


Employer's Guide to Apprenticeships

**Everything you need to know
about employing and supporting
an apprentice - in one book**





We are a nationwide training company specialising in Health and Social Care, Education and Business Enterprise apprenticeships.

Thank you for choosing Training Now to deliver your apprenticeships. We are very much looking forward to working in partnership with you and your team so we can deliver your training and apprenticeship needs.

At Training Now, we are passionate about providing high quality, relevant and engaging training that will support your staff to develop the skills, knowledge and behaviours that you need for them to be successful in their role.

We want to make sure that our training is inclusive, individualised and flexible to suit your needs as an employer and also your staff's needs.

With that in mind, we can offer more than apprenticeships, so do speak to us about:

- Short courses
- Bespoke training and training needs analysis
- Apprenticeship matching service so you can find an apprentice to fill a vacancy in your team.

We have a fantastic team of staff to support you and your apprentice through the apprenticeship journey and we will work with you to create a strong working relationship so you and your team can make the most of this opportunity.

What is an Apprenticeship?

An apprenticeship is a work-based learning programme, so an apprentice can earn while they learn. Although undertaking an apprenticeship is a big commitment for an employer and the apprentice, it gives employers the chance to strengthen their employees, invest in their workforce and provide a future talent pipeline.

By learning at work, apprentices gain the real skills, knowledge and behaviours you need for them to be successful and contribute to a thriving business. An apprenticeship may be useful for new or existing staff so they can maximise their potential. If your apprentice is already a staff member, then we will find out what they already know and tailor their programme to take this into account.

First and foremost an apprenticeship is a real job that comes with a substantial training programme.

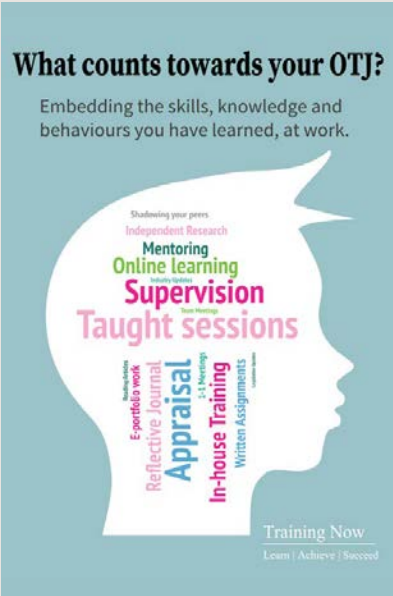
Each apprenticeship is made up of '**Apprenticeship Standards**'. Apprenticeship Standards are made up of several elements that make up the full apprenticeship programme.

Apprenticeship Standards include:

- **Initial Assessment:** assessing starting point so we know where to start the learning programme. This is particularly important for an existing member of staff so we can consider what they already know and adjust the apprenticeship to suit their and your individual needs.
- **On Programme:** This is the training an apprentice undertakes in and out of work that is made up of the knowledge, skills and behaviours they need to be successful at work. As part of this training, they will do '**On/Off the Job Training**'—we call this OTJ. On the Job is where an apprentice will work with a more established member of staff or mentor to learn specific workplace skills, putting the learning they have had into practice. Off the job training is embedding what they have learned and can be done via online learning, mentoring, supervision, independent research etc. Off the Job training takes place outside the normal day to day activities. This can include training that is delivered in the workplace, but must not be part of the normal working duties. For an apprentice who works 30 hours per week, they need to spend at least 6 hours a week on OTJ which you will help plan with your assessor and apprentice.

Apprenticeship Standards continued

- Functional Skills:** These are the English, maths and digital skills or 'transferable skills' that support the development of your workforce with the basic skills they need for success in their career. It may be that they will not have to take all of them, it depends on the standard, the level and what their previous qualifications are.
- Gateway:** Once the apprentice has finished their practical period, and all the elements of the standard have been completed, they then enter 'gateway'. This is like a holding period where they wait to enter the End Point Assessment.
- End Point Assessment (EPA):** This is the final assessment of the apprenticeship. This will be a formal assessment of the skills, knowledge and behaviours that will demonstrate the apprentice has gained the competency expected. If an apprentice does not pass the EPA, there may be a charge to the employer for further attempts.



