

**fair  
train**

fair training for  
fair organisations

# Employer induction pack



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**Thank you for including apprenticeships as part of your organisation's human resources plan. By offering apprenticeships you are continuing a long and valuable tradition where each generation helps to train the next. We hope that you will realise the benefits that apprenticeships bring to your organisation. We'd like to encourage you to demonstrate your commitment by including the apprenticeship badge in your publicity material.**



**The logo can be downloaded from here:**

[www.apprenticeships.org.uk/Employers/Employers-Badge.aspx](http://www.apprenticeships.org.uk/Employers/Employers-Badge.aspx)

This pack is an introduction to apprenticeships specifically for voluntary sector employers. The pack contains all the essential information you need, together with references to websites and documents that provide more detail. We have included the key forms that we will need to complete on your behalf for your information in the appendices.

We hope that you find the pack useful and we would welcome your feedback on how we can improve it.

A handwritten signature in black ink that reads "Stephen Gardner".

Acting CEO Fair Train

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## **Appendices – examples of forms**

### **Individual learner record**

- Part 1 Learner information
- Part 2 Programme aim information
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- Part 4 Subsidiary aim information

### **Learning plan**

- Initial assessment summary
- Learner progress review record

# Fair Train

**Thank you for choosing to develop your staff with a Fair Train learning provider.**

**All Fair Train learning providers are committed to helping you train your existing and new staff as effectively as possible. We are committed to treating you fairly, using government funding to benefit your staff rather than to generate profit.**

We are charities or not for profit businesses that are covered by the Fair Train promise:

## **The Fair Train promise**

We will:

- Place the long term training needs of every employer we work with at the heart of our organisation.
- Be open and transparent with every employer about the government funding we draw down on behalf of that employer.
- Devote as much of the government funding to training as is possible, minimising the administrative requirements costs as far as we can.
- Act and report promptly upon any complaint you may have about us.



If you would like to know more about Fair Train please go to [www.fairtrain.org](http://www.fairtrain.org)

# Why apprenticeships?

**Apprenticeships can help your organisation by offering an opportunity to employ and train fresh new talent or by developing your existing staff. UK businesses consider skills shortages and recruitment difficulties a bigger threat to their organisation than soaring oil prices and declining consumer spending, and more than a quarter rate this form of vocational training higher than any other qualification<sup>1</sup>.**

In this regard the voluntary sector is no different, we need skilled and talented individuals to achieve our mission and apprenticeships can help us to provide these. Apprenticeships ensure that the workforce has the right mix of practical skills and qualifications that an organisation needs now and in the future. The mixture of on the job and off job learning within apprenticeships ensures apprentices learn the skills that work best for you. Over 130,000 employers offer apprentice places because they understand the benefits that apprentices bring to their business – increased performance, improved service delivery and a committed and competent workforce. A well designed apprenticeship programme will improve your organisation's performance, fill your skills gap and provide added motivation for your workforce.



<sup>1</sup> Source: National Employer Skills Survey 2008

# What is an apprenticeship?

**An apprenticeship is a work-based learning programme that combines teaching off the job with learning and practice in the workplace. It allows the apprentice to acquire and apply the skills and knowledge you require in your organisation. Apprenticeships normally last between 12 and 24 months and we offer two levels:**

## **Apprenticeships – equivalent to five GCSE grades A - C.**

An apprenticeship enables new and existing employees to obtain skills at NVQ level 2 standards. The apprentice is employed by you, and the training programme usually lasts for approximately 12 to 18 months although progress can be made more quickly. Successful apprentices progress to:

## **Advanced Apprenticeships – equivalent to two A level grades A - C.**

An advanced apprenticeship develops the learner's skills at NVQ level 3 standards as potential supervisors, skilled youth workers and managers. Again, the apprentice is employed by the company but the training programme usually lasts for about 18 to 24 months but some advanced apprentices complete more quickly, particularly if a level 2 apprenticeship has been taken previously.

Both apprenticeships are made up of industry specified components known collectively as the 'Framework', all components are essential to achieve full completion:

- National Vocational Qualifications (NVQ) provide **practical skills** in specific occupational areas.
- Technical certificates – vocationally related qualifications that provide the underpinning **knowledge** of the NVQ.
- Key Skills qualifications – transferable work related skills like **IT** and **communication, application of number, problem solving, teamwork** and improving learning and performance.
- General employment rights and responsibilities – this is generally built into the NVQ and Technical Certificate.

There may also be optional units, designed to suit the differing requirements of individual organisations.



# What else do I need to know?

## What else do I need to know about introducing an apprenticeship programme?

Apprenticeships are relevant to both **new and existing employees** so just like all of your existing staff, most of your existing employment conditions will automatically apply, including a written contract of employment that sets out an apprentice's terms and conditions of employment and training.

**It is important to remember that an apprentice is an employee who should receive the same information and treatment as any other existing or new employee. Apprentices need to be part of your organisation's human resource strategy.**

### Job title and description

The apprentice must be assigned a job title and given a job description. This should also include a description of their duties, start date, details of the probationary period and the duration of the contract of employment if it is fixed term. Many employers treat the apprenticeship as discrete employment with a fixed term. Once completed they would then issue a new permanent contract of employment to the now qualified ex-apprentice.

