



# APPRENTICESHIPS

# EMPLOYER HANDBOOK



HEART OF  
WORCESTERSHIRE  
COLLEGE





**WELCOME**

## HEART OF WORCESTERSHIRE COLLEGE

Heart of Worcestershire College is the largest further education college in Worcestershire County offering a wide range of vocational and technical courses in specialist subject areas alongside a vast array of apprenticeships and higher education courses.

From courses for school leavers to affordable higher education and professional qualifications, we pride ourselves on delivering job related qualifications in high quality environments to enable our students to achieve a positive and bright future.

Across our campuses we have exceptional facilities including commercial hair and beauty salons, modern engineering & construction centres, state-of-the-art IT suites and spacious working kitchens.





**OFF THE  
JOB TRAINING**

**QUALIFICATIONS**

**PROFESSIONAL,  
INDUSTRY  
LED TEAMS OF  
TRAINERS**

## WHY CHOOSE HEART OF WORCESTERSHIRE COLLEGE?

Our dedicated Apprenticeship Team at Heart of Worcestershire College will work hard to help you source the best apprentice for your business by understanding your business needs and providing enthusiastic and motivated candidates. We take great pride in our Apprenticeship programme and will provide the training and support necessary to enable your apprentice to become an asset to your company.

**By choosing to work with us, we can help add value to your business and provide you with:**

- A dedicated, professional team of staff and industry-led Trainers.
- A wealth of experience providing the successful delivery of a wide range of Apprenticeships, validated by our proven track record.
- Excellent levels of advice, support and guidance for both you and your apprentice.
- A bank of talented, motivated and enthusiastic candidates wishing to both gain qualifications and employment.
- Continued support and updates of any important changes to the National Apprenticeship Programme.
- Proactive efforts to ensure that the best and most up to date Apprenticeships are available for your business.





## WHAT IS AN APPRENTICESHIP?

An apprenticeship is a job with training that enables individuals to gain qualifications and essential skills whilst working. It is a fantastic option for those seeking to bridge the gap between full time education and the world of employment.

It is essentially a 'real job' with training and will see an apprentice work alongside experienced staff in the workplace to gain hands-on experience and the skills needed for their chosen career.

Although the minimum duration of any apprenticeship is 30 hours per week, a certain amount of this must include 'off the job training' (OTJT) which can be defined as learning undertaken outside of the normal day to day working environment but within working hours. This is designed to give apprentices the relevant Skills, Knowledge and Behaviours to complement their practical experience and help them work towards their apprenticeship standard requirements, fully preparing them for End Point Assessment (EPA) alongside any nationally recognised qualifications embedded within the offer. Apprenticeships will normally last anywhere between 12-36 months but higher level or technical apprenticeships could take longer.

Apprenticeships are currently available at four levels with many offering the opportunity for progression at HoW College:

**Level 2 - Intermediate Level Apprenticeships**

**Level 3 - Advanced Level Apprenticeships**

**Level 4 - Higher Apprenticeships  
(equivalent to a Foundation Degree)**

**Level 5 - Higher Apprenticeships**

If required, an apprentice may also be given the opportunity to study Functional Skills in English, Maths and ICT alongside their Apprenticeship.



## Heart of Worcestershire College offers apprenticeships in the following areas:

- Accountancy
  - AAT L2, L3 and L4
- Motor Vehicle and Maintenance Technician (light vehicle)
- Business Administrator
- Early Years Practitioner
- Early Years Educator
- Construction
  - Bricklayer
  - Carpentry and Joinery
- Customer Service Practitioner (Sales option available)
- Customer Service Specialist (Sales option available)
- Digital Marketer
- Engineering Operative
- Engineering Technician
- Lean Manufacturing Operative
- Hair Professional
- Hospitality – Chef
  - Chef de Partie
  - Commis Chef
- Hospitality – Team
  - Team Member
  - Supervisor
- Human Resources (CIPD)
  - Consultant/Partner
  - Support
  - Senior People Professional
- IT Solutions Technician
- Operations/Departmental Manager (ILM Certificate)
- Team Leader/Supervisor (ILM Certificate)
- Teaching Assistant

### Training consultant responsible for the above sectors:

- Sue Portsmouth
- Lindsay Prodger
- Erica Swingell
- All Training Consultants



## YOUR QUESTIONS ANSWERED

### What are my responsibilities as an employer?

Below are some of the responsibilities that you will be expected to fulfil with regards to hiring an apprentice.

