

Apprentice Handbook for Learners and Employers



Apprenticeships with City of Bristol College

This document forms part of your induction to your apprenticeship. It provides an overview of the roles and responsibilities of all parties involved in the apprenticeship, and outlines important information for you as both learner and employee. Please take the time to read this booklet thoroughly and let us know if you need any further information.

Key College Staff

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Accounting | Beauty Therapy | Business Administration |
Catering and Hospitality | Childcare | Customer Service |
Hairdressing | Health and Social Care |
Human Resources | ICT | Management and Leadership |
Marketing

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Aerospace | Brickwork | Electrical Installation |
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What is an apprenticeship?

An apprenticeship is a work-based training programme that helps you acquire job-specific skills while gaining nationally-recognised qualifications specific to your job role or occupation. It covers the theoretical knowledge and practical skills involved in the job, as well as essential topics such as Health and Safety (H&S) and Employment Rights & Responsibilities (ERR).

Apprenticeships are designed to develop employees by improving their knowledge, understanding, and competence in a specific vocational area. They enable training to be tailored to suit the needs of the business and employee through a range of components known as a standard.

There are five levels of apprenticeship:



Intermediate Apprenticeship (Level 2)

A Level 2 competence-based qualification

A Level 2 knowledge-based qualification

Functional Skills, normally at Level 1

Personal Learning and Thinking Skills

Employment Rights and Responsibilities

Designed for those who are just starting out at work.

Advanced Apprenticeship (Level 3)

A Level 3 competence-based qualification

A level 3 knowledge-based qualification

Functional Skills, normally at Level 2

Personal Learning and Thinking Skills

Employment Rights and Responsibilities

Designed for those who are working in an appropriate job role and/or progressing from Level 2.

Higher Apprenticeship (Level 4 or 5)

A competence-based qualification at Level 4 or above

A knowledge-based qualification at Level 4 or above (such as a Higher National Certificate or Foundation Degree)

Designed for those who are working in an appropriate job role and/or progressing from Level 3.

Degree Apprenticeship (Level 6)

A degree qualification (either BA (Hons); BSc (Hons) or BBA (Hons))

Competency vocational and academic elements are incorporated into the degree

Designed for those with A levels (or equivalent) or existing relevant Level 3 qualifications.

The role of the Apprentice

At work:

- Work for your employer to the best of your ability, and in accordance with the employer's policies and procedures.
- Apply the skills and knowledge you learn off the job to your day-to-day role.
- Observe the employer's terms and conditions of employment and the content of the Apprenticeship Agreement.
- Take part in reviews with your employer and your trainer, and give feedback on your progress.
- Undertake assessments in order to achieve objectives as set out in the apprenticeship plan, and keep your employer informed of progress towards these objectives.
- At all times behave in a safe and responsible manner and in accordance with the requirements of Health and Safety legislation relating to the individual's responsibilities.
- Act in your employer's best interests.

At College:

- When you signed your enrolment form you agreed to follow the rules of the College as set out in the Code of Conduct.
- Treat all students, staff, and work employees with respect.
- Do not commit or tolerate bullying of any kind.
- Wear your College lanyard whilst on College site at all times. This will ensure the College maintain a safe and secure environment for our students.
- Complete all your work and hand it in on time, catching up with any work you may have missed.
- Be responsible for your learning by working hard and achieving your best results.
- Do homework outside of timetabled lessons.
- Be punctual for your lessons and bring the right equipment with you.
- Aim to have 100% attendance and show continuous commitment to your agreed programme.
- Tell your tutor if you are going to be away and properly account for any unavoidable absence.
- If you are unable to come to your class at College, please contact us 1 hour before the start of your class. You can do this by:
 - Phone: 0117 312 2038 (open between 8am - 5pm)
 - E-mail: attendance@cityofbristol.ac.uk
 - Text: 07976 236004
- If you are going to text or e-mail, you will need start your message with the word "attendance" and include the following (149 characters maximum): Student ID / Full Name / Reason for your absence / Name of your tutor.
- Your trainer will contact you to discuss your return and any work missed.

