

Welcome to your new Apprentice



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This information booklet is an important guide for employers who take on an apprentice.

Please keep it safe so that you can refer back to it.

Our apprenticeship offer

Our approach to apprenticeships is to focus on specific occupational roles within industry to meet the needs of employers, the local enterprise partnership and key stakeholders across the City region.

Working with you, we assess your needs, together with those of your apprentice to meet the demands of your business in recruiting and training great people in apprenticeships. We will agree a delivery plan with you and your apprentice to ensure they have the best possible start to their apprenticeship and that they learn the skills, knowledge and behaviours required to support them throughout their apprenticeship and to give your apprentice the skills they need to support their ongoing progress.

As an employer, we offer the following to help you to support your apprentices through to the end of their programme;

- Advice and guidance on recruiting and employing an apprentice
- Keep you up to date with their progress and achievements
- Honour our college values of integrity, respect, ambition and pride
- Work with you to provide the service you need

What is an Apprenticeship?

An apprenticeship is a genuine job with an accompanying assessment and skills development programme. It enables apprentices to earn while they learn, whilst gaining valuable skills and knowledge in a specific job role. The apprentice gains this through a wide mix of learning in the workplace, formal 20% off the job training and the opportunity to develop new skills, knowledge and behaviours in a real work environment. Apprenticeships benefit employers and individuals, and by boosting the skills of the workforce they help to improve economic productivity.

Apprentices must spend at least 20% of their time on off-the-job training. They may require more time than this especially if they need training in English and maths, as training for English and maths cannot be counted as part of the 20% off-the-job training. At City of Bristol College, we discuss and agree with you the best way for the off-the-job training to be delivered. This may include regular day release, block release and special training days or workshops.

Off-the-job training must be directly relevant to the apprenticeship and can be delivered at the apprentices normal place of work, as long as it is not part of their normal working duties. It can include practical training such as shadowing, mentoring, industry visits and attending competitions.

On-the-job training helps an apprentice to develop the specific skills for the workplace and should be supported by a Workplace 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.



Employer Responsibilities

There must be a genuine job available with a contract of employment long enough for the apprentice to complete their apprenticeship. You must pay an apprentice's wages and the role must help them gain the knowledge, skills and behaviours they need to achieve the apprenticeships with support from you.

You will need to have an apprenticeship agreement in place with your apprentice for the duration of the apprenticeship. You will also need a commitment statement signed by you, your apprentice and City of Bristol College.

How are apprenticeships funded?

If you are a levy payer and use the apprenticeship service, you will need to have a contract for services with your chosen provider, an apprenticeship in place for at least one year and the apprentice must be on the correct wage for their age, for the time they are in work, in off-the-job training and doing further study.

For non-levy paying employers you will be asked to contribute 5% of the cost of the apprenticeship training and assessment costs, paid directly in cash to the provider. The other 95% is paid by the government up to the agreed funding band maximum for the chosen standard.



Additional payments and funding which may be available

- Employers are not required to pay National Insurance contributions for apprentices under the age of 25 on earnings below the higher tax rate of £827 a week (£43,000 per year)
- £1,000 payment to both the employer and provider where the apprentice is aged 16-18 years.
- £1,000 payment to both the employer and provider when the apprentice is 19-24 years and has previously been in care or who have a local authority education, health and care plan.



Roles within apprenticeship delivery

Assessor

The role of the assessor is to create an individual training plan to suit the needs of your apprentice. They will agree and plan training sessions and prepare apprentices for an end point assessment. They will guide, support and encourage your apprentice throughout the apprenticeship programme and will agree with the apprentice and you when the apprentice is ready to carry out the end point assessment.

Workplace Mentor

This role is carried out by someone within your organisation to support and mentor the apprentice throughout their programme. They will work with the apprentice and assessor to ensure that the apprentice has every opportunity to achieve their programme.

Internal Quality Assurer (IQA)

The IQA ensures that your portfolio of evidence meets the required quality standard and that the correct training has been delivered towards the end point assessment. They are also there to support your apprentice if they wish to appeal against an assessment decision.

End Point Assessor (EPA)

The EPA works for the awarding organisation or an independent EPA company and will carry out the end point assessment once your apprentice is ready for this.

Ofsted

Ofsted are responsible for inspecting and reporting on the quality of training providers for post 16 education. They are funded by the government. At City of Bristol College we are inspected on our quality of delivery, training and assessment.