These responsibilities may include, but are not limited to:

- Paying your apprentice an agreed upon wage (must at least meet the National Apprenticeship minimum wage).
- Providing employment and the necessary training for the duration of the Apprenticeship.
- Allowing 20% off-the-job training\*.
- Releasing the apprentice to attend training sessions if required.
- Providing a safe workplace.
- Showing commitment to equal opportunities.
- Providing a written contract of employment and induction programme.
- Provide a suitable workplace mentor to support the apprentice through their journey.
- Allowing apprentice to attend regular progress reviews.
- Releasing the Apprentice to attend Functional Skills lessons if required.
- Allowing learner to attend onsite visits with their LSDO.

Should you need further explanation of any of the above points, please call our apprenticeship team on **01905 743435** or email **[solutions@howcollege.ac.uk](mailto:solutions@howcollege.ac.uk)**

\*vital for the apprentice to be certificated at the end of their programme.



# OFF THE JOB TRAINING

An apprentice needs to undertake ‘off the job training’ as a mandatory requirement of an apprenticeship, as set out in the Apprenticeship funding rules.

## What is ‘off the job training’?

Off-the-job training is 20% of the apprentice’s contracted hours. This can include training that is delivered at the apprentice’s normal place of work but must not be delivered as their normal working duties.

The minimum duration of an apprenticeship is 30 hours per week including any off the job training. If the apprentice works less than 30 hours you must extend the minimum duration proportionally to take this into account.

What could ‘off the job training’ include?	What does not constitute ‘off the job training’?
It MUST be directly relevant to the Apprenticeship Standard	Enrolment/induction
Teaching or theory lectures	Diagnostic assessment or prior assessment
Simulated exercises/roleplay	English and Maths (up to level 2) – as this is funded separately
Online learning e.g webinars/blended learning (online and physical)	Progress reviews or on programme assessment needed for the Apprenticeship Standard
Manufacturer training e.g new equipment or technologies	Off the job training ONLY delivered by distance learning
Practical training	Training that takes place outside paid working hours
Work shadowing/receiving mentoring	
Industry visits/visiting other companies/suppliers/departments	
Attendance at competitions	
Time spent by the apprentice writing assessments/assignments	



## WHAT ARE THE BENEFITS OF HIRING AN APPRENTICE?

Apprenticeships are an excellent addition to any business and are becoming increasingly popular with employers nationwide.

They are an excellent long-term investment for any business and a cost effective way to recruit, re-train or up-skill your existing workforce. It has also been proven that apprenticeships can actively reduce staff turnover and boost productivity considerably due to apprentices being 'employer-ready', ambitious, motivated and dedicated to supporting the company that chose to invest in them. Additionally, the training for any apprentice recruited by your company may be eligible for 100% funding.\*

The below data, used and compiled by the National Apprenticeship Service, should help demonstrate the many benefits of employing an apprentice.

Hiring an apprentice is a productive and effective way to grow talent and develop a motivated, skilled and qualified workforce.

**86%** of employers said apprenticeships helped them develop skills relevant to their organisation.

**78%** of employers said apprenticeships helped them improve productivity.

**74%** of employers said apprenticeships helped them improve the quality of their product or service.

Other benefits of working with apprentices include:

- You can adapt their training according to the needs of your business.
- They're motivated to learn new skills.
- You can expand and upskill your workforce.

\*Please see levy information page for more information.







