



EMPLOYER APPRENTICESHIP HANDBOOK

Welcome

Apprenticeship at Start Training

Welcome to Start Training and thank you for choosing us, we value our links with Employers and hope to have a long and beneficial partnership with you.

The Business Development Team

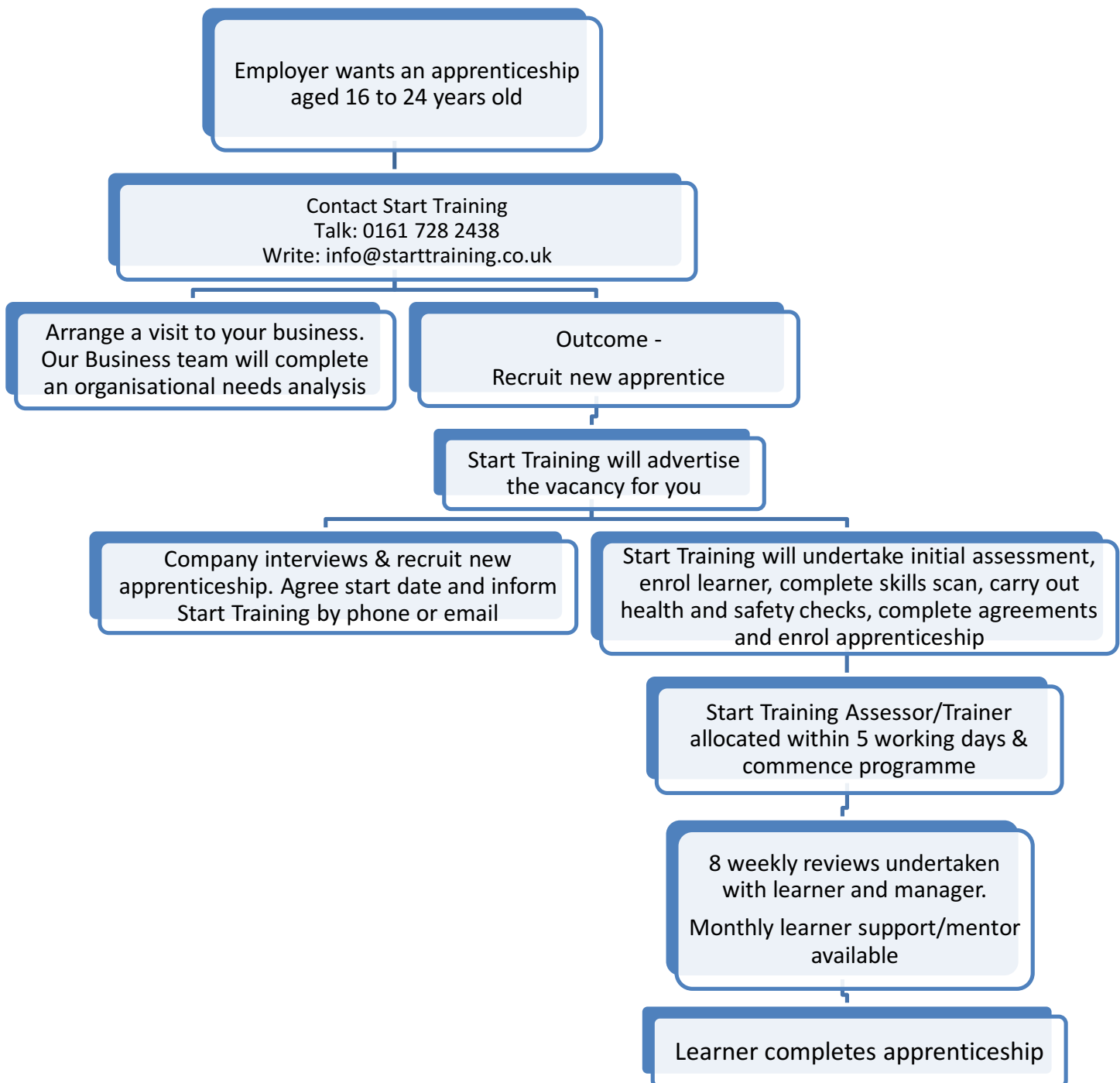
Once the trainee is employed and signed up as an apprentice by one of our staff, they will be allocated a vocationally competent assessor/trainer who will support them through the training and liaise with you as the employer with regard to both on-the-job and off-the-job training and general progress.

