



Davidson Training UK Ltd
Training for Growing Businesses

APPRENTICESHIPS EMPLOYER HANDBOOK AND INFORMATION

Version 10 June 2022

EMPLOYER INFORMATION

**This Handbook has been produced for all Employers
with apprentices**

Davidson Training UK Limited

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Contact Us

Welcome to Davidson Training UK Limited
We are running the Apprenticeship Programme with your company and the Education Skills Funding Agency (ESFA) supported by ESF Funds.

To enable you to contact us if you have any queries regarding any aspect of the Training Programme, you will find listed below our address, telephone numbers and contact names.

Office hours are **Monday to Friday 08.30– 16.30**

Telephone: **01375 480088**

Sarah Collins- Training Operations Manager

Gemma Barr- Quality Assurance Coordinator

*If you require direct help or help outside of the normal office hours, please contact
Lorraine Bunyard (Managing Director) on:
07951 480169*

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Essex
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Email: sarahcollins@davidsontraining.com

Payments and Funding

Davidson Training UK Ltd have been delivering apprenticeships for 23 years. We have delivered a wide range of training to meet the needs of employers and individuals. We pride ourselves on finding you the right apprentice(s) for the specified job role, making sure they have the right skills, knowledge and behaviours to make them strong leaders within your organisation. Trusted by employers large and small, Davidson Training works with businesses to identify their training needs and deliver flexible, high quality training programmes, while maintaining high levels of employer and learner satisfaction.

Payments

- Employers are responsible for paying the wage of the apprentice. Apprentices who are under 19, or who are over 19 and in the first year of their apprenticeship, must be paid at least the national minimum wage for apprentices. For more information, please visit <https://www.gov.uk/national-minimum-wage-rates>.
- Depending on the size of your organisation and the age of the apprentice will depend on the cost towards the training and the registration of the qualification.
16/18-year-olds are Fully Funded by the government, providing the organisation is a micro employer (49 or less employees).
16/18-year-olds that are with an employer that has 50 employees, or more is funded at 95%. The remaining 5% is classed as co-investment and the employer must pay this. We invoice this over 5 monthly instalments and this co-investment generally ranges from £175 to £250 per apprentice that falls within this age bracket.
19+ apprentices are 95% funded by the government. The remaining 5% is classed as co-investment and the employer must pay this. We invoice this over 5 monthly instalments and this co-investment generally ranges from £175 to £250 per apprentice that falls within this age bracket.

Additional payments and funding which may be available

From 6 April 2016, employers may not need to pay Class 1 National Insurance contributions for an apprentice, if the apprentice:

- is under 25 years old
- is on an approved UK government apprenticeship standard or framework (these can differ depending on UK country)
- earns less than £967 a week (£50,270 a year)

You can check that your apprentice is in a statutory apprenticeship using the following links: [England - Standards](#)

Other Additional Payments

- £1,000* payment to both the employer and provider when they train a 16 to 18-year-old.
 - £1,000* payment to both the employer and provider when they train a 19 to 24-year-old who has previously been in care or who has a local authority education, health and care plan.
- *These are paid in 2 payments at set times during the apprenticeship.

The Apprenticeship Levy

If you're an employer with a pay bill over £3 million a year, you are required to pay the apprenticeship levy from the 6th of April 2017. You will report and pay your levy to HMRC through the PAYE process. Less than 2% of UK employers pay the levy. Levy funds will create opportunities for young people across the country, delivering the skills British businesses need.

The levy will enable employers' control of their training and agree a total price for each apprenticeship. The final price agreed will include costs of training and assessment.

In England* the government will top up employers' levy accounts with an extra 10% which will be paid directly into the employers' apprenticeship accounts. An employer's pay bill is made up of the total amount of the employees' earnings that are subject to Class 1 National Insurance contributions such as: wages, bonuses, commissions and pension contributions.

What value will an apprenticeship bring to your business?

Reduce Recruitment Costs

As your training provider we will advertise your apprenticeship free of charge. A telephone interview and screening will be held with the potential apprentice to help identify they have the right skills and knowledge that is required. This also reduces time wasting as we will not forward you unsuitable candidates. Training apprentices can also be more cost-effective, leading to lower overall training and recruitment costs.

Increase staff motivation and commitment

According to the National Apprenticeship Service (NAS), 88% of employers believe that apprenticeships lead to a more satisfied workforce. Apprentices tend to be loyal and motivated to perform well, knowing that a promising career could be ahead if they are successful in the company.

Attract the best talent to your business

By providing apprenticeships, you can take advantage of new knowledge and technologies available and attract high calibre staff motivated to help your business succeed. You can also fill higher level skill gaps and train both **existing** and **new staff** up to a higher level.

Improve productivity and customer service

Apprenticeships can offer a means of developing your existing workforce, increasing productivity and innovation. As the Apprentice gains new knowledge and experience throughout the apprenticeship they are able to put this all into practice and deliver results within your business.

Improve staff retention and progression

According to the National Apprenticeship Service (NAS), 80% of employers feel that having apprentices reduces overall staff turnover. You can pass down the knowledge from your experts to incoming or existing members of staff, while keeping your skills in-house. By growing your own talent, you can start identifying potential managers, which makes planning for the future easier.

Connect your business to your local community

According to NAS 81% of consumers favour using a company that employs apprentices as it shows a commitment to the local community and develops the workforce.

Functional Skills

English, maths and digital skills are enhanced as part of our standards.

What is an apprenticeship?

Apprenticeships are work-based training schemes designed to help you foster emerging talent in your business. They combine work with study and result in a programme which is truly work-focussed. **You can use apprenticeships to support new employees, or people already in your business when they move into new roles.** The new employer designed standards mean that organisations can implement a programme that really fits the roles in their business. Opportunities also exist to match an apprenticeship to your existing learning and development activities, and we would be happy to discuss this with you.

If you are unsure of the most suitable training programmes for your organisation or would like us to conduct a training needs analysis, to help in identifying skills gaps, or outstanding mandatory training requirements, we would be more than happy to do that for you.

If you're not training existing members of staff, we operate the Recruit an Apprentice website which ensures we find the very best candidates for your organisation, based on the specific requirements of the role, together with your business culture and location.

How do they work?