## HOW DO I ENROL AN APPRENTICE?

### Enrolling an apprentice

1. Initial contact with one of our Training Consultants who will continue to look after you and your needs.
2. Completion of a Range of Work Sheet to ensure your Apprentice will be exposed to all the competencies required to achieve the qualification.
3. Register on the Digital Apprenticeship Service.
4. Ensure you give HoW College permissions to access your account.
5. Completion and return of the 'Vacancy Pro-forma'. This will enable us to learn exactly what you're looking for and ensure we match the right candidates to the right Apprenticeship.
6. We will offer you potential apprentices, screened and selected, for your vacancy and consideration (at this stage, you may wish to begin interviewing candidates with a view to making a job offer). If you have found your own Apprentice, we will need their details so we can undertake the necessary assessments with them.
7. Signing of the Employer Agreement and Health & Safety form (issued by HoW College) by the employer before an apprentice starts.
8. Once you have interviewed and selected a suitable candidate and your offer is accepted, we will arrange a sign up meeting to complete additional documents and enrol the learner onto the Apprenticeship programme.
9. Apprentice enrolled and on their exciting Apprenticeship journey with you!





## ROLE OF THE LEARNING AND SKILLS DEVELOPMENT OFFICER (LSDO) IN APPRENTICESHIP DELIVERY

The role of the LSDO is to support the apprentice to have a positive learning experience throughout their apprenticeship; to develop knowledge, skills and behaviours pertaining to the apprenticeship standard and to successfully complete their End Point Assessment. Support occurs in a variety of ways, including:

### **Individual Learning Plan**

Once the apprentice has been enrolled on to their apprenticeship, their LSDO will arrange a Planning Meeting with you and your apprentice to tailor and agree an Individual Learning Plan for their apprenticeship journey. This will take into consideration their starting points against the Skills, Knowledge and Behaviours for their apprenticeship Standard as well as any prior learning that exists related to their job role, as well as any Functional Skills requirements that they might have. This will be an opportunity for you and your apprentice to tailor the apprenticeship journey to suit both your apprentice's needs and those of your organisation.

Having planned the training programme we will work together to deliver the training required to develop their skills and help them achieve their full potential. Much of the training will take place within the workplace itself. The more learning opportunities that you can provide, the greater range of skills they are likely to acquire which will be of benefit to your company. You may also wish to consider giving your apprentice projects to undertake or invite them to attend formal training sessions in the workplace which will develop their skills and knowledge even further.





### **On Programme Learning**

The LSDO will engage with the apprentice frequently throughout their apprenticeship. This may involve attending day release at college (depending on the apprenticeship) or receiving 1:1 input from their LSDO in the workplace and/or through a remote platform. Support will include setting assignments for any embedded qualification, setting SMART targets for them to improve their Skills, Knowledge and Behaviours and supporting them in logging quality Off The Job Training Logs. They will also start preparing them for their End Point Assessment very early on within their apprenticeship. Verbal and written feedback will be given throughout the apprenticeship journey.

### **Progress Reviews**

The LSDO will conduct a progress review with the apprentice and employer every 10-12 weeks. This is a valuable opportunity for all parties to measure progress made against the Skills, Knowledge and Behaviours. This three-way partnership ensures that the apprentice receives the best possible training experience, as well as ensuring the right training opportunities are provided within the workplace to allow them to further develop. By having Employers/Line Managers fully engaged in every stage of the apprenticeship journey, the apprentice gains an enhanced experience of skills development.





## Gateway

Once all on-programme activities are complete and the Apprentice has been on programme for at least one year and one day, they can move through 'gateway' into the End Point Assessment stage. This is discussed fully and agreed at a progress review meeting with the LSDO, Line Manager and apprentice. All parties must agree that the apprentice has developed the required knowledge, skills, and behaviours to achieve End Point Assessment. The Gateway Declaration Form can then be signed off by the Apprentice, employer and LSDO.