The role of the Employer

- Agree an Apprenticeship Plan jointly with the College and the learner, including sufficient time at College to ensure that satisfactory progress is made. Any changes to the plan can be agreed at review meetings.
- Provide, as far as is reasonably practicable, the experience, facilities and training necessary to achieve the training objectives agreed in the Apprenticeship Plan.
- Treat the learner as fairly and reasonably as any other member of the workforce, and not discriminate or act unfairly against them.
- Agree to an Apprenticeship Agreement which provides a contractual basis for the relationship between the employer and the learner. Under the Apprenticeship, Skills, Children and Learning Act (2009), an Apprenticeship Agreement is a contract of service, not a contract of apprenticeship.
- Hold an appropriate induction for the learner, which should include an introduction to fellow workers and the nomination of a member of staff directly responsible for the learner.
- Allow for appropriate day, evening, or block release of the learner to attend college in order for them to complete the underpinning knowledge and Functional Skills elements of the apprenticeship.
- Allow College assessment staff access to the employer's premises by prior agreement, to conduct work place assessments and to periodically review the learner's performance and progression.
- Provide feedback on the learner's performance during the course of the apprenticeship, and to be involved in reviews with them and the College Trainer.
- Employ and pay the learner in accordance with agreed terms and conditions, taking into account relevant employment legislation. A salary/wage should be commensurate with the market rate for the occupation in which the apprentice is employed, and should not be less than the apprentice national minimum wage. For more information go to www.gov.uk/national-minimum-wage-rates
- Should the learner be aged over 19 during the course of the apprenticeship, the National Minimum Wage for their age will apply once they have completed a year of the apprenticeship. For example, if you join an employer in January aged 18, but turn 19 in April, the employer will need to pay the National Minimum Wage for 19-year-olds from the following January.
- Undertake legal and contractual responsibilities for the Health and Safety of the learner.
- Ensure conformity with the employer's Equal Opportunities policy.



The role of the College

- Check that the contents of the Apprenticeship Plan as agreed with the learner and employer fulfil the national, sector, and SASE agreed criteria for that apprenticeship.
- Ensure that training meets the requirements set out in the contract between City of Bristol College and the Skills Funding Agency (ESFA), particularly in relation to the Quality Assurance process, including Health and Safety obligations
- If the employer is unable to complete the apprenticeship, the College will endeavour to ensure that the learner is offered the opportunity to transfer to another employer that will be able to provide an Apprenticeship Plan substantially similar to the existing one, to allow them to complete.
- The College will provide the following services under the apprenticeship offer:
 - Off-the-job training in underpinning knowledge and Functional Skills via day, evening or block release.
 - On-site assessment of competence-based qualifications as appropriate and agreed.
 - Additional training specific to the employer's needs over and above the standard requirements, where appropriate.
 - Advice and support the employer's nominated staff in respect of training for the learner.
 - Investigate any reported accident and/or injury to the learner resulting in absence from work.
 - Assurance that the learner is treated in accordance with the provisions of The Equality Act (2010).
 - Assurance that the learner understands the College Code of Conduct, attendance times, and procedures.
 - Assurance that no discrimination is present during training of the learner.

Access to Personal Records and Employer Training Records

The College may request permission from the employer to have access as required to personnel records relating to you on your apprenticeship programme. Such permission is required in order to satisfy quality assurance criteria set by ESFA under contract with the College, and is required to be extended to the ESFA or auditors appointed on their behalf.

Any records kept by employers or their staff relating to in-house training must also be made available to the College on request. It is important that any records of achievement at work are made available to the College so that the information can be entered onto the Apprenticeship Plan. These records are also important to staff who visit to conduct assessments and reviews with the apprentice.



The College shall not be liable for any accident, damage or loss, however caused, by any act, omission, or default on the part of the apprentice, either directly or indirectly.

On the apprenticeship programme

Achieving the apprenticeship

When the apprentice has achieved all the required elements of the Apprenticeship Plan, they will be awarded an Apprenticeship Completion Certificate.

Completion and Progression Review

At the end of every apprenticeship, there must be a review between the apprentice, the employer and City of Bristol College to evaluate the effectiveness of the programme. The apprentice may be offered the opportunity to progress to the next level of the apprenticeship or learning depending on the employer's requirements.