Apprentices must spend at least 6 hours a week on off-the-job training, however, they may need more than this if, and (for example) they need training in English and maths. It is up to the employer and training provider to decide how the off the-job training is delivered. It may include regular day release, block release, special training days, workshops or study time set aside within the working day. It must be directly relevant to the apprenticeship standard and can be delivered at the apprentice's normal place of work as long as it is not part of their normal working duties. It can cover practical training such as shadowing, mentoring, industry visits and attending competitions.

On-the-job training helps an apprentice develop the specific skills for the workplace and they should be supported by a mentor. Once an apprentice completes their apprenticeship, they should be able to demonstrate that they can perform tasks confidently and completely to the standard set by industry.

Who are they for?

Individuals over the age of 16, spending at least 50% of their working hours in England over the duration of their apprenticeship and not in full-time education can apply for an apprenticeship. **Employers can offer apprenticeships to new entrants or use them to grow talent from among current employees.** Apprenticeships equip individuals with the necessary skills, knowledge and behaviour they need for specific job roles, future employment and progression.

Contract of employment

Employers should provide a contract of employment which sets out the employment rights, responsibilities and duties. Apprentices must be aware of the organisational policies and will need to read and understand those policies that relate to Health & Safety, Equality & Diversity (including the promotion of British values), safeguarding and the Prevent Duty. We can supply a template for this to assist.

30 hours per week

Employers must employ apprentices for minimum of 30 hours per week or extend the length of time the apprentice remains on programme in line with the hours worked.

Working fewer than 30 hours a week or being on a zero-hours contract must not be a barrier to successfully completing an apprenticeship.

If, at the beginning of the programme, the apprentice works fewer than 30 hours a week we will extend the expected duration of the apprenticeship. The apprentice must work enough hours each week so that they can undertake sufficient regular training and on-the-job activity. This is to ensure the apprentice is likely to successfully complete their apprenticeship.

Generally, apprentices should get the same benefits as other employees, unless employers can otherwise justify not providing such benefits. Failure to do so can lead to discrimination claims.

Working in partnership

Employers are to work in partnership with Davidson Training UK Ltd to plan and monitor the progress of apprentices, by attending and engaging in scheduled formal reviews throughout the learning journey.

Off-job training

The focus of off-the-job training is on teaching new skills rather than assessing existing skills.

It is the responsibility of both Davidson Training and the employer to ensure that an apprentice spends a minimum of 6 hours a week doing off-the-job training.

Workforce development

Employers should consider projects that apprentices can undertake on their behalf or, if appropriate, give apprentices exposure to tasks they would not normally have exposure to, resulting in a stretch and challenge of the apprentice's knowledge, skills and behaviours within their organisation.

Pension

Automatic enrolment only applies to workers aged 22 or over and earning more than £10,000 per year. This includes apprentices. You will then be expected to make contributions to the scheme on your employees' behalf.

But if they are aged between 16-24 and they are earning between £6,240 and £10,000 (inclusive) they have the right to opt in and their employer will have to contribute as well.

If they earn less than £6,240, you have to give them access to a pension to save into if they ask you to and you have to make arrangements for them to join, but you are not required to contribute to it.

National Insurance Contributions

From 6 April 2016, employers may not need to pay Class 1 National Insurance contributions for an apprentice (please see page 4)

Policy objective

The Government is committed to ensuring more people can access high quality apprenticeships. Apprenticeships offer young people an alternative to university as a path into skilled employment. This measure is intended to support employers who provide apprenticeships to young people by removing the requirement that they pay secondary Class 1 NICs on earnings up to the UEL, for those employees. This should also support youth employment.

RESPONSIBILITIES

The apprenticeship is a three-way partnership. Davidson Training allocate a Trainer to work alongside the apprentice and their line manager.

The first visit (induction) is the key initial meeting with all three members to discuss the content of the qualification and how this will run alongside the apprentice job role. Prior to this meeting a Training Needs Analysis will be completed with the apprentice. At enrolment a Skills Gap Analysis along with a Skills Tracker will be completed with the Apprentice. This will then form the basis for the Learner Development Plan which will be agreed by the apprentice, employer, and trainer. Onwards responsibilities are given accordingly.

What are the main responsibilities of the LINE MANAGER?

Set objectives

When setting objectives for the apprentice through the business's usual review processes, it is important that one of the apprentice's objectives is linked to the successful completion of the apprenticeship and the development of the Knowledge, Skills and Behaviours (KSB's) they must evidence. It is important that the line manager remains continually aware of the apprentice's progress throughout the apprenticeship.

Monitor progress

The line manager will be given access to the eportfolio to show the learner's progress and will work with Davidson Training in partnership to support the apprentice's success. The manager will take an active role within progress reviews and reflect on the impact the programme is having on both the learner as an employee and the organisation.

Manage the apprenticeship

Line managers must ensure they make Davidson Training aware if there is any risk that the apprentice will not complete their apprenticeship on time. For example, if there are issues with performance in role, or if there are critical changes to the role or business.

Agree an action plan

Line managers must use the standard business policies and procedures in managing the apprentices. The line manager should discuss and agree an action plan with the apprentice and Trainer to ensure ongoing progress, development and exposure to new skills.

Take part in the induction

Line managers should be involved in the apprentice's induction to the programme, working with Davidson Training to clearly set out the business expectations.

Feed back to the apprentice

Line managers should provide regular feedback to the apprentice on their performance in their job, in order to support their development and ensure they have the necessary skills and knowledge for their job role and apprenticeship.

Use an adaptive management approach

Although apprentices are to be managed in the same way as any other member of staff, an apprentice might be a young person who may be working in their first job role. If this is the case, the line management of the apprentice may need a more hands-on approach during their first few weeks at work.

Participate in Progress Reviews

Every 12 weeks a formal progress review is completed with the Apprentice, Line Manager and Trainer.

Reviews are an important part of the learning process.

As well as being able to track an apprentice's progress and ensure they are hitting their targets, the reviews also allow the apprentice to voice any concerns about the programme – whether they may need more support, or need to be undertaking different jobs to obtain the correct evidence, etc.

Targets are set and broken down into achievable 'steps' in an action plan that may require action by the employer and training provider to support the apprentice. Targets keep apprentices on track to achieve, with action taken to tackle issues, provide assessment opportunities and review support arrangements.

Reviews must be recorded, and documents signed by the apprentice, employer and trainer. The review must:

- Identify the progress made to date and between reviews for each learning module.
- Reflect on progress towards the learning goals.
- Review the Individual Learning Plan.
- Set realistic but challenging and measurable targets to be achieved for the next review.
- Reinforce Equal Opportunities, well-being and Health and Safety.