Business Development Team		
Talk. 0161 728 2438	Write. info@starttraining.co.uk	See. www.starttraining.co.uk

Start Training Advice Zone		
Talk. 0161 728 2438	Write. info@starttraining.co.uk	See. www.starttraining.co.uk

National Apprenticeship Service		
See. www.apprenticeships.org.uk		





The role of the Skills Funding Agency

What is the Skills Funding Agency? (SFA)

The Skills Funding Agency is a national organisation that aims to combine the advantages of a national program and national resourcing with local flexibility and initiative.

What has the SFA got to do with Start Training?

The SFA holds the Government's money for post 16 learning for the Apprenticeship programme. It offers contracts to deliver Apprenticeship to Training Providers in the area. In order to offer a SFA funded program, a provider must display commitment to Quality and Health and Safety and use professionally qualified staff. Training Providers must bid for contracts with the SFA in order to offer training programs. SFA audit the Training Provider throughout the year to check that what the provider says will be offered is actually happening.

Government inspection of training programs

Ofsted is responsible for the independent inspection of government funded Apprenticeship that includes provision funded through the SFA. Inspections are carried out on a four yearly cycle; Start Training was inspected in 2013 and received a Grade two for our work with partners; Productive partnerships enable Start Training to be highly responsive to the needs of its community and employers. Partnerships are particularly effective in promoting social and educational inclusion by reaching out to vulnerable groups.

Diversity policy

Start Training is committed to equality of opportunity for its staff, apprentices and all members of the community. We value difference and diversity. We respect all our people for their individuality, abilities and aspirations. We will treat individuals with respect and be fair to them irrespective of age, culture, disability, ethnicity, gender, marital status, nationality, religion, sexuality, status and any other distinction.

We are committed to elimination of direct and indirect discrimination and will take appropriate action to implement this diversity policy.

It is the responsibility of every individual to make sure that they do not discriminate in any way. All members of Start Training have a duty to uphold equal opportunities principles.

We ask that all employers support Start Training by undertaking the same commitment as us in actively promoting equality of opportunity for all of their staff and learners.

All employers should also take steps to ensure that all persons participating in SFA funded training programs are treated in the same way as the Company is required to treat its employees under the Equality Act 2010.

Training Providers role...	Employers role...
<ul style="list-style-type: none"> • Promote equal opportunities throughout the work-based training process • Have a written equal opportunities policy which staff, learners and employers understand and are committed to • Advise you on equal opportunities issues and legislation • Explain to learners how they should treat other people • Make sure that learners know what to do if they feel they are being unfairly treated in the workplace • Act on any complaints received from learners 	<ul style="list-style-type: none"> • Comply with equal opportunities legislation • Demonstrate your commitment to equality of opportunity in the workplace through a clearly publicised statement • Ensure equality of opportunity in selection and recruitment and training activities • Make sure that learners are not bullied, harassed or made to feel unwelcome in the workplace • Explain to learners what to do if they have a complaint about the way they are treated

Health and Safety

All employers should take all the necessary steps to ensure the Health, Safety and Welfare of all persons participating in SFA funded programs is of the same standard as the Company is required to do in relation to its employees under current relevant Health & Safety legislation in Great Britain. Basic Health & Safety documentation and safety arrangements should be in place and monitored.

These include Employers Liability Insurance, accident book, first aid facilities, fire precautions and where appropriate risk assessments and safety policies.

Accidents

All employers are required to inform Start Training immediately by telephone and within 3 days in writing of any accidental or non-accidental occurrences arising and resulting in serious injury to a learner or any incidence of occupational illness of a learner while on the programme. The employer must agree to allow investigation of the circumstances. Apprentices that have extended absence may have to be temporarily withdrawn from the programme. On return to work they can continue with training.

Training Providers role...	Employers role...
<ul style="list-style-type: none"> • Using competent staff, verify that you can provide a healthy, safe and supportive learning environment • Assist you on any questions of health and safety requirements and application to individual learners • Provide a safe and healthy working environment for learners at all times during the off-the-job training • Monitor health and safety practices on an ongoing basis • Provide health and safety training for learners to raise their awareness of risk • Check learner's understanding of health and safety risk awareness • Investigate any accidents involving learners within the workplace and agree preventative action 	<ul style="list-style-type: none"> • Ensure the health, safety and welfare of learners and bring your policy statement to their attention • Comply with health and safety legislation • Inform the learner about who is responsible for health and safety matters within the company • Provide initial and ongoing health and safety training in the workplace for learners • Provide necessary protective clothing • Report any accidents and near miss incidents concerning learners to us immediately that have or may impact on a learners health and safety • Assess the risks to which learners are exposed at work and apply the general principles of prevention • Introduce and maintain appropriate measures to eliminate or control risks to the lowest practicable level • Ensure learners are properly supervised by a competent person • Ensure that learners are covered under public and employer's liability insurance

Employer & public liability insurance

All employers should also ensure that all apprentices participating in SFA funded training programmes are covered by the Company policies of Employers and Public Liability Insurance, and that other insurance's (eg. Motor Vehicle etc.) are effected to include cover in respect of injury, loss or damage caused by or to such learners to the extent required by law or otherwise considered necessary.