Feedback

The College may ask the employer and/or the apprentice to participate in surveys designed to evaluate the quality of service being received and the ways we can improve. We appreciate and value all feedback you can give us in these surveys, and welcome feedback at any time.



Leaving the Course Early

Whilst we endeavour that all apprentices achieve their full standard, there will be occasions when the apprentice decides to leave either the apprenticeship or employment.

To minimise leavers and support apprentices where there are issues, we ask that employers inform the College if their apprentice:

- Leaves employment
- Incurs any period of unauthorised absence
- Is absent for more than 15 days (we may be able to amend learning to cover periods of extended absence such as long term sickness or injury)
- Ceases training towards the qualification set out in their learning plan



College Support

There are a wide range of support services available to you from your first enquiry to successful completion of your programme and progression. You can visit reception at any of our Centres, where staff can provide more information on the services available and assist in appointment booking.

Financial support

There are lots of funding sources available which you may be eligible for to help support you while on your course. Further information can be found at cityofbristol.ac.uk/support/financial-support/

Health and Welfare

Your health and welfare are important to us and we want to ensure you have the right support, whenever you need it to successfully complete the programme. There are experienced advisers you can talk to about your health and welfare needs. Further information can be found at cityofbristol.ac.uk/support/academic-personal-support/



Disability Support






Support is available for learners with a range of support needs including people with mental health issues, medical support needs, learning difficulties and autism. Further information can be found at cityofbristol.ac.uk/support/additional-learning-support/

Study Support

The Study Plus service is available at all Centres to support you with your studies. Study Plus offers one-to-one and small group study sessions on assignment work, essays and exams. Further information can be found at cityofbristol.ac.uk/support/study-plus/

Student activities and events

College is about much more than your course. To find out more go to

 @CoBCollege
 @cityofbristolcollege
 @CoBCollege
 @cityofbristolcollege
 @CoBCollege



Safeguarding

As part of the Apprenticeship Agreement, it is important that your employer understands and takes responsibility for your safeguarding and ensuring you receive fair treatment.

The Criminal Justice Court Services Act (CJCSA) defines a child as someone who is under 18, but if they are employed, this changes to under 16. As an apprentice will not be younger than 16, they are therefore not defined as a child, and staff will not be required to be checked by the Disclosure and Barring Service (DBS) in order to supervise an apprentice.

However, even though DBS checks are not a requirement, we advise caution to safeguard both the apprentice and the employee. Consider whether the person supervising or working with the apprentice would be in a vulnerable position with them, working late or antisocial hours, long hours spent alone, or time spent working from home or travelling together.

By contrast, an apprentice working regular hours in a fully-staffed, open plan office is likely to be less at risk and thus it is less likely that checks would be warranted.

Remember that a work placement is not the same as an apprenticeship; the definition of a child remains as under 18 in this circumstance and therefore their supervisor will need to be DBS checked.



Equality and Diversity

Equality is not simply about compliance with the law, nor is it about 'treating everybody the same'; it is about treating people differently according to their needs.

Diversity is concerned with recognising and valuing the differences between people, which can then create strengths and opportunities for those who realise it.

Simply put, equality and diversity are about 'healthy relationships with people'. Without relationships with people (including employees, customers, suppliers and the wider community), businesses and organisations would be unable to function.

The College's approach to Equality and Diversity

City of Bristol College believes that any and all forms of discrimination are unacceptable. We will seek to challenge inequality and discrimination and have due regard for all legislative requirements. We will not tolerate any form of discriminatory behaviour against employees or the student body.

The College embraces diversity in all its aspects, and aims for a workforce and student body which reflects at every level the community it serves. The College will treat all employees and students with respect and dignity, and seek to provide a working and learning environment free from discrimination, victimisation, bullying and harassment.

Reasonable adjustments will be made to arrangements and premises to ensure equal access for disabled staff or potential staff. Similarly, we will ensure that no student is disadvantaged or treated less fairly on any of the grounds previously noted.



In order to ensure that all actual or potential students are treated fairly at all stages of college life, and that their treatment is based solely on objective criteria, the College will ensure that equality issues are embedded into its policies and procedures.

All complaints of discrimination, harassment, bullying, etc. will be treated seriously and investigated with all possible speed, confidentiality and sensitivity. To ensure that this policy is fully effective, the College undertakes to consult with recognised unions and with staff and students in general in its development and implementation.

If an employee or student believes that they have not been treated fairly due to discrimination, they should follow the complaints procedure if they are unable to resolve the issue through informal means.



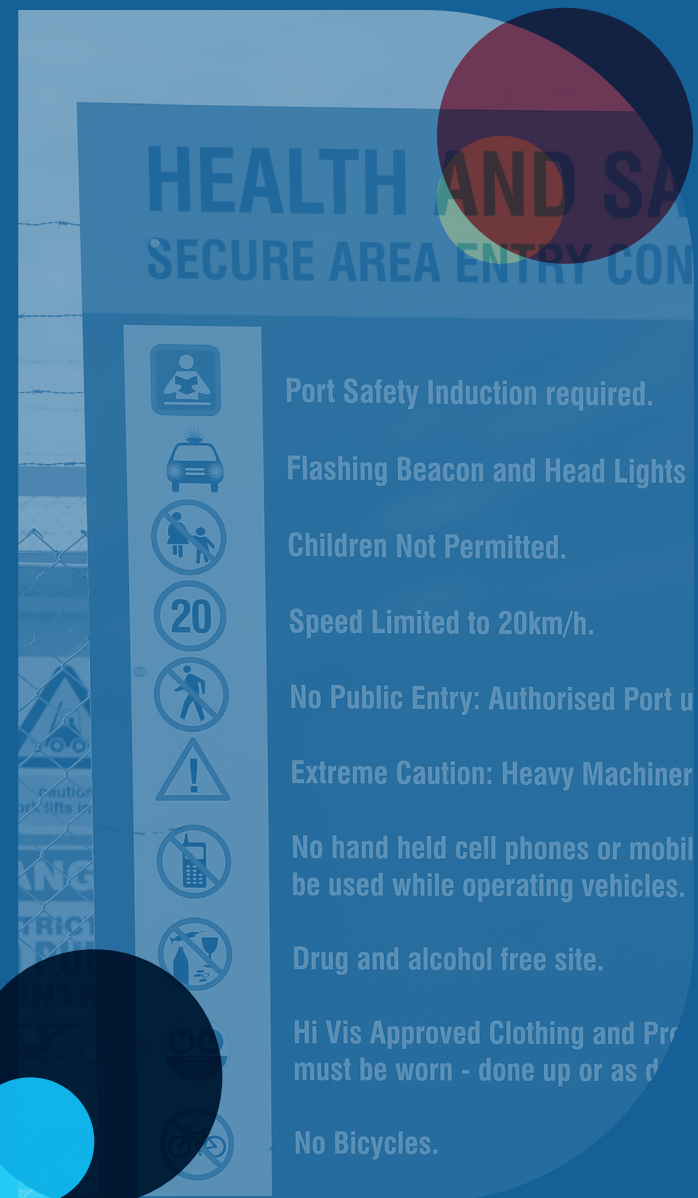
Health and Safety

All government-funded learning is required to achieve the 'Safe Learner' standard. This is the requirement that all learning should take place in a safe and secure environment. As part of this, employers are reminded of their statutory duties with regard to Health and Safety.

These include:

- Providing appropriate protective clothing and equipment as required under the Health and Safety Management at Work regulations.
- Advising apprentices about access to areas, processes, and machinery that is prohibited and/or restricted and ensuring compliance with the same.
- Investigation into all accidents, occupational diseases and near-misses that involve Apprentices, and, where necessary, submitting and/or making available to the College any related report of the same.
- Informing the College, without prejudice to the statutory duty of any person, of any death, injury, case of disease or dangerous occurrence within 3 days of any accident resulting in absence from training for 4 or more days and involving loss both physical and mental, including disfigurement.
- Employers should be prepared to co-operate with any investigation into accidents which have occurred involving apprentices.

It is part of the College's agreement with ESFA that no apprentice will start on a programme until there has been a review of the workplace using the Health and Safety Workplace Assessment. Once completed, this will be monitored and reviewed at set frequencies depending on the assessed risk level.





Contacts

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