The reviews provide a timely progress record in which we use to monitor.

The Trainer will also discuss and give feedback after every training visit ensuring that you have written feedback on the apprentices' progression at all times.

What are the main responsibilities of the APPRENTICE?

Be responsible

Apprentices are responsible for both carrying out the job that their employer is paying them to do and for completing their Apprenticeship. Apprentices must be diligent and punctual and must behave in a responsible manner in accordance with the requirements of health and safety, safeguarding, prevent and equality and diversity legislation relating to the learner's responsibilities as an individual.

Their responsibilities to their employer are:

- to do the work required of you to a satisfactory standard
- to keep your employer informed of how you are progressing through the apprenticeship
- to meet the general requirements of an employee at your workplace (for example, to turn up on time)

They also have responsibilities to their trainer. Their trainer will need them to:

- inform and agree with you of the dates their trainer is visiting them at the workplace or carrying out remote training via 'Teams'
- complete the work required of by the date agreed, and if they are unable to do so, keep the trainer informed of their progress
- keep them informed of the work activities they are planning to carry out on the dates of their visits – if they will not be in the workplace on that day, tell their trainer as soon as possible so they can reschedule the visit
- make sure their work is your own and that they indicate the original source of any information or wording that they have found somewhere else (for example, on the internet)

Attend regular teaching and learning / review activities

The teaching and learning/review activities are determined at the start of the programme between the employer, learner and training provider at the start.

Allow access and share learning

Apprentices must allow the provider to access and share their learning records (LRs) for the purposes of administering the specified apprenticeship.

Think about the business with 'Respect to Business'

During the programme, apprentices should consider how they can best develop their skills to enhance their role and have an impact on the business.

Think about the employer

Apprentices should promote the employer's best interests at all times.

Attend scheduled formal reviews

This involves the apprentice, line manager and trainer. These reviews are an opportunity for all three parties to reflect on the apprentice's progress and consider the next phase of learning.

Be self-sufficient

Apprentices must be responsible for their own learning and development and for ensuring that they are always working to the best of their ability.

E-Portfolio

The apprentice will have been set up with their own login for their eportfolio. This will be the main communication channel between them and their trainer for work set and feedback given. It is their responsibility to familiarise themselves with the eportfolio and login on a regular basis to ensure progress is maintained.

What are the main responsibilities of the TRAINER?

Regular contact/visits

Trainers will have visits with the apprentice every 5/6 weeks minimum. This will be discussed at the initial assessment and agreed with the line manager. Regular communication will also be maintained with the apprentice in between each visit. These will be a mixture of face-to-face visits at the placement and online visits through Microsoft Teams/Zoom.

Regular reviews

Trainers are required to carry out regular reviews with the apprentice and line manager, discussing the apprentice's progress. These are completed 12 weekly throughout the apprenticeship.

More informal reviews completed at each training session will be completed and documented.

Ensure personal learning plan goals

Trainers must endeavour to ensure that the employer provides the learner with the facilities, training and workplace opportunities necessary to achieve the outcomes as specified in the learner's personal learning plan.

Organise induction

Trainers must provide a comprehensive induction for the apprentice and the line manager as part of the first visit. This will include an in-depth Information, Advice and Guidance session.

Organise meaningful learning activities

Trainers must agree and deliver a programme of training and learning sessions with the apprentice and regular meetings with the apprentice and their line manager.

Set the course of study

Trainers must provide learning, support and guidance to the apprentices by setting the apprentice's course of study and agreeing deadlines for completion. Trainers should work through the learner's Learner Development Plan to map out their teaching and learning. This will also include the 6 hours a week off-job training that is required as part of their programme.

Raise any concerns

Trainers should let the employer know of any concerns or issues they have in relation to the apprenticeship. This also includes any safeguarding/prevent concerns (considering confidentiality).

Ensure standards

Trainers must ensure the apprenticeship is achieved to the required standard and on time.

Provide materials needed

Trainers will provide all the required learning materials for the apprenticeship.

Provide support

Trainers should work in partnership with the employer to best support the learner to reach success, mapping out the learning to show teaching and learning and workplace mentoring activities on and off-the- job.

Employers

Employers providing any form of work-related learning have the primary duty of care for learners on apprenticeships.

Responsibilities include:

- Assessing any risks to learners before placement begins, including welfare and safeguarding. This will include protecting them from harm in any setting where they may be most at risk, for example in one-to-one situations with an adult for long periods.
- Providing appropriate induction, training and supervision for learners.
- Looking after the welfare of learners, including having suitable supporting procedures, including named contacts in case of emergencies.
- Ensuring systems are in place to prevent unsuitable people working with learners.

Online Safety

It is likely your staff will be expected to send emails, search the Internet and also use our e-portfolio system. Being online can sometimes leave adults and young people vulnerable and whilst on our programme, we provide guidance on how to keep safe.

Risk Assessment

Employers also have a legal responsibility to:

- Perform a full risk assessment.
- Acknowledge the inexperience of apprentices and new employees.
- Make sure that apprentices always have appropriate supervision.
- Identify potential risks and put procedures in place for minimising those risks.
- Ensure that if specific training reduces risks, the apprentice receives the appropriate training.
- Ensure apprentices do not perform duties which will expose them to undue risks.

Learner Safety

We are required to carry out a health and safety assessment with you to ensure that everything required by law to keep your apprentice safe is in place.

As part of this we focus very strongly on Safeguarding, Prevent, Equality & Diversity, and British Values. We have our own resources for these hugely important subjects, and learners are all made fully aware of their importance throughout training and regular discussions.

Equality and Diversity/ British Values

Equality and diversity are about giving everyone a fair chance to reach their potential. It is about ensuring equal access to employment, training and services. We focus on the ability, not the disability, of every individual and we will protect your apprentice from harassment or bullying. If you have any concerns, please let us know.

We are dedicated to promoting British values to ensure young people are prepared for life in modern Britain. We want them to develop a strong sense of social and moral responsibility, developing understanding of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs. The promotion of British values links very closely with the Prevent Duty.

It is our aim that all apprentices are able to contribute positively to the wider community, using the skills and knowledge they acquire during their time with us. As well as being fully engaged in their learning experience, we want to encourage their development as responsible, respectful and socially aware individuals. These topics will be discussed during your apprentice's induction and in training sessions.