What is the Apprenticeship Levy?

Employers who have a wage bill that exceeds £3million have to pay the Apprenticeship Levy. This is a mandatory tax of 0.5% of the wage bill that is paid through PAYE. There is a £15,000 allowance, similar to the PAYE tax allowance. The Levy is collected from employers and held in a 'digital account'. If you pay the Levy, then you may be able to get out more than you pay in via the 10% top-up that the government pay into your digital account. Sometimes the monthly Levy payments will change if there are changes to your payroll. If this happens and you have overpaid, then you will get it back at the end of the year.

The Levy is used to pay for apprenticeship training against an approved Apprenticeship Standard.

If your company does not pay the Levy, ie your wage bill is under the £3million threshold, you can access apprenticeship funding through the Government co-investment model.



Who and what are involved in the apprenticeship?

- **The apprentice:** Your apprentice will be fully involved in planning their own learning from start to finish. They are the centre of the process and all involved will be working together to make sure they are successful. The apprentice is responsible for committing to their apprenticeship, attending sessions, doing their OTJ, completing work set as well as communicating any difficulties with their assessor.
- **You - the employer:** As the employer of an apprentice, you will have a big part to play in their training. You will work in partnership with the TALC to help plan the training and the OTJ, discuss how your apprentice is getting on at work and how they are progressing against the Apprenticeship Standards, make sure the learning is meeting your needs and discuss how your apprentice may progress in their career.
- **Teaching and Learning Coach (TALC):** The TALC is your go-to person as part of the apprenticeship and will support, guide and encourage your apprentice through their learning journey. There are also a number of other people who will support you and your apprentice throughout their journey, for example the Head of Quality and Learning who is responsible for all apprentices and the quality of their learning experiences and our Business Development team who will help you set up your apprentices and get all the necessary paperwork signed and sealed.

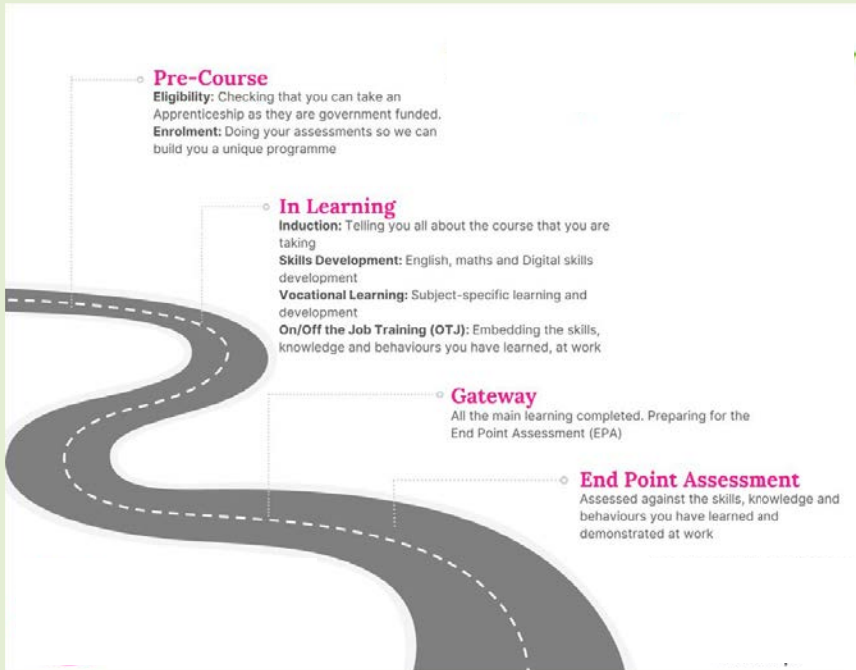


- **Quality and Learning Manager (QLM):** The QLM is responsible for the quality of the learning experience. This means making sure the TALC is delivering quality training and the work your apprentice does is at the standard needed for our Awarding Organisation (the people who give out the certificates). If you have a problem that your TALC cannot sort out, then you can go to your Quality and Learning Manager.
- **End Point Assessment Organisation (EPAO):** At the end of every apprenticeship, an apprentice must do an End Point Assessment. To make sure that these are done fairly, there has to be an independent organisation that does them.
- **Quality and Funding:** We have 2 external organisations who are responsible for our quality and the funding we get for the apprenticeship. Ofsted are responsible for the quality and carry out routine inspections to check how well we deliver training. The other one is our funder, the Education and Skills Funding Agency (ESFA). The ESFA pay for the majority of the apprenticeship and are responsible for checking we use these public funds responsibly.