Induction in the work place

All employers should agree to provide the learner with information regarding the Company's policies on Health, Safety & Welfare, Equal Opportunities, Terms & Conditions and how their training will be delivered. The Company should also agree to provide this induction within the learners first week of training.

Attendance at Start Training

All young people offered places on the SFA funded programs are accepted on the basis that they attend regularly at Start Training and for work. Persistent or regular absenteeism is a disciplinary offence and may lead to dismissal from the programme. Attendance at Start Training is compulsory as appropriate to the programme.

It is the Company's responsibility to ensure all learners are released to attend all classes at Start Training as arranged for their programme. You will be issued with a timetable and details of the training being undertaken at or by Start Training.

If your learner is not able to attend classes at Start Training, we would be grateful if you could let us know by telephone. Start Training has a system in place to inform employers by telephone on a weekly basis, should a young person be absent on Start Training day.

Progress reviews and monitoring in the workplace

Before your apprentice commenced training our staff will have discussed Health & Safety arrangements with you. Every 8 weeks (or more often on certain courses) the Assessor/Trainer, your learner and yourself will review the training.

The review will cover the training at Start Training and in the workplace and comments will be made about NVQ certificate/ diploma, functional Skills and Technical Certificate progress. At this time the Assessor will also check with you that you're Health & Safety and Equal Opportunities arrangements have not changed.

Training Providers role...	Employers role...
<ul style="list-style-type: none"> Organise a schedule of regular review meetings Involve the learner and the workplace supervisor in the review Find out and record the progress made by the learner Identify additional training and support needs and amend the training plan accordingly Agree and record actions and targets between this and the next review Make sure the learner and the workplace supervisor have a copy of the record of the review 	<ul style="list-style-type: none"> Let us know how the learner is progressing in the workplace Advise us of any concerns which you may have regarding the learner's progress Attend learner progress review meetings Advise on workplace learning any assessment opportunities that may occur in the period to the next review



The training package

Apprenticeships are at two levels, Intermediate Apprenticeships and Advanced Apprenticeships. In both cases the young person has to complete a framework. An overview of the two frameworks is given below. The detailed framework relevant to your apprentice(s) will be given separately.

Intermediate Apprenticeship Framework

- NVQ/QCF Certificate Level 2 in the vocational area
- Technical Certificate related to the vocational area at Level 2
- Functional skills, as specified for each vocational area
- Module on Employee Rights and Responsibilities
- In some cases further enhancements e.g. extra units are required

Advanced Apprenticeship Framework

- NVQ/QCF Diploma Level 3 in the vocational area
- Technical Certificate related to the vocational area at Level 3
- Functional skills, as specified for each vocational area
- Module on Employee Rights and Responsibilities
- In some cases further enhancements e.g. extra units are required

There is provision for learning support if necessary

Most apprentices will start at level 2 even if they have traditional level 3 qualifications (BTEC, 'A' levels), this is because they are new to the vocational area and have to learn the job. To further expand on this to the young people we explain that it would take them 2 years in full-time education/employment to get a level 3 qualification whereas starting on a level 2 apprenticeship, they could get a level 3 qualification in 3 years part-time whilst working in a job that leads to a career.

Delivering training

Having planned the learners training programme we will work together to deliver the training required to develop the apprentice's skills and help them achieve their qualifications.

Much of the training will take place within the workplace itself. This will typically involve apprentices developing their skills through observing others perform activities, practising themselves and learning from their supervisor. The more learning opportunities that you can provide, therefore, the greater range of skills the apprentice is likely to acquire which will be of benefit to your company.

You may also wish to consider giving the apprentice projects to undertake, or want them to attend formal training sessions in the workplace that will develop their skills and knowledge even further.

Assessing learner competence

To gain an NVQ certificate/diploma a learner is required to collect evidence to demonstrate that they are competent in a range of different activities. Each learner is allocated an assessor who will discuss and agree the best way of providing evidence to reach the national standard. This will involve sorting out material that occurs normally within the workplace or organising activities to demonstrate particular skills.