All of your employees should be treated equally, and we are sure you have policies in place to ensure this happens. Your Trainer can give you information and advice about this should you require it.

Safeguarding/ Prevent

We all have a legal responsibility and duty of care to protect children and adults' health, well-being and human rights, and enable them to live free from harm, abuse and neglect. This responsibility includes 'The Prevent Duty', which places a duty on specified authorities to have due regard to the need to prevent people from being drawn into terrorism. This includes us as a training provider and you as the employer. The most widely used medium to influence and radicalise is online activity. Therefore, we all have a heightened responsibility to ensure that our policies and practices protect ourselves and our learners when using this.

Keeping work safe and secure

Davidson Training has a legal responsibility to safeguard and promote the welfare of children and vulnerable adults. Part of this responsibility will be to report and work with others to safeguard children and vulnerable adults from all types of harm, abuse or neglect.

Definitions

Legislation defines children as those under 18 years old and those up to 25 with learning difficulties or disabilities. Vulnerable adults are defined as over 18, but for various reasons may not be able to care for themselves or protect themselves from being harmed or exploited.

Safeguarding Concerns

Concerns may include:

- Abuse – Physical/Sexual/Psychological/Financial/by Neglect or omission.
- Discrimination.
- Radicalisation/Extremism.

Reporting Safeguarding Concerns

If a learner discloses anything that gives you reason to suspect that they may be at risk of harm, you should:

1. Listen carefully and take what is being said seriously.
2. Tell the learner you have a duty to report concerns.
3. Tell the learner you cannot promise confidentiality.
4. Write down what the learner says in their own words.
5. Contact the Designated Safeguarding Officer; Lorraine Bunyard: lorrainebunyard@davidsontraining.com, telephone 07951 480169 or 01508 493639.

You will be asked to follow this up with a written report including the time, date and what happened. Davidson Training will notify you of the outcome.

Prevent Duty & British Values

Davidson Training has a legal responsibility to safeguard and promote the welfare of all their learners and to ensure that they operate within the law. The Prevent Duty is a government strategy that was introduced to safeguard communities against the threat of extremism, radicalisation and terrorism, and for the promotion of British Values.

Duty of Care

Section 26 of the Counter Terrorism and Security Act 2015 places a duty on educational establishments to have “due regard to the needs to prevent people from being drawn into terrorism”. This is not about preventing apprentices from having political and religious views or concerns but supporting them to use or act on their views and concerns in a non-extremist way.

Definitions with the Prevent Duty and British Values:

- **Ideology:** A set of beliefs.
- **Extremism:** Defined by the Governments as “vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.”
- **Radicalisation:** The process by which a person comes to support terrorism and extremist ideologies.
- **Terrorism:** A violent act against people or property, designed create fear and advance a political, religious or ideological cause.

British Values are defined as democracy, rule of law, individual liberty and mutual respect and tolerance of different religions.

Concerns and identifying possible warning signs:

Signs of vulnerability may include:

- Loneliness or isolation.
- Changes to a family situation/family tension.
- Poverty.
- Political grievances.
- Crime/anti-social behaviour.

Possible warning signs may include:

- Progressive changes in behaviour – such as significantly changing their appearance, changing peer/friendship groups.
- Argumentative and unwilling to listen.
- Unwilling to engage with those of different race, religion, gender etc.
- Accessing extremist material, showing sympathy to extremist groups.

Employer Responsibility:

- Be alert to any changes in behaviour that may give your cause for concern.
- Advise Davidson Training of any concerns regarding your apprentice to allow us to investigate any issues further.
- Provide opportunities for employee to discuss their own concerns about extremism, events in the news and about British values.

Davidson Training Responsibility:

- All staff have completed training on Prevent Duty.
- Be aware when it appropriate to refer concerns to our safeguarding teams.
- All staff undergo DBS (Disclosure and Barring Service) checks.
- Provide learners with information so they know how to protect themselves from extremist views contrary to British values.

Reporting Concerns

If you are worried or concerned about your apprentice, please contact Designated Safeguarding Officer; Lorraine Bunyard: lorrainebunyard@davidsontraining.com, telephone 07951 480169 or 01508 494660. Once we have investigated concerns, the Safeguarding Lead will determine the most appropriate course of action and may refer to the Channel programme.

What is Channel?

Channel is a programme that provides support to people who are identified as being vulnerable to being drawn into terrorism or extremism. It is a supportive approach and operates in the pre-criminal space. The programme uses a multi-agency approach to protect vulnerable people by:

- Identifying individuals at risk
- Assessing the nature and extent of the risk
- Developing the most appropriate support plan for the individuals concerned

If you would like to request our policies in relation to Safeguarding and Prevent or have any questions, please email lorrainebunyard@davidsontraining.com or telephone 07951 480169.

Key Milestones within the Apprenticeship

Health and Safety Assessment

It is a requirement for use of government funded training that a health and safety assessment of your workplace is conducted. This will be conducted by an appropriately trained member of staff. The following checklist will help you prepare for this review and reduce any disruption to you and your colleagues. You will be asked for:

- Your Certificate for Employers Liability Insurance.
- Evidence of how you inform staff about the Health and Safety at Work Act 1974.
- Fire procedures and first aiders.
- Appropriate risk assessments.
- First aid kit.
- Accident Book.
- Log of fire drills and alarm tests.
- Policies where Available on equality and diversity, safeguarding and health and safety.

Our staff will be able to help you if you have any questions regarding the health and safety assessment. Guidance is available for all employers at www.hse.gov.uk.

If you do not currently have a Health and Safety policy, the Health and Safety Executive has provided guidance for small businesses that our staff will provide to you.

If you do not currently have an Equality and Diversity policy or Safeguarding policy our staff will be able to provide you with an example for guidance.

Induction

All employers must give their apprentices a full induction which clearly explains what they expect from them including:

- Health and safety
- Fire procedures
- Accident and emergency
- Equal opportunities/anti-discrimination policies
- Risk assessments
- Employment rights and responsibilities
- Confidentiality policies
- Individual Learning Plans (ILPs)
- Your company structures
- Complaints procedure
- Safeguarding, Prevent, and complying with our British values and e-Safety policies

Our trainers will also carry out an induction on their first visit.

This is the first time that they will meet you and the apprentice.

Initial assessment will be complete during this visit and is of paramount importance.

It can be delivered across 2 visits.

These are an exchange of information where registration documentation is also completed.

Once complete, all parties will be issued with copies.