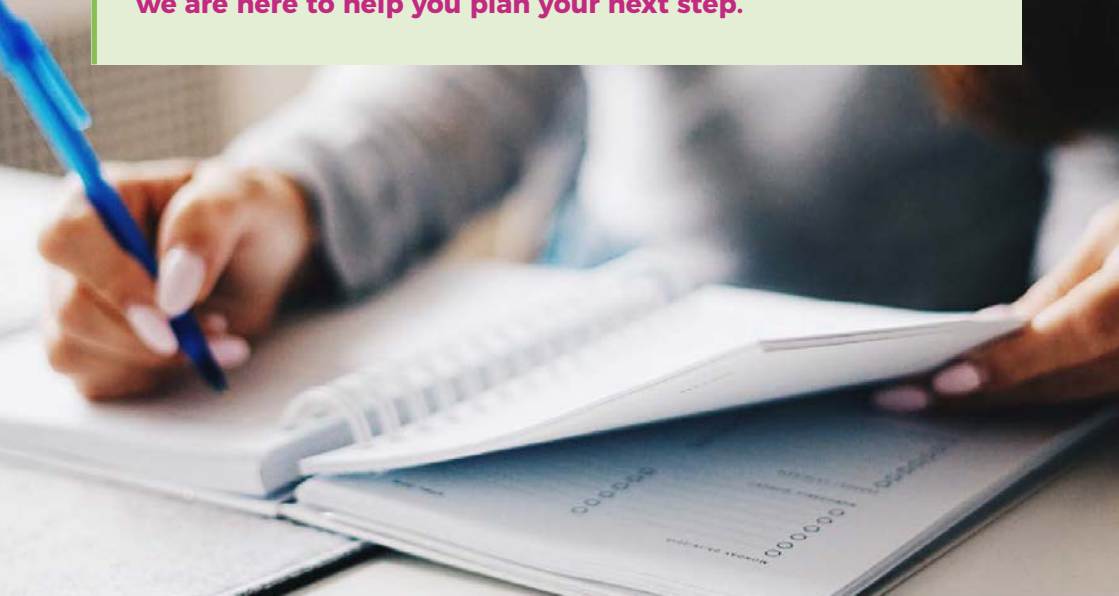


The Learning Journey

Learn | Achieve | Succeed



Congratulations! You have finished your apprenticeship, we are here to help you plan your next step.



What happens in a learning session and in the reviews?

Your apprentice will have a scheduled learning session every 4–6 weeks.

These will be agreed in advance and can happen via Teams (ie online), in the workplace or at a place that the apprentice can get to easily (for example a library).

During this visit, the apprentice, you and the TALC will be reviewing the work they have done, discussing their workplace practice and identifying what they need to learn or do better. It is also the opportunity to plan the OTJ so they can practice the skills, knowledge and behaviours they are learning at work.

There will also be the learning element of each visit which can be made up of all sorts of activities, for example, it may be a straight teaching and coaching session or it may be that they have planned an alternative activity.

Alternative activities may be:

- An observation of working practice
- A professional discussion
- Question and answer sessions
- Examining workplace evidence
- A reflective account for those times where it is not possible to do observation, for example end of life care.

At the end of every visit, the apprentice and you will have a plan for what they need to do prior to the next session.



All apprenticeships include English and maths which supports apprentices in developing the transferable skills that they need at work. Some Apprenticeship Standards also include IT.

An apprentice may have an exemption for English or maths or both. This means that they have already reached the level needed for that particular apprenticeship and will not need to take more exams. However, we will continue to work to develop working English and maths skills throughout the apprenticeship.