Visits to the apprentice

The assessor will visit your apprentice in the workplace. The frequency of visits will be arranged to suit you and the apprentice. The frequency of visits may increase where your apprentice is not making expected progress. At the visits, planning will take place to demonstrate how the apprentice will work towards the end point assessment. These visits may include;

- Training and coaching
- Observations
- Professional discussions
- Questions and answers
- Workplace evidence
- Reflective accounts
- Support to build a portfolio

Progress Reviews

Every 8-12 weeks, the assessor will meet with the apprentice and their line manager to discuss progress against the apprenticeship. This will also include skills, knowledge, behaviours and readiness to either stay in work or be in line for promotion. It is the opportunity for all to give feedback and to ensure that the programme is meeting the needs of the apprentice and you.

Effective Support

To support your apprentice to achieve their programme you will need to commit to;

- Giving us at least 24 hours-notice for any cancelled appointments
- Support the apprentice to complete any work actioned by the assessor against agreed timescales
- Offer a suitable place for visits to take place
- Discuss any concerns you may have regarding your apprentice with the assessor
- Ensure the apprentice is supported and given appropriate workplace training
- Ensure that Health & Safety in the workplace is maintained
- Allocate time for 20% off-the-job training to be carried out
- Allocate time for your apprentice to attend functional skills training sessions or block release training in the college



20% off-the-job training

All apprentices are required to spend 20% of their contracted hours on off-the-job training. This is a mandatory requirement of the apprenticeship funding rules.

Off-the-job training is defined as training which takes place outside of the normal day to day working environment, but is part of the normal working week and works towards achieving the apprenticeship. This can include training that is delivered in the workplace but must not be part of their normal working duties.

Apprentices who work full-time would normally spend approximately 1 day per week or 7.5 hours working towards the off-the-job training requirements. The 20% off the job is calculated over the whole period of the apprenticeship and so weekly hours can be varied as long as the overall 20% is achieved prior to the programme end.

Off the job activities could include;

- Attending masterclass teaching and learning sessions
- Coaching
- Independent research
- In-house training
- Shadowing
- Industry visits
- Mentoring
- Supervision with employer
- Writing assignments
- Online learning
- Manufacturer training
- Role play
- Simulation exercises
- Team meetings that include training
- Completion of reflective journal
- Day or block release into college

Off the job training does not include;

- English and maths functional skills
- Training that doesn't work towards the knowledge, skills and behaviours of the apprenticeship
- Training that takes place outside of the apprentices paid working hours
- Progress reviews
- On programme assessments
- Induction

Your apprentice will need to log all of their learning activities working toward the 20% off-the-job training in Smart Assessor, our e-portfolio system. Where apprentices are not meeting the 20% off the job requirements the assessor will call a meeting with the apprentice and you to discuss how this will be achieved.

Supporting an apprentice

Unless your apprentice is already part of your workforce, they will probably be new to the world of work, so they will need to be supported and managed to ensure they feel welcome. As with any employee, they will need good management and supervision to help them learn and develop quickly.

The apprentice's manager should set clear work plans and provide informal coaching and feedback on tasks which will help your apprentice to develop skills, attitudes and behaviours which will be of benefit to your organisation.

You should also allocate a mentor to them so that they know where they can find support at all times. It is important that sufficient training and support is provided so that the apprentice has a busy and fulfilling experience whilst in the workplace. If this is the apprentice's first role, they may be unsure of workplace procedures and will therefore need support to enable them to settle in.

Preparing a thorough induction will ensure you have told your apprentice about the expected standards of behaviour while they are at work. Managers should pick up on any issues around lateness, inappropriate dress, use of language or phones as soon as they emerge so that the apprentice has clear guidelines to follow.

Functional Skills

Functional skills are an integral part of an apprenticeship. English and maths functional skills provide further development in everyday work related skills. Your apprentice will complete an initial assessment during their induction to assess their current level of functional skills.

Some apprentices may have prior achievements in English and maths which will make them exempt from having to take functional skills. The assessor will however, continue to challenge the use of English and maths within the working environment to enable to apprentice to develop these skills to a higher level. Wherever possible, you should support your apprentice with their functional skills.

End Point Assessment

End point assessments are carried out by an independent organisation who have not been involved in the delivery of the apprenticeship and look at the competence, skills, knowledge and behaviours gained by your apprentice. You will be responsible for deciding when your apprentice is ready for end point assessment in conjunction with the apprentice and the assessor. You are also responsible for choosing the End Point Assessment organisation, however your assessor is happy to help you with this.