Training Providers role...	Employers role...
<ul style="list-style-type: none"> • Provide help and advice on planning workplace training and learning activities • Be aware of the learning activities that are taking place within the workplace • Provide appropriate off-the-job training sessions to support the skills that the learner is developing in the workplace, in order that they can achieve their qualification • Keep you informed of what the learner has covered during off-the-job training activities 	<ul style="list-style-type: none"> • To help learners develop their knowledge and skills by providing a wide range of learning and training opportunities • Allow learners to attend off-the-job training sessions at agreed times • Help learners put into practice what they have learnt during off-the-job training sessions • Give learners time in the workplace to compile their portfolios • Initiate a meeting with us if you have any concerns about any aspect of the training delivery

The assessor will observe the learner carrying out tasks within the workplace, to make sure that their work is consistent and that the standard of work required can be reached over and over again. They will also examine pieces of work or information that the learner has collected to demonstrate competence. At each visit the assessor will leave both the employer and the apprentice with an action plan, one is attached for your information

Training Providers role...	Employers role...
<ul style="list-style-type: none"> • Help learners and staff within your organisation understand the assessment process • Help learners understand how to collect evidence and match it to the occupational standards • Formally assess learner competence • Give constructive feedback to learners following assessment 	<ul style="list-style-type: none"> • Provide opportunities for the learner to demonstrate their competence in specific tasks • Help learners to collect evidence of the work they have done • Sign statements confirming the learner's competence in specific activities

Supporting learners in their apprenticeship training programme

Following the investment that you have made in recruiting the apprentice, you will want to ensure that they stay with you and complete their training programme. Occasionally some learners, particularly those that come straight from school, will change their mind regarding their choice of career and their training program, after they have joined a company. We will work closely with you to ensure that learners are given proper support and that any potential problems are identified and addressed as early as possible.

Training Providers role...	Employers role...
<ul style="list-style-type: none"> • Keep in regular touch with learners and yourselves • Encourage and motivate learners in their training programme • Show real interest in the skills which learners are developing in the workplace • Help learners to understand long term benefits of training and qualifications • Identify any problems or concerns which learners may have at an early stage • Share any identified concerns with you and agree suitable solutions where learners want to change their training programme or job 	<ul style="list-style-type: none"> • Help learners to understand the long term benefits of training and qualifications • Provide opportunities for learners to practice their skills • Give learners time at work to develop their portfolio • Encourage learners to attend and show real interest in their off-the-job training • Be aware of any problems or difficulties which may be facing learners • Share your concerns with us

- Help learners to find suitable alternatives if they decide that they are on the wrong training programme or doing the wrong job

Terms & conditions of employment

It is a legal requirement that all employed people should have a Contract of Employment. It is Start Trainings' responsibility to ensure that all employed status learners on government funded training programs has a Contract of Employment. If you would like any advice and guidance regarding the contract please contact the Business Development Team, Business Link or the SFA. ACAS or Direct Government website has also produced a range of self-help guides and forms which you can access on line.

www.acas.org.uk/index.aspx?articleid=1360

www.direct.gov.uk/en/Employment/index.htm

Pay

It is up to you as an employer how much you pay your apprentices. The Apprentice should work a minimum of 30 hours per week.

These rates are for the National Living Wage and the National Minimum Wage from 1 April 2016.

25 and over	21 to 24	18 to 20	Under 18	Apprentice
£7.20	£6.70	£5.30	£3.87	£3.30

National Minimum Wage rates change every October. National Living Wage rates change every April. Employers can and often do pay more than the minimum wage.

The minimum wage applies to workers. This means people who work under a contract for an employer. Check the rules by consulting the Detailed Guide to the National Minimum Wage (phone up the information line on 0800 917 2368 or visit the website at: www.berr.gov.uk/whatwedo/employment/pay/index.html)

Holidays

All employed people start accruing holidays from the first day of work on an average basis of one twelfth per month. This includes bank holidays and Christmas. On 1 April 2009 the minimum holiday entitlement rose to 5.6 weeks (28 days if you work five days a week).

Grievance

Any grievances with your employee concerning the contract of employment, or any other employment matter, should in the first instance be taken up with the employee.

Period of notice

For continuous employment of more than 1 month but less than 2 years, 1 week's notice must be given unless longer is specified in the employment contract. For continuous employment of 2 years or more, at least 2 weeks' notice must be given unless longer is specified in the employment contract. After 2 years continuous employment an additional week's notice for each further complete year is required. After 12 years continuous employment a minimum of 12 weeks is required.

Advice, guidance and support

Start Training staff are available to offer support on any employment and training issues you may have that are affecting the progress of your apprentice.

If you require any further information please do not hesitate to contact us.

By working together to support your apprentices - our learners they will succeed in their chosen career and benefit your business.



Thank you for your support.