Support and commitment to training and our promise

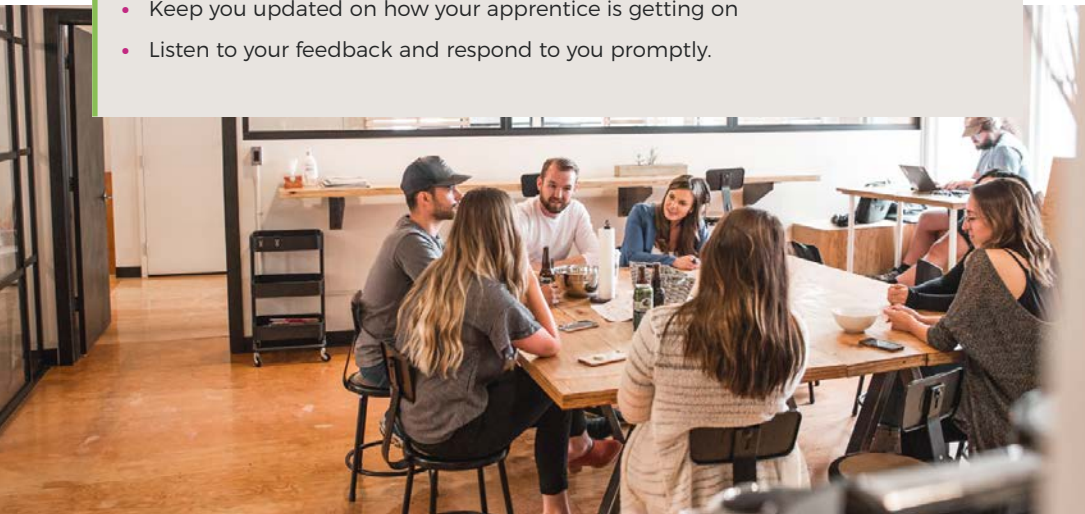
You and your commitment to the apprenticeship is really important. By supporting your apprentice and giving them time for their training then they should become a well-qualified and confident member of your workforce.

To support their progression and training, you could:

- Ensure they have their learning sessions diarised
- Encourage them and ask them how they are getting on
- Take an active part in their learning, attend their reviews and help them with their OTJ
- Join our Employer Forum so you have a say about the training we deliver
- Talk to someone at Training Now if you have any worries or concerns about the training.

We want to make sure that you and your apprentice have the best possible learning experience, so we promise to:

- Give your apprentice a clear induction so they know what they will be doing on their course
- Carry out a full assessment of their current knowledge and skills and use this to plan their learning
- Keep you updated on how your apprentice is getting on
- Listen to your feedback and respond to you promptly.



Safeguarding

Safeguarding is about protecting the health, wellbeing and human rights of individuals. These measures allow children, young people and adults at risk to live free from abuse, harm and neglect.

At Training Now, we have a responsibility and duty to make sure that our apprentices feel and are safe, particularly if they are under 18 and still a child. This is different to the responsibilities some of our apprentices and employers have to keeping their service users safe.

We take our responsibilities for safeguarding our apprentices very seriously and all our staff are trained to make sure that they can report any concerns and safeguard each one.

It is important that our apprentices can work and learn in an environment where they feel safe and can speak up with confidence. Our apprentices' safety in our priority.

If one of our apprentices does not feel safe, has a problem or are worried about another apprentice, they have the opportunity to speak to our team of Safeguarding Officers. All our Safeguarding Officers are trained and they know what to do when someone needs help.