Formal Reviews

We will provide you with a Trainer. The purpose of this to ensure everything is running smoothly and that both parties are happy. They will complete a formal review with the apprentice mentor and apprentice every twelve weeks. It is important that these reviews take place and identify the apprentice's progression and additional training/development needs. It also gives the opportunity to discuss any concerns and agree an action plan. Reviews can take place more regularly if there is cause for concern or if you require more. The employer/line manager should be present for these reviews.

End Point Assessment (EPA)

End-point assessment is a new way of assuring quality in the apprenticeship system. It replaces the existing model of continuous assessment resulting in qualifications.

The on programme learning enables the apprentice to attain full competence as defined in the Standard, will take approximately 12 months.

Once the employer and training provider agree that the apprentice has met the minimum requirements of knowledge, skills and behaviours detailed in the standard, the apprentice will move on to the End Point Assessment.

The apprentice cannot progress to the End Point Assessment (EPA) until they have:

- Been on programme for at least 12 months.
- Gained the necessary mandatory qualifications (if applicable).
- Demonstrated the required level of competence in the knowledge, skills and behaviours detailed in the Standard.
- Achieved level 2 English and Mathematics.

Quality Assurance

Quality assurance plays a key role in ensuring the effectiveness of each learning programme. Details of the key individuals and their roles within this process are detailed below.

Trainer

Trainer's support/guide the apprentice throughout their learning and assessment in the workplace. They provide guidance throughout their programme, whilst also carrying out formative/summative assessments at key milestones in the learner's development. They are also responsible for signing off qualifications once completed.

Internal Quality Assurer (IQA)

The IQA is responsible for ensuring the work undertaken by the Trainers meets the required quality standards as defined by the awarding organisation. They may observe sessions to ensure the quality of learning delivery and assessment.

External Quality Assurer (EQA)

The EQA is employed by the awarding organisation or End-Point Assessment (EPA) organisation to ensure we are meeting the required quality standards. They may on occasion, wish to meet with you or phone you to ask about your experience and whether we are providing the appropriate support. Any meetings with the EQA would be planned in advance. Where End Point Assessment is a requirement the EQA would undertake this End-Point Assessment which may take the format of a workplace project, exam or discussion.

External Evaluation

All of Davidson Trainings training provision is externally evaluated by Ofsted. This may involve the learner and you as the employer. The expectation from Ofsted will be to have open access to your place of work to carry out several activities, including learner and employer interviews and observations, to gain valuable feedback on the experience and impact the programme is having /has had on the learner and their ability to carry out their job role and how that progression has impacted on your organisation.

Appeals/Complaints Procedure

Complaints Procedure

We expect your time with us to be a positive experience, but we accept that sometimes you will have concerns. The complaints and appeals processes are reflected below, should you require them.

STAGE 1

Should you need to contact us to make a complaint about any aspect of the programme or experience, please email our Training Operations Manager, Sarah Collins at: sarahcollins@davidsontraining.com.

STAGE 2

We will document the complaint and pass it to the relevant Manager, who will contact the complainant and investigate the issue.

STAGE 3

The Regional Skills Manager will feed back the outcome of the investigation to the complainant. If you are still not satisfied, then you may appeal by writing to the Training Operations Manager, who will fully investigate your concerns.

Appeals Procedure against assessment decision

If you strongly disagree with the outcome of an assessment and wish to appeal, please follow the following steps.

STAGE 1

Initially, our advice would be to speak to the Training Mentor and discuss your reasons for appeal. The Training Mentor may be able to provide further information regarding assessment decisions which either clarify any issues or strengthen your grounds for appeal.

STAGE 2

If you are still not satisfied, as with the complaint's procedure, you may put your concerns in writing to our Training Operations Manager, Sarah Collins E: sarahcollins@davidsontraining.com.

STAGE 3

If we are unable to resolve your appeal, we will provide you with contact details for the External Awarding Body, and request that they look into the matter.

Employers Engagement

Employers play an important role in ensuring the success of any learning programme. We want to involve you in shaping, developing and improving our learning programmes and learning delivery. We are committed to the implementation of a coherent strategy of employer engagement. The aim is to adopt strong and long-lasting relationships with employers, involving effective participation and feedback in our continuous improvement process.

A variety of methods are used to support employer engagement:

- **EMPLOYER SURVEYS** – a system of regular surveys of employer needs and satisfaction. The results of surveys are evaluated and used to inform improvements in learning provision.
- **FACE-TO-FACE INTERVIEWS** – staff will undertake face-to-face meetings with employers via the internal quality assurance process
- **ONLINE/TELEPHONE QUESTIONNAIRES** – employers may be invited to complete online or telephone questionnaires in order to gauge satisfaction and encourage feedback.
- **EMPLOYER INVOLVEMENT IN DECISION-MAKING** – when any changes are planned that may affect the employer or the learner, employer input will be sought in relation to proposed changes prior to implementation.
- **EMPLOYER CONTACT** – employers will have a single point of contact in order to provide clear communication paths to be able address their needs and gather feedback.
- **'YOU SAID - WE DID'** – feeding back to employers is an important part of the Employer Engagement Strategy and 'You said - We did' communications endeavour to ensure employers are kept fully informed of actions taken as a result of their feedback.
- **COMPLAINTS PROCEDURE** – a comprehensive complaints procedure is in place. Employers are made aware of this upon the initial visit and can access this within the Documents folder on the eportfolio login, should they wish to make a complaint at any time. Further information can be found within this handbook.

Equality and Diversity

Policy Statement

Davidson Training UK Ltd is committed to achieving a working environment, both as an employer and as a training provider, which promotes, encourages equal opportunities, diversity and eliminates discrimination.

We are committed, wherever practicable, to achieving and maintaining a workforce that broadly reflects the local community to which we provide services.

The company believes and recognises that the diversity of communities is a huge asset that should be valued and seen as one of the community's strengths. As a provider of training to local people we are committed to providing equality of opportunity and tackling discrimination, harassment and intimidation, and disadvantage. We are also committed to providing the highest quality standard in training delivery, decision making and employment practice. Equality of opportunity for all sections of the community and workforce is an integral part of this commitment. The company aims to be responsive to providing good quality and efficient services. An essential part of providing a good quality service is making sure that everyone has equal access to services and employment opportunities.

Statement of Commitment:

We are committed to equality and to make fair treatment an important part of everything we do. We make this commitment because we want to provide the best service we can to the community and because we value the contribution that our employees make to achieve this.

