



TRAINEE PRE-ARRIVAL INFORMATION DEVON 2015



**The Training
Partnership**
discover who you are

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INTRODUCTION

The Training Partnership (TTPL) is a UK company based in the South West of England and is one of the UK's market leaders in European Work Experience (all sectors of work) and a Premier Provider in the field of EU Vocational Training, Educational Programmes and Technical Visits - tailor-made and designed for individuals, students, groups and Educational Organisations. We are the preferred partner of many European Organisations.

TTPL will provide you with accommodation and a work placement and details are sent to your Sending Organisation prior to departure in the form of an Information Voucher.

Prior to the work placement and host family details being confirmed, you will have provided your Sending Organisation with a completed application form (providing 3 options for a work placement), Europass CV, Letter of Motivation and Health Form.

Your individual skills-base, studies and interests are matched to the work placement company and consideration is given to your dietary/special requests prior to arranging host accommodation. Host accommodation will be arranged on a convenient bus route or, where possible, within walking distance to the work placement company.

On arrival in the UK you will receive your "Welcome Pack" (either at your host address or from the Airport Transfer provider).

This will have details about your visit including a letter inviting you to attend a "Welcome Meeting" with TTPL whereby all information regarding your stay will be explained to you in detail. In addition, weekly social/cultural meetings are held where you are encouraged to meet other European students as well as having the opportunity to talk to TTPL staff should you have any concerns.

A 24-hour emergency number is available to you in case of any real emergencies. Please be assured TTPL will support and help you.

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Emergency phone number: +44 773 6814 499



ARRIVALS AND DEPARTURES

Travel details will be given to you by your Sending Organisation i.e. travel dates and check-in details. Please ensure that you are within the weight allowance permitted for your luggage as any excess baggage will be charged by your airline carrier. You will find most products are readily available in our local shops.

We also request that you bring sufficient cash with you in case of any problems with your cash cards in the first week or so of arrival.

We can provide an Airport Transfer Service (advance booking by your Sending Organisation is required). In this case we will organise your transportation to and from the destination airport.

If you do not use our Airport Transfer Service then you are required to make arrangements for your own travel from the airport to the local train or coach station (usually in Torquay, Paignton, Newton Abbot, Exeter or Plymouth, depending on where your host family live). Your host family will meet you upon arrival at the local train or coach station (subject to time of arrival).

The "Welcome Meeting" is usually held at the TTPL office in Torquay on the Monday following arrival. You will be provided with details of how to get there by bus, or your host may take you if they are available (please refer to your "Welcome Pack" provided on your arrival).

Our staff will liaise with you, your host family and our Airport Transfer provider (if applicable) to confirm arrangements for your departure.



HOST FAMILIES AND INTERCULTURAL

Leaving home and travelling to study in a new country can be a stressful experience. Even though it may be something you have planned and prepared for, the extent of the change and the effects it has on you may take you by surprise. If you find you are surprised by the effects of the change, it might be helpful to realise that your experience is quite normal. As you are in another country, some things will not be as you expect from home - that is not necessarily bad - just different. Be open-minded and enjoy the new experience. You will usually be accommodated with host families, either by yourself or with your friends where possible if requested on application form.

Your accommodation will usually be in a local neighbourhood. We recommend that when you go out in the evenings you do not walk home alone, for safety share a taxi with other students. Your host family may also accommodate a student / students from other countries with you, which makes the experience more exciting and varied.

Please remember to **respect your host family's wishes** and always ask if something is unclear. Be open-minded! Our host families often have other European students to stay throughout the year and they will help you to have an enjoyable time with them.



BRITISH FOOD

British food has long had a reputation for not being very exciting! However, today British food is varied with a mixture of many influences from around the world. Typical British food would be meat with vegetables and potatoes. This is most often served as a Sunday roast with a roasted joint of meat (chicken, beef, pork or lamb) and roast potatoes and vegetables.

During the week typical British meals will include pizza, pasta and rice dishes. The famous British breakfast, bacon and eggs, is a large hot meal, but usually you will get cereals and toast for breakfast. For lunch (on a full board basis) you would likely be provided with a sandwich, crisps or biscuit, a piece of fruit and a drink. The epitome of British fast food is fish and chips'.

BRITISH CULTURE - KEY CONCEPTS AND VALUES



INDIRECTNESS

The British, in particular the English, are renowned for their politeness and courtesy. This is a key element of our culture and is a fundamental aspect of British communication style.

HUMOUR

A vital element in all aspects of British life and culture is the British sense of humour. The importance of humour in all situations, including business contexts, cannot be over-estimated.

PLEASE AND THANK YOU

Two of the keywords in the British language - they open many doors and hearts.

Further help can be found on the TTPL website:
www.ttpl-uk.com



WORK PLACEMENTS AND PROGRAMMES

On the first day you will be taken by TTPL to your work placement company. TTPL strives to fulfil as many requests as possible.

By undertaking work experience you can demonstrate how willing you are to work as part of a team and learn new skills. You should expect to undertake basic tasks during the first week or two when employers will spend time observing you. They will then be able to give you appropriate tasks once they have assessed your skills.

As you would expect, your level of English competence and studies (relevant university degree etc.), will determine the level of placement and tasks assigned to you.

NOTE: Minimum English Level for Work Placements is B1

Below is a small example of the many work placements available:

HUMAN RESOURCES

Likely to be mainly administrative roles, photocopying and filing etc. Some confidentiality issues could mean that many tasks are supportive, depending on experience, qualifications and skills.