Our Safeguarding Team:

If you have any concerns about an apprentice's safety, welfare or well-being do not hesitate to contact a member of the Training Now Safeguarding team:

Designated Safeguarding Lead : Tara Roudiani, Managing Director:
07458 093436 | tara.roudiani@training-now.co.uk

Deputy Designated Safeguarding Lead: Laura Lawson, Welfare and Support Manager:
07738 892289 | laura.lawson@training-now.co.uk

Safeguarding Officer: Scott Jones, Operations Director:
07976 648974 | scott.jones@training-now.co.uk

Safeguarding Officer: Jo Stone, Learning and Quality Manager:
07458 111870 | joann.stone@training-now.co.uk

Safeguarding Officer: Jo Mackay, Delivery Manager:
07834 535318 | 07834 535318

Safeguarding Governor: Kaye Berry

Prevent

The Prevent Duty lays out Training Now's responsibility for preventing people from being drawn into extremism, radicalisation or terrorism. Under this duty, we have to make sure that apprentices are kept safe from harm or the risk of being drawn into extremism, radicalisation or terrorism.

We will not tolerate any extremist views on any of our courses or from any of our staff or apprentices. We want learning environments to be safe places where apprentices can discuss and listen to the views of other people. It's important to remember that not all extremist groups, whether Islamist, far-right or other, will commit terrorist or violent acts. However, some groups pose particular threats, both online and offline

Included in Prevent is our responsibility to promote Values in Britain. These are:

Democracy - the right to be heard: This can also be described as the right to have your own opinion and allowing everyone to express their views, speaking up and listening to each other and coming to a decision as a group.

Rule of Law - to abide by the law: This can be described as respecting the law and respecting other people, not breaking the law and understanding that there are consequences if you do. Laws are there to help us feel equal and safe.

Individual Liberty - free to be ourselves without prejudice: You can think of this as respecting everyone and their views and opinions, expressing your own views and not being critical or judgemental of others, treating people equally and with respect, even when we disagree with each other.

Mutual respect and tolerance of those with different faiths or beliefs:

Listening to others and respecting their opinions, even when you don't agree with them or they are not your beliefs. This is showing mutual respect, accepting and respecting that others have different ideas, beliefs and abilities. Listening to others and not being judgemental when someone's faith, belief or ideas are different to your own.

As well as promoting these values to our apprentices, we also conduct ourselves so we can reflect these values in all that we do.

Safeguarding, online safety and Prevent are important elements of all aspects of Training Now's activities and the safety of our apprentices is of the utmost importance to us.

We work with local Safeguarding partners in the areas that we teach in order to ensure that our policies and procedures follow local best practice.

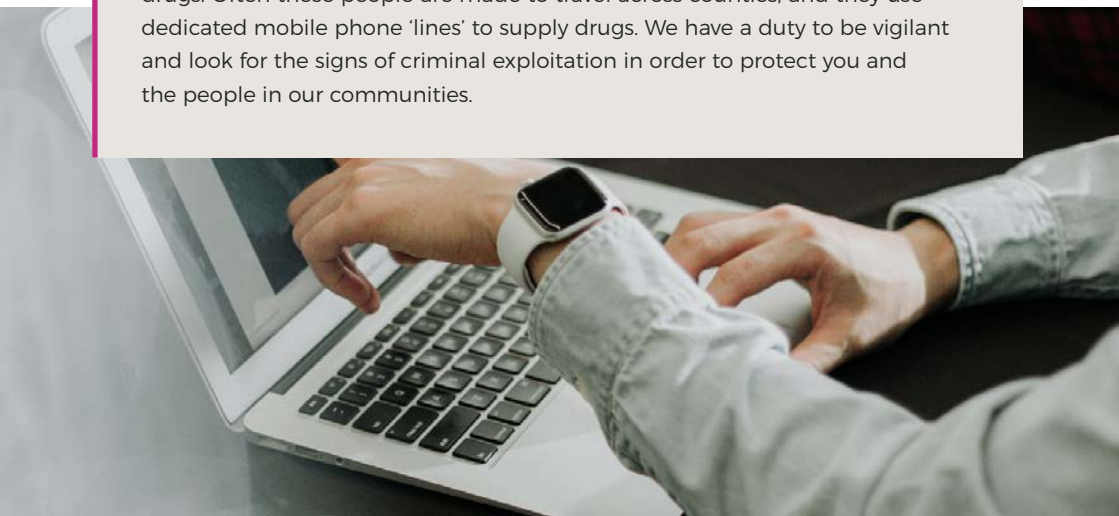
However there are other parts of Safeguarding that you also need to be aware of. These include:

- **Health and Safety**

- **Online Safety or e-safety:** We want to support and encourage you to use the internet and digital technologies while you are learning. It is important to learn how to use the internet safely as it can be used for so many things, such as social media, learning, shopping or banking etc. We also want to make sure you are using these safely and that you know about the dangers.