Purpose

Our aim is to create a culture that respects, values and celebrates differences, that promotes dignity, equality and diversity, and that encourages individuals to develop and maximise their true potential irrespective of

- Age.
- Disability.
- Gender reassignment.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Race.
- Religion or belief.
- Sex.
- Sexual orientation.

We will strive to provide equality and fairness for all employees and in the provision of services and to ensure that we do not discriminate and are committed to comply with legislation and best practice in respect of equality of opportunities. We strongly oppose all forms of unlawful and unfair discrimination. All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training, or any other benefit will be on the basis of skills and ability.

We aim to make sure that services are provided fairly to all sections of our community recognising the multiplicity of individuals and respecting these, and that all of our existing and future employees have equal opportunities considering their range of personalities and needs.

We will take action to identify and irradiate direct or indirect discriminatory practices, which act as barriers to achieving these aims.

In driving forward this policy we will:

- Seek to ensure that our workforce reflects the diverse communities that we serve and that every employee is treated fairly during the whole of their working life.
- Take action to eradicate discrimination and inequality when delivering services.
- Fulfil our obligations by adopting legal, national and local guidelines that seek to ensure equality of opportunity, eradicate discrimination and promote good relations between all the communities in which we deliver services.
- Evaluate the impact of our policies, services and functions on communities and make changes to them where they impact unfairly or adversely on any group/s.
- Make equalities an every-day working practice and train our employees to carry out this policy.
- Set challenging equality objectives and targets in relation to employment, service delivery and the carrying out of our functions.
- Seek to make it possible for everyone in the community to participate fully in the life of their local area.
- Make any changes necessary to our working practices and publicly available information so that the company and its services are available to all citizens.
- Work with others to stamp out harassment and intimidation.
- Use our influence to help make equality a reality for all and to rid prejudice, discrimination and disadvantage.
- Consult with people from all diverse communities to help shape the services that we deliver and our policies and practices.
- Consider the needs of all the communities in the methods that we use for communicating with clients, employees and residents in the community.

As a company that delivers training services we want to be:

- An influential company with a strong voice in the community in which we serve to benefit the people of the community.
- A modern company with a diverse and growing economy, creating jobs and opportunities for all local people.
- A vibrant company that celebrates diversity, creativity and culture in all the local communities.
- A fair company where good care training is available to all, allowing everyone to benefit from learning and wider opportunities.
- Working in partnership with professionals to enable everyone to live in safety, free from fear, harassment and intimidation.
- Promoting “green” environments which can be sustained for future generations.

Our ultimate goal is to be a cosmopolitan company that values learning, creativity and enterprise where diversity of our clients and employees is celebrated and there are opportunities for all to prosper.

Scope

This policy applies to all directors, employees, learners, volunteers and other users of our services.

Equal Opportunity

Davidson Training UK Ltd are committed to a policy of equal opportunities for all and require all employees, of any grade or authority, to abide by and adhere to this general principle. Every effort will be made to ensure that all practices and procedures follow and exceed the legal requirements and good practice as recommended by the Equality and Human Rights Commission (EHRC) and the Chartered Institute of Personnel and Development (CIPD).

Davidson Training UK Ltd aim to ensure a working environment where:

1. Dignity and respect for all is promoted.
2. Individual differences and contributions are recognised and valued.
3. Discrimination, intimidation, victimisation, bullying or harassment are not tolerated in any format.
4. Decisions are based on merit, qualifications and abilities.
5. All people are able to give their best

Davidson Training UK Ltd aims to be an equal opportunities employer and provider of services. No job applicant, employee or user of our services should receive less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin; sex; marital status or caring responsibility; sexual orientation; age; physical, sensory or learning disability; mental health; political or religious beliefs; class; HIV status; employment status; unrelated criminal convictions; union activities. Nor will such person be disadvantaged by conditions or requirements which cannot be shown to be justifiable. This principle applies to service provision, recruitment, promotion, transfers, training, benefits, facilities, procedures and all terms and conditions of employment. Davidson Training UK Ltd are committed to challenge any form of discrimination it encounters. Any employee, learner or user of our services with questions or concerns about equality and discrimination or with knowledge of breach(s) of this policy will be encouraged to bring such issues to the attention of the directors or management team as soon as they are able either informally or as part of the Comments and Complaints procedure.

Diversity

Davidson Training UK Ltd will endeavour to deliver services in a way that genuinely recognises the importance of a diverse and inclusive society. We will promote working practices that deliver opportunities and access, not barriers to learners.

Davidson Training UK Ltd will actively encourage diversity to maximise achievement, creativity and good practice and to bring benefit to individuals and their communities.

Davidson Training UK Ltd will encourage all employees, learners and other users of our services to contribute to an environment in which people feel comfortable expressing how they feel and what they need, knowing they will be treated with respect and that their opinions and contributions will be valued.

Davidson Training UK Ltd will make reasonable adjustments to working practices, equipment and premises and offer, where appropriate, additional support to employees to ensure they are able to take a full and active part in our service delivery.

Promoting British Values

Davidson Training UK Ltd is committed to the promotion of British Values in line with the 2014 government initiative of the same name.

In line with Department for Education guidance, Davidson Training UK Ltd will promote and integrate the following British Values:

- Democracy
- The rule of law
- Individual liberty
- Respect of those with different faiths and beliefs.

Davidson Training UK Ltd seeks to implement the promotion of British Values in all sections of the company to ensure that effective equality and diversity provision is present throughout the business.

Roles and Responsibilities

The ultimate responsibility for this policy rests with the Directors, who will ensure that there are systems in place to put this policy into practice on a day-to-day basis and review it on an annual basis.

- The Training Operations Manager is responsible for coordinating this policy with other policies, strategies and Plans
- Line Managers are responsible for ensuring all employees are aware of and implement the policy and procedures.
- Trainers and Assessors are responsible for signposting the policy to the learners and implementing the procedures with their allocated learners and other users of our service.
- Learners are responsible for following the principles of equality & diversity in their working practices and interaction with their assessors and other learners.

