised.

Appeals Procedure

Dealing with Appeals. If you are not happy with the assessment decision carried out by your tutor, you may wish to discuss the possibility of appealing against the decision. Appeals should be made within 7 days of the original assessment decision.

Step 1: The tutor: If you do not agree with an assessment decision, an appeal can be made through your tutor immediately afterwards. All reasonable steps should be taken to resolve the situation through discussion with your tutor who will answer any questions and give further advice on any additional evidence which needs to be provided.

The tutor's decision should be made within 10 days of the appeal being raised.

Step 2: The Training Manager: If you are still dissatisfied and it has not been possible to resolve the situation through discussion the appeal can be referred, in writing, to the Training Manager who will independently assess the decision by considering the evidence contained within your portfolio and also by questioning the tutor about your performance. This stage and following stages of the appeals process will be formally recorded by the centre using the Customer Complaint and Appeals Form, and records kept for a period of 3 years.

The Training Manager's decision will be made within 10 days of the appeal being raised.

Step 3: The appeals committee: If you are still dissatisfied, or the Training Manager has not been able to resolve the situation your appeal can be raised with the Appeals Committee consisting of the Training Manager, tutor, and another qualified tutor from the same vocational area. You are welcome to attend the appeal hearing and may be accompanied by a person of your choice. This may be completed via video conferencing if you are situated in another country.

The committee's decision will be made within 14 days of the appeal being raised and communicated to you in writing.

Confidentiality Policy

This policy is designed to ensure that CakeFlix Limited upholds the principle of confidentiality in line with data protection legislation and recognised good practice.

CakeFlix Limited will uphold the principles of the Data Protection Act 2018 and guarantees learners that all information will be:

1. To ascertain your potential for a learning programme, based on your category of experience and relevant qualifications.
2. To create, monitor and support ongoing CPD learning practice, this will ordinarily include the transferring of data to our server by a member of the management team.
3. To use your information - where you have given your express consent - to publicise our work and programmes.
4. To enable the production of management & audited accounts, research & surveys, statistical and other analyses so that we can be managed more efficiently.
5. To manage our personnel in a fair, efficient, and effective way.
6. To remove your information from our records if you wish to withdraw your consent for data processing. This request can be made directly to the Data Controller of CakeFlix Limited by contacting:

hello@cakflix.com

If you would like further information on our Data Protection Policy, please ask your tutor.

Storage

- When operating from the office, staff must file learner information immediately and store in a filing cabinet. The majority of records will be held electronically to aid efficiency and to save paper.

- When operating away from the premises, staff will ensure that all information relating to a learner is:
 - Kept secure at all times
 - Not left unattended at any time, for example, in a car overnight
 - Not accessed by any unauthorised person

Personal Information

- All learners shall have the right to see any recorded information about them under the terms of the Freedom of Information Act.
- Staff will seek the learner's permission to record any information. Such information will therefore only be recorded with the learner's permission.
- Completed materials belong to learners and as such staff will not disclose any information contained in these documents without prior permission from the learner.
- If the learner is unhappy with any aspect of the service and/or if the integrity of the relationship between learner and staff is compromised, then the staff member may decide not to proceed with the project under these circumstances and inform the learner. The learner is therefore free to decide whether to continue with the service or to withdraw from the programme.

Referral

In the event of a learner requiring additional or alternative support, staff may feel it is necessary to pass on certain information to the referral source to ensure they receive the best possible help. Nevertheless, the 2018 Data Protection Act states very clearly the ultimate control of personal data rests with the learner, therefore the general principle is that no information can be passed on without their written consent.

CakeFlix

MASTER

Contacts and Links

CakeFlix Limited

Email: hello@cakeflix.com

Web: cakeflix.com