## End Point Assessment

What the Apprentice's End Point Assessment (EPA) will consist of will depend on which apprenticeship standard they are on. The LSDO will fully support them in preparing for their End Point Assessment. This takes approximately 3 months to fully complete. These are graded assessments, carried out by the End Point Assessment Organisation (EPAO). Details of all apprenticeship standards and assessment plans can be found on this Government Website. [www.instituteforapprenticeships.org/apprenticeshipstandards/](http://www.instituteforapprenticeships.org/apprenticeshipstandards/)

Resits are ineligible costs and are not funded by the Education and Skills Funding Agency (ESFA).

The number of resits that can be taken by an apprentice will be at the discretion of their employer, unless the assessment plan limits this to one. The ESFA recommends a limit of 2 resits, however more than 2 resits can be taken if needed, unless otherwise specified in the assessment plan.

Apprentices cannot be asked to pay for costs of training and assessment and are not responsible for resit costs.





## ROLE OF THE FUNCTIONAL SKILLS TUTOR

During the apprenticeship programme your apprentice might need to achieve English/Maths/ICT as part of their learning programme. The LSDO will be supporting them with this and we have a range of resources available.

This includes the online SVLE platform which they will have used as part of their initial assessment. SVLE releases individual learning units/modules for them to work through based on how they did in their initial assessment and diagnostic.

Many of our apprentices find they also benefit from attending weekly English and Maths sessions until they are ready to sit their exam. Some apprentices come in for just a few sessions prior to an exam whereas others come in for a longer period and might have weekly classes for the duration of their apprenticeship as they need extra support to achieve their Functional Skills. These classes are arranged in discussion with their manager as the employer is required to release them in work time to complete their Functional Skills.





## ATTENDANCE FOR THOSE WITH CLASS SESSIONS

We have very high expectations regarding attendance.

We expect that apprentices will attend all lessons both face to face or online if required. If they are absent from classes for any reason, their LSDO will want to check that this was genuinely unavoidable and they will be required to provide supporting evidence either in the form of a phone call or a note from their employer.

### **Absence Numbers:**

Apprentices: **01905 725700**

email: **[StudentAbsenceLine@howcollege.ac.uk](mailto:StudentAbsenceLine@howcollege.ac.uk)**

Should the apprentice be unavoidably absent from college, the apprentice or their employer should ring the appropriate number after 8:00am.



## SAFEGUARDING

### **Why is Safeguarding important to employers?**

When an employer engages with a work placement student and that student is a child under the age of 18 years, or a vulnerable adult with a learning disability or special learning need, they are required by law to safeguard and promote the well-being of that individual.

Safeguarding is defined as:

- Protecting children/young people from maltreatment;
- Preventing impairment of children's/young people's health or development;
- Ensuring that children/young people are growing up in circumstances consistent with the provision of safe and effective care;
- Taking action to enable all children/young people to have the best possible outcome.





## SEXUAL VIOLENCE AND SEXUAL HARASSMENT

Abuse should never be tolerated or passed off as “banter”, “just having a laugh” or “part of growing up”. We recognize the gendered nature of peer on peer abuse (i.e. that it is more likely that females will be victims and males perpetrators), and that some groups are potentially more at risk for example, females, children/young people with SEND and LGBT children/young people, but that all peer on peer abuse is unacceptable and will be taken seriously.

**There are different forms peer on peer abuse can take, such as:**

- Bullying (including cyberbullying);
- Sexual violence (such as rape, assault by penetration and sexual assault);
- Sexual harassment, such as sexual remarks, jokes and online sexual harassment, which may be stand-alone or part of a broader pattern of abuse;
- Physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm (this may include an online element which facilitates, threatens and/or encourages physical abuse)
- Sharing of nudes and semi-nudes both consensual and non-consensual;
- Initiation/hazing type violence and rituals;
- Up skirting, which typically involves taking a picture under a person’s clothing without them knowing.

Students should report all incidences of peer-on-peer abuse to a member of staff at college (including if the incident happened outside of College or online) or to a member of the safeguarding team.

Any incidences of peer on peer abuse must be reported to the Designated Safeguarding Lead at College.