Your TALC will talk to you about different ways to keep safe, including making sure you have good privacy settings and a strong password. Your TALC will also talk to you about what you share on social media, how to avoid situations of harassment, bullying, sexual grooming or radicalisation and how to prevent identity theft or fraud.

- **Criminal Exploitation - County Lines:** Criminal exploitation is also known as 'county lines' and is when gangs and organised crime networks groom and exploit vulnerable people (including children and young people) to sell drugs. Often these people are made to travel across counties, and they use dedicated mobile phone 'lines' to supply drugs. We have a duty to be vigilant and look for the signs of criminal exploitation in order to protect you and the people in our communities.



- **Hate Crime:** A Hate Crime is an act of violence or aggression against a person because of who they are or who someone thinks they are. Hate crimes usually happen because of prejudice or hostility about a person's disability, race, religion, sexual orientation or transgender identity. For example, you may have been verbally abused by someone on the bus or in the street because of the colour of your skin or your religion. Hate crime is against the law and if you experience it or see it, you may need some help and support. You can go to our Safeguarding Officers for advice.
- **Anti-Bullying:** The safety and wellbeing of our apprentices is extremely important to us and we are committed to creating an environment where all our apprentices feel safe and secure, and free from any form of harassment or bullying. If you tell us about bullying, we will listen to you and we will support you to follow your employer guidelines so you can continue to feel safe to go to work and progress in your qualification. Bullying or harassment is unacceptable, so we will investigate all reported incidents.

A Safeguarding culture is actively promoted by Training Now. Incidents of bullying, intimidation, harassment and abuse will be taken very seriously and acted upon.

Equality and Diversity

England is a place which is rich in diversity and different cultures. All our Apprentices have a right to feel safe, respected, listened to and valued whatever their background, age, gender, ethnicity, sexual orientation or if they have a disability. We will treat everyone fairly, with respect and dignity so you have every opportunity and encouragement to achieve your goals and reach your potential. Our role and responsibility is to teach and encourage you to respect one another and to value the experience and diversity each of you brings into our learning environments.

If you feel unsafe or hear a comment that concerns you and which does not respect these values, then please report this to your TALC, your manager or one of the Safeguarding Officers.

Employer Forum

We would love to hear from you and want you to feel you have a voice to tell us about the experience your apprentices have at Training Now. There are a few ways you can do this. You can tell us directly, or email us at info@training-now.co.uk. You can join our Employer Forum which runs 4 times a year and we will ask you to complete an employer survey.

This feedback you give is critical for us and we use it to develop our services and make them better. So, it is important that you feel free to tell us what we do well and what we can do better. It also helps us see if we are meeting our aims. If you tell us what impact having an apprentice has had on your workplace, then we may use this in our marketing material, but we will check with you first that you are happy to have your name on it.

Useful contact details list

Alcoholics Anonymous - National alcohol helpline

www.alcoholics-anonymous.org.uk

Apprenticeship

www.gov.uk/topic/further-education-skills/apprenticeships

B-eat - Leading UK charity for people with eating disorders

www.beateatingdisorders.org.uk

Gamblers Anonymous - Confidential advice on gambling

www.gamblersanonymous.org.uk

Men's Advice Line - The men's advice line is a confidential helpline for all men experiencing domestic violence by a current or ex-partner

www.mensadvice.org.uk

Mind - A charity that support people with mental health issues.