Policy Implementation – Procedures

General implementation

We will do this by:

- Meeting our responsibilities for equal opportunities in relevant legislation, codes of practice and company policies and strategies.
- Making equality a mainstream of our work. This means making sure that all aspects of what we do, such as our policies, plans and practices and procedures, reflect and incorporate equality objectives and targets.
- Setting challenging quality objectives and targets in relation to employment, service delivery and the carrying out of our functions.
- Tackling all forms of bullying, harassment and intimidation.
- Taking positive action to address social, economic and geographical disadvantage.
- Making equalities the responsibility of directors and every employee of the company.
- Use the “Social Model of Disability” as the basis of our work to promote equality of opportunity for and to tackle discrimination against disabled people.
- Offer a range of ways for clients to obtain our services and information.
- Improving the diversity of our workforce so that it truly reflects the company’s client base.
- Work with Local Diverse communities to tackle disadvantage and discrimination.

Recruitment, Selection and Promotion

All potential employees will be given equal opportunities through the recruitment and selections processes. This will be attained by:

- Advertising vacancies sufficiently to reach the widest possible range of applicants, both internal and/or external and ensuring that all recruitment material does not imply any preferred group, unless a genuine occupational qualification exists limiting a post to a particular group.
- Advice will be sought to ensure that job titles and personal specifications and job descriptions that may include ‘essential’ and ‘desirable’ requirements that are necessary and justifiable, are not discriminatory.
- Giving potential employees the opportunity to complete paper based or computerised application forms. We will also endeavour to provide, on request, application forms in different languages, on different coloured papers or in different size or coloured fonts.
- Ensuring that applicants with a criminal record are treated according to their merits and to any special criteria of the post (unless the offence excludes them from working with the client base).
- Ensuring that all application forms that are received for shortlisting will have personal information such as date of birth and sex removed to ensure that the short-listing panel or person will not select candidates on the basis of the gender, name, possible disability or age of the applicant.
- Being committed to ensuring interview panels/people do not ask discriminatory questions unrelated to the requirements of the job, e.g., race, colour, nationality, ethnic or national origin; sex; marital status or caring

responsibility; sexual orientation; age; physical, sensory or learning disability; mental health; political or religious beliefs; class; HIV status; employment status; unrelated criminal convictions; union activities.

- Endeavouring to recruit a diverse workforce to reflect the diversity of our client base.

Training

Our employees are required to comply with and support our policies in relation to equality. Failure to do so may result in action being taken against employees.

- All new employees will be encouraged to read the equality and diversity policy as part of their induction training and are made aware of how it affects their work.
- All employees will be required to attend on-going regular equality and diversity training updates to ensure their continued understanding of their rights, roles and responsibilities in relation to equality and diversity law and the companies' policy. This is considered mandatory training.
- Appropriate training will be provided to enable employees to perform their jobs effectively. The training offered will consider the needs of all people and we will not discriminate in the provision of training courses/ opportunities wherever possible.
- All employees will be supported to understand any action plans relevant to them and their responsibilities for implementing them.

Users of our services

- We will endeavour to ensure that our service users reflect the community in which we provide services.
- We will strive to ensure that they and their employers are aware of our equality and diversity policy and their responsibilities to comply as applicable with this policy.
- We will endeavour that our advertising materials conform to equality and diversity legislation and do not imply any preferred group.

Complaints and discrimination

- Davidson Training UK Ltd will not treat lightly or ignore grievances from members of disadvantaged groups on the assumption that they are over-sensitive about discrimination
- Any employee that feels that they have been subject to discrimination by either the company, another employee or a user of our services will be encouraged to report the issue. Any such reports will be taken seriously and will be investigated through the Grievance Procedure.
- Failure to comply with the equal opportunities and diversity policy and proven acts of direct discrimination will be handled under the companies Disciplinary Procedure
- Any complaints of discrimination raised by a learner/user of our services will be taken seriously and will be handled by the Complaints Procedure
- Any job applicant that believes they may have been treated unfairly should raise the issue with the Training Operations Manager or another director if they feel the Training Operations Manager is at fault.
- Any incidents of indirect or inadvertent discrimination will be investigated by the Training Operations Manager, who will determine if they should be dealt with under the Disciplinary Procedure.
- Where incidents of victimisation and harassment by employees are proven, they will be dealt with under the Disciplinary Procedure. Where incidents of victimisation and harassment by learners or users of our services are proven, the issue will be dealt with through their employer.

Other Plans and Strategies

We will ensure that equality and diversity aims are reflected in all plans and strategies that form our infrastructure.

Promote equality and diversity within partnership working.

We will work with other organisations to develop plans jointly to promote equality of opportunity and to tackle discrimination and disadvantage.

We will learn from the equality and diversity policies and plans of other organisations.

Monitoring

- This policy will be reviewed annually
- All Davidson Training UK Ltd policies will be reviewed yearly, this will include ensuring they don't contravene this policy and the equality and diversity legislation and guidance.

We act in compliance with the Code of Practice for the Elimination of Sex Discrimination issued by the Equal Opportunities Commission, and the Code of Practice on the Employment of Disabled People, issued by the Employment Service and we ensure compliance of this part of the code by all employees.

We welcome comments and suggestions at any time. Please contact our Management Team if you wish to discuss this policy or make any comments or suggestions on the work that we are aiming to carry out under this policy

What Qualifications are available?

Davidson Training offer the following Apprenticeship Standard Qualifications

- **Business Administrator Level 3**
- **Recruitment Resourcer Level 2**
- **Recruitment Consultant Level 3**
- **Customer Service Practitioner Level 2**
- **Customer Service Specialist Level 3**
- **HR Specialist Level 3**
- **Team Leader/Supervisor Level 3**
- **Operations Departmental Manager Level 5**
- **Retailer Level 2**
- **Retail Team Leader Level 3**
- **Retail Manager Level 4**

Business Administrator Standard Level 3

This role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

Duration 13 Months

Synoptic End Point Assessment is carried out at the end of the duration and this needs to be passed to achieve.

Recruitment Resourcer Level 2

A Recruitment Resourcer may be employed in any organisation that requires a recruitment function.

Their role is to identify, attract and shortlist candidates for the recruitment process to fulfil the requirements of the business brief and provide resourcing support to the recruitment function.

A career in recruitment as a recruitment Resourcer can appeal to those individuals who possess an entrepreneurial outlook.

Duration 13 Months

Synoptic End Point Assessment is carried out at the end of the duration and this needs to be passed to achieve.

Recruitment Consultant Level 3

Predominantly employed within the recruitment sector, the Recruitment Consultant's role is to identify and secure job opportunities within client organisations. They attract candidates and successfully place them in those jobs in return for a fee. A recruitment consultant may focus on the supply of flexible workers, permanent placements or a combination of both.

Duration 13 Months

Synoptic End Point Assessment is carried out at the end of the duration and this needs to be passed to achieve.

Customer Service Practitioner Apprenticeship Standard Level 2

This role ensures responsibility looks at providing a high-quality service to customers which will be delivered from the workplace. Actions will influence the customer experience and their satisfaction with their organisation. They will demonstrate excellent service skills and behaviours as well as products and/or service knowledge when delivering to customers. They will provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Customer interactions may cover a wide range of situations and can include face to face, telephone, email, text and social media.

Duration 13 Months

Synoptic End Point Assessment is carried out at the end of the duration and this needs to be passed to achieve.

Customer Service Specialist Apprenticeship Standard Level 3

This qualification looks at the purpose of the role and to ensure they are a “professional” for direct customer support within all sectors and organisation types. They are an advocate of Customer Services who acts as a referral point for dealing with more complex or technical customer service requests, complaints and queries. Often, they are the escalation point for complicated or ongoing customer problems. As an expert they share knowledge with wider team and colleagues. They need to gather and analyse data and customer information that influences change and improvements in service and utilise both organisational and generic IT systems to carry out their role with an awareness of other digital technologies.

Duration 15 Months

Synoptic End Point Assessment is carried out at the end of the duration and this needs to be passed to achieve.

HR Support Standard Level 3

This qualification that looks at handling day to day queries and providing HR advice ranging from recruitment through to retirement. The focus of the apprenticeship is primarily on individuals who are new to the role or are progressing on their career journey through the organisation.

Working in human resources involves engaging with a range of people, dealing with challenging situations and issues as they arise. You'll need a motivational attitude, approachability and a good understanding of workplace policies and culture.

Duration 15 Months

Synoptic End Point Assessment is carried out at the end of the duration and this needs to be passed to achieve.

Team Leader/Supervisor Apprenticeship Standard Level 3

This is for individuals that are at the start of their career in leadership and management and wishes to take their first steps into professional management. It is also appropriate for those already in management roles who may already have developed practical experience but who wish to develop their theoretical understanding of management skills. The role must show that they can support, manage and develop team members, manage projects, plan and monitor workloads and resources. They can take responsibility for delivering operational plans, resolving problems and building relationships.

Duration 13 Months

Synoptic End Point Assessment is carried out at the end of the duration and this needs to be passed to achieve.

Operational/Departmental Manager Apprenticeship Standard Level 5

This higher apprenticeship is for those working as managers, senior manager, and heads of department, directors and those working in a range of other senior management positions. This apprenticeship has been designed to provide access to development opportunities for as wide a range of individuals as possible. This includes individuals who are at the start of their career and who wish to take their first steps into professional management, as well as those who may already have developed practical experience but who wish to develop their theoretical understanding of management skills. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

Duration 18 - 24 Months

Synoptic End Point Assessment is carried out at the end of the duration and this needs to be passed to achieve

Retailer Apprenticeship Standard Level 2

This qualification ensures that the retailer has a good understanding of the stock being sold, the variety of ways customers can shop and the ability to process payments. They must be passionate about delivering a quality service that always aims to exceed customers’ expectations and are motivated by completing a sale and knowing that a customer is happy with their purchase.

Duration 13 Months

Synoptic End Point Assessment is carried out at the end of the duration and this needs to be passed to achieve.

Retail Team Leader Apprenticeship Standard Level 3

A Retail Team leader is critical support for a manager, delivering exceptional customer service and a positive experience to customers and may have to deputise for managers in their absence. Within this qualification they must show that they guide and coordinate the work of the team to complete tasks, identify and explore opportunities that drive sales, ensuring team members maintain business standards in relation to merchandising, service and promotional activities, in line with procedures.

Duration 13 Months

Synoptic End Point Assessment is carried out at the end of the duration and this needs to be passed to achieve.

Retail Manager Apprenticeship Standard Level 4

This role ensure that managers demonstrate understanding for being responsible for delivering sales targets and a positive experience to customers that will encourage repeat customer and loyalty to the brand/business.

The qualifications look at how they lead and develop a team to achieve business objectives, and work with a wide range of people, maximise income and minimise waste and develop a sound understanding of business and people management principles. It also looks at the way they can champion the way for personal development, training and continuous improvement, encourage their team to develop their own skills and abilities to enhance business performance and productivity.

Duration 18 Months

Synoptic End Point Assessment is carried out at the end of the duration and this needs to be passed to achieve.

Frequently Asked Questions

What is an Apprenticeship?

Apprenticeships are training programmes which lead to nationally recognised qualifications, designed by employers for employers. They are a combination of on-the-job and off-the-job learning

How long does the apprenticeship last?

Apprenticeships take a minimum of twelve months to complete, with some Advanced Levels sometimes taking up to twenty-four months.

Do I have to provide a contract of employment?

Yes. An apprentice is classified as an employee of your business; therefore, they will fall under all your company policies and procedures.

How will I know if my staff are progressing?

After 12 weeks, your Trainer will review and discuss the progress of all learners on the programme to date. We do reserve the right, at this stage, to withdraw any learners we feel are not fully engaged, have missed a number of scheduled sessions, or have not produced work at the required standard. Further reviews will be carried out every 12 weeks to discuss progress. We also use an online eportfolio, where you will be able to see and access your apprentices' progress. The Trainer will give feedback after every training session.

Does the Apprentice have to attend college days or training days off site?

NO! The qualification will be delivered at your workplace. You will be assigned a trainer to guide you and the learner through the apprenticeship.

What about holiday entitlement?

Most workers who work a 5-day week must receive at least 28 days paid annual leave a year (this can include bank holidays).

What hours can the Apprentice work?

Most apprentices work a minimum of 30 hours per week (excluding meal breaks). They can work shift patterns and weekends to fit your business needs. There are some exceptions to this for certain sectors, which we can advise on.

What if taking on an Apprentice does not work out as expected?

The apprentice is under a contract of employment with you; therefore, you will be able to engage your usual disciplinary procedures if required. It is advisable to include a probation period in any contract of employment.

What happens once the Apprentice has completed their Apprenticeship?

You will be able to evaluate the apprentice's salary depending upon their suitability to the role. They can also progression onto a higher qualification - or simply make the most of your newly qualified apprentice's new skills and knowledge. Once they have completed 12 months of their apprenticeship, they **MUST** be paid the National Minimum Wage for their age.