## THE PREVENT DUTY

All educational providers have a duty to safeguard their students. The Prevent Duty is about safeguarding them to keep them both safe and within the law. It is not about preventing students from having political and religious views and concerns, but about supporting them to use those concerns or act on them in non-extremist ways.

### What is The Prevent Duty?

We all must ensure that we comply with our duty to have due regard to the need to prevent students from being drawn into terrorism in accordance with Section 26 of the Counter-terrorism and Security Act 2015 and the guidance published by the Secretary of State.

### What are British Values?

The Department of Education published guidance on promoting British values in education to ensure young people leave training prepared for life in modern Britain. The four definitions of British values are as follows:

- Democracy.
- The rule of Law.
- Individual liberty.
- Mutual respect and tolerance for those of different faiths and beliefs.

### More information

You will find more details about the Prevent Duty and Safeguarding in our Safeguarding and Prevent policy, available on our website at [www.howcollege.ac.uk/about/policies-and-documents/](http://www.howcollege.ac.uk/about/policies-and-documents/)





## **SAFEGUARDING CONTACTS:**

### **Designated Safeguarding Lead (DSL):**

**Julia Breakwell**

Vice Principal Student Experience  
and Stakeholder Engagement

Tel: **01905 572599**

Mobile: **07799 216454** (available during college  
opening times)

Email: **[jbbreakwell@howcollege.ac.uk](mailto:jbbreakwell@howcollege.ac.uk)**

### **Deputy DSL:**

**Sal Friel**

Head of Student Support and Wellbeing

Tel: **01527 572525**

Mobile: **07967 445749** (available during college  
opening times)

Email: **[sfriel@howcollege.ac.uk](mailto:sfriel@howcollege.ac.uk)**





## EQUALITY AND DIVERSITY

### **Equality**

Equality is creating a fairer society where everyone can participate and have equal opportunity to fulfil their potential, by eliminating prejudice and discrimination.

### **Diversity**

Diversity is respecting, valuing and celebrating aspects that make us unique as individuals.

### **Why is Equality and Diversity important?**

- It is morally right.
- It is the law.
- It makes business sense.
- Promotes a culture of mutual respect and tolerance.
- Eliminates discriminatory behaviour.
- Legislation relating to equality and diversity has been introduced rapidly within the last ten years.
- Recruitment requires evidence of good practice in relation to equality and diversity. It affects everyone.





## HEALTH & SAFETY

Under Health and Safety law, every employer must ensure, so far as reasonably practicable, the health and safety of their employees, irrespective of age. As part of this, appropriate consideration must be made for young people.

Educational providers also have a duty of care to their students to ensure, so far as reasonably practicable, that their workplace is safe.

### Welfare

For your employees' well-being you need to provide:

- Toilets and hand basins, with soap and towels or a hand-dryer
- Drinking water
- A place to store clothing (and somewhere to change if special clothing is worn for work)
- Somewhere to rest and eat meals

### Training & Information

Everyone that works for you needs to know how to work safely and without risks to health. You must provide clear instructions, information and adequate training.

Make sure everyone has the right level of information on:

- Any hazards and risks they may face
- The measures in place to deal with those hazards and risks
- Emergency procedures and what they need to do

When you provide training, you need to make sure that it is relevant and effective.

The information and training you provide should be in a form that is easy to understand. Everyone working for you should know what they are expected to do.





### **Tools & Equipment**

If you are an employer and you provide equipment for use, from hand tools and ladders to electrical power tools and larger plant, you need to demonstrate that you have arrangements in place to make sure they are maintained in a safe condition.

### **Young Workers**

In health and safety law, a young person is anyone under 18.

As an employer, in addition to your health and safety responsibilities to all your employees, you are responsible for ensuring a young person is not exposed to risk due to:

- Lack of experience.
- Being unaware of existing or potential risks.
- Lack of maturity.

You should be aware that students and trainees on work experience are regarded in health and safety law as employees. You must provide them with the same health, safety and welfare protection as other employees.