Safeguarding

All apprentices have the right to be safe whilst at college or in the workplace. At City of Bristol College we have a dedicated team of designated safeguarding officers to provide support for any unforeseen circumstances. We aim to create and maintain a safe learning environment where all learners, colleagues and partners feel safe, secure and valued and know they will be listened to and taken seriously. Everyone has a role to play in safeguarding young people and vulnerable adults, and maintaining a secure and supportive environment. This includes protection from any physical, online or extremist threat or action.

For any support or help that is not covered by contact with your assessor or the learning support team, the safeguarding team are here to help. Anyone who has any concerns for their own, or someone else's wellbeing can contact one of our specially trained safeguarding team on our dedicated hotline 0117 312 5733 or email safe@cityofbristol.ac.uk.

We work extensively with a wide range of specialist organisations to ensure the best possible advice and support is offered.

Please ensure that you take time to read our safeguarding policy and procedures, available on our website cityofbristol.ac.uk/about-us/safeguarding and refer to them as required.

Prevent

Prevent is a government strategy about safeguarding people and communities from the threats of extremism and radicalisation, including terrorism. It also endorses the promotion of British Values.

Extremism and radicalisation might include violent Islamist groups, the extreme right wing and other groups with extremist beliefs. At the heart of prevent is safeguarding children and adults and providing early interventions to protect and divert people away from being drawn into terrorist activity.

British Values

These include

- Democracy
- The Rule of Law
- Individual liberty and mutual respect
- Mutual respect and tolerance for those of different faiths and beliefs and for those without faith.

What can you do as an employer?

- Arrange for filters on equipment that access the internet, to make sure apprentices can't access extremist and terrorist material.
- Alert City of Bristol College of any concerns regarding your apprentice to allow us to explore what the causes might be.
- Provide opportunities for apprentices to discuss their own concerns about extremism, events in the news and about British Values
- Be alert to any changes in your apprentices' behaviour, that in your professional opinion give you cause for concern. There are often no obvious signs, however the following may help;

Extremism

- Change in behaviour and dress; allowing for trends in fashion, particularly among young people in their later teens and early 20's
- Physical signs could indicate concerns relating to extremism, such as tattoos that far right supporters will sometimes display
- Concerns which should always be passed on are
 - Evidence of sharing of extremism websites
 - Evidence of homophobic; religion based or racist bullying

What we are doing in College

- P** Promotion of equality, diversity and positive relationships between students and apprentices
- R** Referral of any concerns via safeguarding staff to relevant authorities
- E** Education and awareness for students and apprentices through inductions, tutorials and reviews
- V** Vetting and removal of any posters or other materials of an extremist or radical nature
- E** Environment – safe and secure sites with sufficient security procedures and robust online filters
- N** News monitoring for any concerns locally, national or internationally
- T** Training for staff, students and apprentices to raise awareness of the signs and risks of extremism and radicalisation

Terrorism

There is no single way of identifying who is likely to be vulnerable to being drawn into terrorism. Factors that may have a bearing on someone becoming vulnerable may include:

- Peer pressure or bullying
- Influence from other people or via the internet
- Crime against them or their involvement in crime, e.g. race/hate crime, anti-social behaviour etc.
- Family tensions
- Lack of self-esteem or identity
- Personal or political grievances

The following may also be useful for further information

HM Government Prevent duty guidance for England and Wales

[gov.uk/government/publications/prevent-duty-guidance](https://www.gov.uk/government/publications/prevent-duty-guidance)

Contacts

College Safeguarding Team

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safe@cityofbristol.ac.uk

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Designated Safeguarding Lead

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Deputy Designated Safeguarding Lead

Head of Student Services

0117 312 5604

Hayley Shaw

Head of Human Resources and Organisational Development

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How to protect yourself from safeguarding allegations

- Be professional at all times and use appropriate language
- Don't give out personal information
- The college does not expect you to give out your home / mobile number, personal email address or social network information to any apprentice
- Report any incidents of inappropriate behaviour aimed at you
- Avoid physical contact with apprentices and observe personal space boundaries

Compliments, Suggestions and Complaints

We set high expectations in relation to the conduct and professionalism of our staff, employers and apprentices. This includes productivity in the workplace and the quality of evidence supplied for the apprenticeship. Should you wish to send in any compliments, suggestions or find the need to complain, please follow our Compliments, Suggestions and Complaints policy: cityofbristol.ac.uk/about-us/college-policies/compliments-suggestions-complaints-policy-procedure-guide/

If you have any questions regarding any aspect of this guide, please contact our Employer Engagement Team on:

 apprentice@cityofbristol.ac.uk
 0117 312 5250