BUSINESS ADMINISTRATION / FINANCIAL SERVICES

Mail, photocopying, filing, some typing and telephone answering, if language skills are at a sufficient level. Computer-based projects and more complex tasks will be assigned dependent on your English level and skills-base.

INFORMATION TECHNOLOGY & WEB DESIGN

Dependant on skill levels and type of industry. Web page construction, coding or research work. Networking/hardware assembly.



MARKETING/SALES/MEDIA

Many variations, including e-mail shots, some elements of design, research and telephone calling. With some companies there may be the opportunity to work with marketing plans. Media projects such as composition of press releases, PR projects, film/radio production etc. will be dependent on skill level and linguistic ability.

TOURISM/LEISURE/EVENTS & MEETINGS ORGANISATION

A very varied role, involving marketing or promotional activities and event planning. Some reception work may be required.

ENGINEERING

Very varied dependant on type of engineering; from computer modelling on CAD or other design programmes to working on the 'shop floor' with machinery - lathe/drill/milling machine or even CNC machines.

YOUTH WORK

A varied role supporting young, often disadvantaged, people. Typical duties include assisting with events and supervising various activities (often sports).

ENVIRONMENTAL / ECOLOGY STUDIES

Sometimes office-based, sometimes outdoor or physical work (e.g. nature reserves / sea life centres / zoos). Possibility of 'scientific' study, but generally a supporting role.

HEALTH CARE / SOCIAL CARE

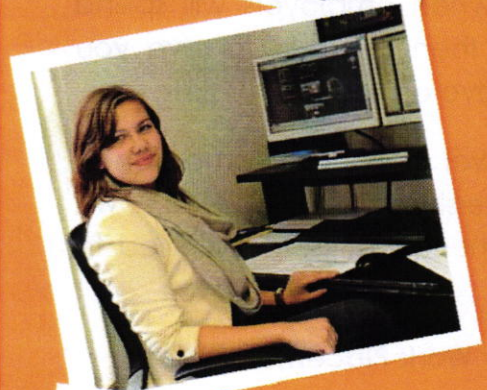
Healthcare could be in care homes or day centres, working with the elderly, the very young or those with a disability. Social care could involve being part of a rehabilitation team.

PHARMACEUTICALS (LABORATORY)

Pharmaceuticals could be laboratory work or, in some cases, a chemist or pharmacy. Please note, only participants aged 18 and over are eligible for laboratory positions due to UK insurance regulations.

COMMUNICATIONS

Language based communications could include translation work or similar. Telecoms could involve electronics / cable work.



DRESS CODE

You will note that the **Information Voucher** includes information about dress code in the work placement. This will usually be smart/casual which means no jeans or trainers.

Usual office attire in the UK is black trousers or a black skirt for the girls, and black trousers with a shirt (bring a tie just in case) for the boys. Black shoes are required, as trainers are not appropriate office wear. Please note this is also the same for Teaching Assistant positions.

For industrial placements (i.e. engineering/ mechanical etc.) safety boots are required (steel-capped boots) and overalls if you have them. Any student working at a nature reserve/environmental placement should bring with them a waterproof jacket, as well as clothes and shoes suitable for the outdoors.

ENGLISH LANGUAGE TRAINING

Many trainees choose to participate in English language training prior to starting their work placement. The lessons take place Monday to Friday (mornings only) in a classroom environment with a local British Council Accredited School.

Participants who successfully complete the course will be presented with a Certificate and Course Report from the school.

CONVERSATIONAL ENGLISH CLASSES

We can also arrange "Conversational English" sessions for groups of 5+. These sessions incorporate inter-cultural understanding and knowledge with an emphasis on the UK work environment. This course is delivered by a qualified teacher in a classroom using interactive and learning initiatives, discussion and role play.

TORBAY AND ENVIRONMENT

Torquay is a town on the south coast of England, in the county of Devon in the so-called "English Riviera". The three Riviera towns of Torbay are Torquay, Paignton and Brixham.

These towns are surrounded by a natural sheltered bay and are located in an ideal destination boasting many blue flag beaches ('Tor' means Hill & 'Bay' means expanse of sea hence the expression "Torbay"). The Victorians invented the phrase the "English Riviera", likening the area to its French equivalent. Sub-tropical plants and the celebrated Torbay Palm add to the Mediterranean feel surrounding the town. The busy harbours are frequented by international visitors giving it a real cosmopolitan atmosphere. With 30+ kilometres of stunning Devon coastline and many sandy beaches the stunning English Riviera has been a popular destination for centuries.

Torquay's harbour-side is the hub of nightlife activity where you will find cafes, wine and cocktail bars and nightclubs. The population of Torquay is approx. 65,000 and Torbay has a total of approximately 135,000 inhabitants.



TRAINEE WEEKLY SOCIAL MEETING (EVERY THURSDAY)

You will be invited to attend our weekly trainee meeting. The purpose of this meeting is to encourage you to meet other international trainees, as well as providing the opportunity to discuss any questions you might have with members of The Training Partnership staff. The meeting takes place at a different location in Torbay each week.



CERTIFICATES

Prior to departure you will be asked to complete a questionnaire evaluating the service provided by The Training Partnership. You will be presented with a certificate from The Training Partnership to confirm the successful completion of your programme.



The Training Partnership

discover who you are

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TTPL IS A MEMBER OF THE FOLLOWING ASSOCIATIONS:

