



Apprentice Handbook

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**“There’s no experience
like on-the- job learning”**



What is an Apprenticeship?

An apprenticeship is a genuine job and an apprentice needs to be employed from day one. Apprenticeships combine practical training on the job with study, to learn valuable skills and knowledge.

Apprenticeships have been designed to meet employers' needs for a particular sector or job role. Each apprenticeship defines the knowledge, skills, behaviours and formal qualifications required of an employee to become fully competent in that field.

Our aim is to ensure that you have all the information and support necessary for you to successfully complete your apprenticeship with us. Your key contact will be your assessor who will guide you through the programme from start to finish. They will act as the link between your employer and Hartlepool Learning & Skills Service. Your assessor will be your first point of contact if you have any questions, issues or concerns.

As an apprentice you will:

- Work alongside experienced staff
- Gain job specific skills
- Earn a wage and get holiday pay
- Be given time for study related to your role (equivalent to one day a week)



End Point Assessment

In recent years, the Government has changed the way in which apprenticeships are delivered. We have now moved from the traditional Apprenticeship Frameworks to the new Apprenticeship Standards.

So what does this mean for you? Well, apprenticeships will now include what is known as an End Point Assessment (EPA). The purpose of the EPA is to ensure that you have been trained appropriately against industry standards and are capable of transferring the knowledge, skills and behaviours you have learnt in to the real world.

Timeline of apprenticeship standards



End Point Assessment Organisation (EPAO)

An independent organisation must be involved in the EPA of each apprentice so that all apprentices follow the same standard and are assessed consistently. Only organisations on the Register of End Point Assessment Organisations are eligible to conduct independent EPAs of apprentices.

What is Expected of an Apprentice?

As a responsible apprentice, you will need to demonstrate that you are committed to your apprenticeship programme and that you are prepared to play an active part in your development. You will be expected to act and behave in a professional manner at all times, both at work and within the Hartlepool Learning & Skills Service. You are expected to be respectful of others and committed to achieving your programme, whilst promoting, at all times, the employer's best interests.

Attendance and punctuality

Good attendance and punctuality are directly linked to success. You are expected to arrive, on time, for all planned learning sessions. Late arrival and non-attendance will be logged and your employer will be notified. 100% attendance and punctuality is expected and will be reviewed at your progress reviews.

Safe Working Practices

We expect all learners to be mindful of their own safety and that of others, both in the workplace and in Hartlepool Learning & Skills Service. It is your responsibility to ensure that you do not work in a way that puts yourself and/or others at risk of harm. All apprentices will be issued with an ID card and this must be worn at all times.

Functional Skills

Depending on your apprenticeship programme and your prior qualifications, you may also be required to attend additional days to complete Functional skills qualifications as part of your apprenticeship.

Keeping Appointments

Your assessor will need to carry out progress reviews with you every 4-6 weeks and also carry out assessments and observations in the workplace. These workplace visits will be arranged and agreed in advance. Should you need to change a scheduled appointment you must inform your assessor as soon as possible. In some cases, the responsibilities of carrying out workplace assessment and progress reviews will be split between your manager/mentor and you will be notified of this at your induction.

Sickness and Absence

On the first day of absence you must personally notify your place of work following the policy and procedure set out by your employer. Should you be absent on a day that you are expected at Hartlepool Learning & Skills Service, or any other time that you are due to meet with your tutor/assessor, you must also personally notify your tutor/assessor with as much notice as possible.

What can I Expect from my Employer?

The opportunity to shadow your colleagues and learn from highly qualified and skilled employees.



Regular assessment of your knowledge, skills and behaviour based on industry standards. An assessment can be carried out through a variety of methods, i.e. observation, portfolio, question and answer, assignments and exams.

Regular progress reviews to set targets and assess your progress at work and on your course. The progress review is also an opportunity for you to raise any concerns and issues you may have in respect of health and safety, equality and diversity and safeguarding, etc.



What can I Expect from Hartlepool Learning & Skills Service?

Health and Wellbeing

Hartlepool Learning & Skills Service works in partnership with Hartlepool Borough Council's Public Health and Sports and Recreation teams. The aim of this partnership is to empower our learners to:

- Be economically active
- Live healthier lives
- Be more confident
- Be motivated
- Achieve aspirational goals
- Take full advantage of future employment opportunities

By enrolling on to an apprenticeship you will have access to a broad range of provision such as advice on smoking cessation, mental health support, healthy living schemes, exercise classes and student exchange initiatives.

Additional Support

You will have easy access to Functional Skills courses to improve your maths, English and ICT. Additional learner support such as 1:1 classroom support, 1:1 tuition, specific alternative language support and adaptive resources within the classroom are also available.



Apprentice Case Study

I worked as a Business Administration apprentice for Hartlepool Borough Council at Brierton Sports Centre.

During the apprenticeship, I would undertake different tasks daily. These ranged from dealing with customer enquiries to system bookings and management of figures.

My favourite task during this apprenticeship was dealing with customers, as I feel that customer service is one of my best skills.

Once I completed my Business Administration qualification I then moved to a different department as I gained employment.

I currently work as a Customer and Business Assistant, based in the Civic Centre. In the future, I am looking to get into property development, but I am content and enjoying working in administration/customer service until I gain the opportunity to do this.

During the course I was supported by multiple tutors, who would all give individual advice which really helped me progress and move towards completion of the apprenticeship.

Whilst undertaking my NVQ I also had to complete an IT qualification. I was given real support by various tutors - this included undertaking practice papers, as well as having one-to-one support when it was required.



**“Don’t dream it.
Do it!”**



Careers Service

The Hartlepool Learning & Skills Service is wholly committed to supporting all learners to fulfil their aspirational career goals and all learners have access to an outstanding and impartial Careers Service.

Through the Careers Service you will:

- Be given a named careers advisor to offer impartial, ongoing support to help you progress into further education, higher education or sustained employment
- Be offered an opportunity to develop a personalised career plan
- Have access to National Careers Service specialist advisors
- Have access to careers events and job fairs and be regularly informed of current job vacancies to ensure you sustain your momentum after your apprenticeship



All our programmes fully embed 'career activity' to provide you with an insight into industry standards, current and future job occupations across all sectors and the necessary knowledge, skills and behaviour required by employers.

Refer Online: www.hartlepool.gov.uk/careersservice

Phone our careers Hotline: 01429 401831

Monday to Friday 10am – 4pm

What is 20% Off-the-Job learning?

All learners enrolled on an apprenticeship will be required to spend at least 20% of their contracted hours on off-the-job learning. This is mandated by the Government as part of the apprenticeship funding rules.

Off-the-job learning is defined as training that takes place outside the normal day-to-day working environment which works towards achieving the apprenticeship. This can include training that is delivered in your workplace but it must not be part of the normal working duties. Apprentices working full time would normally spend approximately one day (or 7.4 hours) a week working towards the off-the-job training requirements. The 20% off-the-job training is calculated over the whole period of the apprenticeship and so the weekly hours can be varied as long as the overall 20% is achieved by the end of the programme.

What can be classed as Off-the-Job?

Yes

- Shadowing
- Coaching
- Independent research
- Attending masterclass sessions
- Mentoring
- Supervision with employer
- Industry visits
- Writing assignments
- In-house training
- Role play
- Online learning
- Simulation exercises
- Team meetings that involve learning
- Completion of a reflective journal

No

- English and maths
- Induction
- On-programme assessments
- Observation
- Progress reviews
- Training that does not contribute to the knowledge, skills and behaviours of the apprenticeship
- Training that takes place outside paid working hours

You will be expected to keep a log of all activities towards the 20% off-the-job requirements through Quals Direct and this will be reviewed on a regular basis. If you are not meeting the 20% off-the-job requirement, a meeting will be arranged with your assessor and employer and an action plan put in place.

Quals Direct

Quals Direct is our e-portfolio platform. This is where you will access resources, submit your work, receive feedback from your tutor and track your progress. It is also accessible by our Internal Quality Assurance team and your employer.

At the start of your apprenticeship you will receive login details and your tutor will show you how to use the system. You can upload evidence electronically, including audio, image, text and video with ease.

The platform allows you to:

- Upload your work
- Receive feedback
- Access resources
- Track your progress and
- Manage your training calendar



Safeguarding, Prevent & British Values

The term 'safeguarding' embraces both child and vulnerable adult protection and preventative approaches to keep you safe. Safeguarding encompasses your health & safety, welfare and wellbeing. Our service is wholly committed to safeguarding all learners, staff, volunteers and visitors.

What is Prevent?

This is the Government's policy on preventing exposure to terrorism and extremist views. Safeguarding and Prevent are embedded throughout your apprenticeship and cover:

- The promotion of your health and development
- Ensuring your safety and care
- Ensuring you are offered the best life chances
- Protection from abuse and neglect
- Prevention of bullying and harassment
- Preventing exposure to terrorism and extremist views

British Values

Democracy, rule of law, individual liberty and respect and tolerance - fundamental British values that underpin what it is to be a citizen in a modern and diverse Great Britain, valuing our community and celebrating diversity. If you have any concerns about your safety or the safety of others', wellbeing or rights, please contact the safeguarding leads named below.

Safeguarding Leads

Kristie Burt:
kristie.burt@hartlepool.gov.uk

Scott Campbell:
scott.campbell@hartlepool.gov.uk

Patrick Wilson:
patrick.wilson@hartlepool.gov.uk

Tootoot

Tootoot is a confidential, simple to use app that makes it easy for learners to raise any safeguarding or pastoral support concerns. From bullying to mental health, you can rest assured that your concerns will be taken seriously. Staff will monitor and respond to concerns confidentially through the case management feature. All learners will be issued with a Tootoot login at induction.

Useful Contacts

National organisation	What can they help you with?	Telephone	Website
National Careers Service	Careers guidance	0800 100 900	www.nationalcareers.service.gov.uk/
British Dyslexia Association	Dyslexia	0333 405 4555	www.bdadyslexia.org.uk
Citizens Advice Bureau	Citizens advice	08444 111 44	www.adviceguide.org.uk
ChildLine	Bullying	0800 1111	www.childline.org.uk
NHS 24 Hour	Out of hours help	111	www.nhsdirect.nhs.uk
Samaritans	Emotional support	0845 790 9090	www.samaritans.org
Department of Health/ NHS	Sexual health	0845 4647	www.dh.gov.uk/
Direct.GOV	Employment rights	Online Only	www.direct.org.uk/
NHS Smoking Helpline	Smoking	0800 169 0169	www.givenupsmoking.co.uk
Drink Line	Alcohol abuse	0800 917 8282	www.drinkaware.gov.uk

“Earn while
you learn”



Glossary of Terms

Assignments/exams

You will be required to produce assignments or complete internally or externally set exams in order to evidence knowledge and understanding. These are the most common assessment methodologies for any college-based qualifications and for Functional Skills.

Education and Skills Funding Agency (ESFA)

The ESFA bring together the former responsibilities of the Education Funding Agency and the Skills Funding Agency to create a single agency accountable for funding education and skills for children, young people and adults, including apprenticeship provision.

End Point Assessment (EPA)

The purpose of the EPA is to test that an apprentice is fully capable of doing their job before they receive their apprenticeship certificate. It also helps to demonstrate that what an apprentice has learned can be applied in the real world.

End Point Assessment Organisation (EPAO)

All apprenticeship standards must contain an EPA. An independent organisation must be involved in the EPA of each apprentice so that all apprentices are assessed consistently. Only organisations on the Register of EPAOs are eligible to conduct independent EPAs of apprentices.

Internal Quality Assurer (IQA)

The IQA will ensure that the portfolio you present meets the required quality standard and that correct training has been delivered towards the EPA. They are also there to support you if wish to appeal an assessment decision.

Observation

Direct observation of you performing a task, to required standards, in the workplace or within Hartlepool Learning & Skills Service, is a requirement for apprenticeship programmes.

Ofsted

Funded by the Government, Ofsted is responsible for inspecting and reporting on the quality of training provision for post-16 education, including apprenticeships. As a training provider, Hartlepool Learning & Skills Service is inspected on the quality of our delivery, training and assessment.

Portfolio

A portfolio contains evidence of tasks completed, consisting of job write-ups, photos, witness statements, etc. These will be assessed against the relevant standards by your assessor.

Progress Review

Scheduled every 4-6 weeks, these reviews are an opportunity to assess your progress at work and within Hartlepool Learning & Skills Service and to set targets for the next period. Progress reviews are also an opportunity for you to raise any concerns you may have in respect of your health and safety, equality and diversity and safeguarding.

Trainer/Tutor

The role of the trainer/tutor is to create an Individual Training Plan (ITP) to suit your programme needs. They, along with your employer, will agree and plan training sessions and prepare you for the End Point Assessment. They will guide, support and encourage you throughout your apprenticeship.



www.hartlepool.gov.uk/learningandskills



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