www.mind.org.uk

National Careers Service

www.nationalcareersservice.direct.gov.uk

NHS Smokefree

www.smokefree.nhs.uk

Refuge - For women and children against domestic violence

www.refuge.org.uk

StepChange - Debt advice charity

www.stepchange.org/howwecanhelpyou/debtadvice

Terrorism concerns

www.gov.uk/terrorism-national-emergency/reporting-suspected-terrorism

The Care Workers' Charity

www.thecareworkerscharity.org.uk

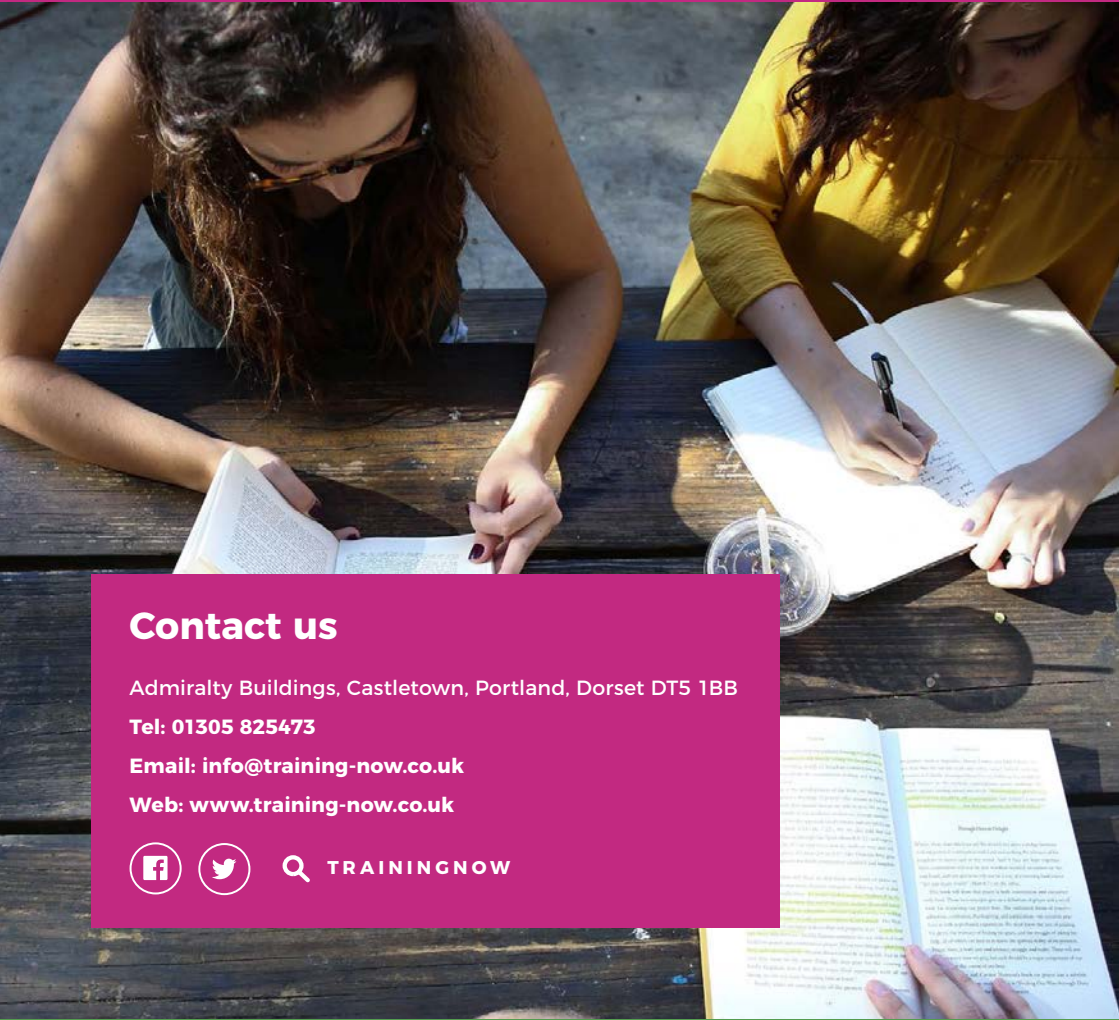
UK national drugs helpline

www.talktofrank.com

Victim Support

www.victimsupport.org.uk/

In the event of an emergency, including a threat to life, always call the emergency services on 999.



Contact us

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Tel: 01305 825473

Email: info@training-now.co.uk

Web: www.training-now.co.uk



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