### **Coronavirus (COVID-19)**

As an Apprenticeship provider you must (so far as is reasonably practicable) ensure that you provide a 'Covid Safe' workplace for our students. You should follow any government or industry related guidance in relation to Coronavirus control measures. You should have carried out a Coronavirus risk assessment for your activities and environment. If you have any concerns or queries you must bring them to the attention of the college as soon as possible.





# RESPONSIBILITIES RELATING TO YOUR APPRENTICESHIP JOURNEY

## **Our Responsibility**

- Provide help and advice on planning workplace training and learning activities for the apprentice.
- Be aware of the learning activities that are already taking place within the workplace.
- Provide appropriate off-the-job training sessions to support the skills that the apprentice is developing in the workplace, in order that they can achieve their qualification and apprenticeship standard.
- Keep both apprentice and Line Manager fully engaged in regular progress reviews of apprentice progress against all aspects of the apprenticeship.

## **Employer Responsibility**

- To help apprentices develop their knowledge, skills and behaviours by providing a wide range of learning and training opportunities within the workplace.
- Allow apprentices to attend off-the-job training sessions at the agreed times.
- Help apprentices to put into practice what they have learnt during off-the-job training sessions.
- Give apprentices time in the workplace to complete required college work.
- Initiate a meeting with the college if there are any concerns about any aspect of the training delivery.

## **Apprentice Responsibility**

- Attend all on and off-the-job training and appointments made with the Trainer or provide adequate notice should an appointment need to be cancelled.
- Co-operate with the Trainer in meeting targets set out in the Individual Learning Plan.
- Promptly notify the Trainer should any problems occur which may hinder progress toward completion of the Individual Learning Plan.



## APPENDICES

### The levy

From April 2019 levy paying employers will be able to transfer up to 25% of their levy payment to other smaller local employers

For further information visit [www.gov.uk/guidance/transferring-apprenticeship-service-funds](http://www.gov.uk/guidance/transferring-apprenticeship-service-funds)

### Employer FAQs

[www.howcollege.ac.uk/employers/apprenticeships/apprenticeships-faqs](http://www.howcollege.ac.uk/employers/apprenticeships/apprenticeships-faqs)



### **Incentive Payment**

If you employ an apprentice aged between 16 and 18 you will also be entitled to two payments of £500, which will be paid after month 3 and month 12.

### **Additional local grants are also available**

There are numerous grant schemes offered by the Government (including Local Authorities) and charities. Solutions at Heart of Worcestershire College provide administration support for these as outlined below.

[www.howcollege.ac.uk/employers/apprenticeships/training-costs-and-grants/](http://www.howcollege.ac.uk/employers/apprenticeships/training-costs-and-grants/)

### **Care Leavers Bursary**

If the apprentice is 16 to 24 and a care leaver, they may receive a £1,000 bursary payment to support them in their first year of the apprenticeship.







## USEFUL RESOURCES FOR EMPLOYERS:

Employer guides

[www.apprenticeships.gov.uk/employers/employer-guides](http://www.apprenticeships.gov.uk/employers/employer-guides)

Institute for Apprenticeships and Technical Education

[www.instituteforapprenticeships.org/raising-the-standard-best-practice-guidance/](http://www.instituteforapprenticeships.org/raising-the-standard-best-practice-guidance/)

Find an apprenticeship

[www.gov.uk/apply-apprenticeship](http://www.gov.uk/apply-apprenticeship)

Recruit an apprentice

[www.gov.uk/recruit-apprentice](http://www.gov.uk/recruit-apprentice)

How to register and use the apprenticeship service as an employer

[www.gov.uk/guidance/manage-apprenticeship-funds](http://www.gov.uk/guidance/manage-apprenticeship-funds)





# CONTACT US



Heart of Worcestershire College  
All Saints Building  
Deansway  
Worcester

**T:** 01905 743435

**E:** [solutions@howcollege.ac.uk](mailto:solutions@howcollege.ac.uk)

[www.howcollege.ac.uk](http://www.howcollege.ac.uk)