### Hours of work

The employer is entitled to set the hours of work. Apprentices are subject to the Working Time Regulations and as such should work no more than 40 hours per week (under 18s) and 48 hours (over 18s). These hours of work include any off the job training they need to attend. Apprentices can work the working patterns of the qualified workforce. They are entitled to two days off each week.

### Salary

Apprentices aged 16 to 18 are exempt from National Minimum Wage legislation but must be paid the national minimum apprenticeship wage. In 2010 this is £92.50 for a 37 hour week. Incremental rises based on progress through the apprenticeship

and work experience is widely used by employers. This is very effective as a motivator or a form of recognition. Apprentices aged 19+ are exempt from the National Minimum Wage for the first year of their apprenticeship and are then subject to the National Minimum Wage legislation.

### Annual leave

Apprentices are entitled to a minimum of four weeks paid annual leave (inclusive of Bank Holidays). This entitlement begins after they have been employed for 13 weeks.

### Disciplinary and grievance procedure and sickness arrangements

Apprentices are subject to the same arrangements as other employees. They should be made aware of the disciplinary procedure that operates in your workplace and the procedures to be followed in the event of sickness.

### Induction

We will run an induction with the apprentice that explains many aspects of their apprenticeship, and you will need to cover specific details that relate to their place of work.

At the very least, induction should cover the following:

- The organisation, its history, objectives and organisational structure;
- A tour of the premises and introduction to key people, staff, volunteers and service users as appropriate;
- Confirmation of the terms and conditions of employment, company rules and procedures;
- Health, safety and welfare (see later for more detail on health, safety and welfare).

# How do I get an apprentice for my organisation?

## An apprenticeship will benefit my organisation! How do I get an apprentice for my organisation?

You may choose to introduce apprenticeships to your existing workforce as a way of developing your staff or introduce new apprentices into your organisation.

### Existing employees as apprentices

You can identify any existing employee as an apprentice. We will come and meet you to introduce the programme and discuss the individual's job role, the sorts of apprenticeships available and advise if your employee is eligible for funding.

### Taking on a new apprentice

If you are taking on a new apprentice you will need to recruit. You can do this yourself - place an advert in the local paper, go through Connexions, Job Centre Plus or you can take advantage of the free recruitment system, Apprenticeships Online. We will support you with advice.

The Apprenticeships Online system matches your vacancy to suitable candidates and sends a message alert to their inbox inviting them to apply. Interested candidates can then apply online using a simple standard application form. The online system makes it easier for you to advertise apprenticeship vacancies and for potential candidates to apply. It is convenient because it allows you to manage the recruitment process from start to finish online. It should help you to find the perfect match for each apprenticeship opportunity you advertise.

If you wish, we can manage the process on your behalf right through to the successful appointment of your apprentice.

All young people are told about Apprenticeship Online at school.

### Key benefits of Apprenticeships Online

[www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

- There is no charge for using the service.
- It is a national system (England only); it opens up your vacancy to a wider pool of candidates actively interested in apprenticeships.
- A diverse range of private, public sector and third sector employers have already advertised their vacancies including Duke of Edinburgh and Raleigh International.
- Flexibility in who manages the whole recruitment process, your learning provider or you.
- It gives you the option to direct candidates, who see your vacancy on the system or in the press, to your own website's job page.
- The system is supported by a dedicated National Apprenticeship Service team across England.

For more information talk to us or contact:

[www.apprenticeships.org.uk/  
Be-An-Apprentice.aspx](http://www.apprenticeships.org.uk/Be-An-Apprentice.aspx)

Use the 'I'm an Employer interested in offering Apprenticeships' link to search for training providers and for information on registering vacancies.

# Who will be involved?

## Who will be involved in the apprenticeship programme?

### Most importantly, an apprentice

In addition to their employment commitments the apprentice also has a range of commitments to their training programme, these include:

- Agreeing an Individual Learning Plan with all parties who are involved.
- Attending meetings with trainers, assessors and verifiers as required.
- Attending off-the-job training where required.
- Providing evidence of competence.
- Developing a collection of evidence - a portfolio - throughout the period of the apprenticeship.

### One or more skilled employees

Your staff team will help to support the apprentice by introducing them to new tasks / areas of their job role and providing training, supervision and encouragement throughout the programme.

### A designated mentor – who you'll identify

It is important that the apprentice has a single point of contact. They can give them support and answer their queries. This could be you or another member of your staff team. Whoever you choose needs to have an empathy with young people and learning.

### The learning provider - us

We also have a vital role to play to ensure the success of the apprenticeship.





We are responsible for:

- Assigning an industry qualified tutor and ensuring the apprenticeship meets the requirements of the awarding body through Internal and External Verification.
- Planning the learning.
- Reviewing progress.
- Assessing the apprentice.
- Claiming certificates.

### **The tutor – we'll provide this**

The tutor will work with the apprentice and designated mentor to:

- Develop the Individual Learning Plan and Training Agreement.
- Deliver the programme, bringing together the various elements of an apprenticeship to produce a coherent, integrated programme.
- Monitor, support and guide all parties throughout the programme.
- Ensure standards are met for all aspects of the programme including health and safety and equal opportunities.

### **A pastoral supporter – we can provide or you can**

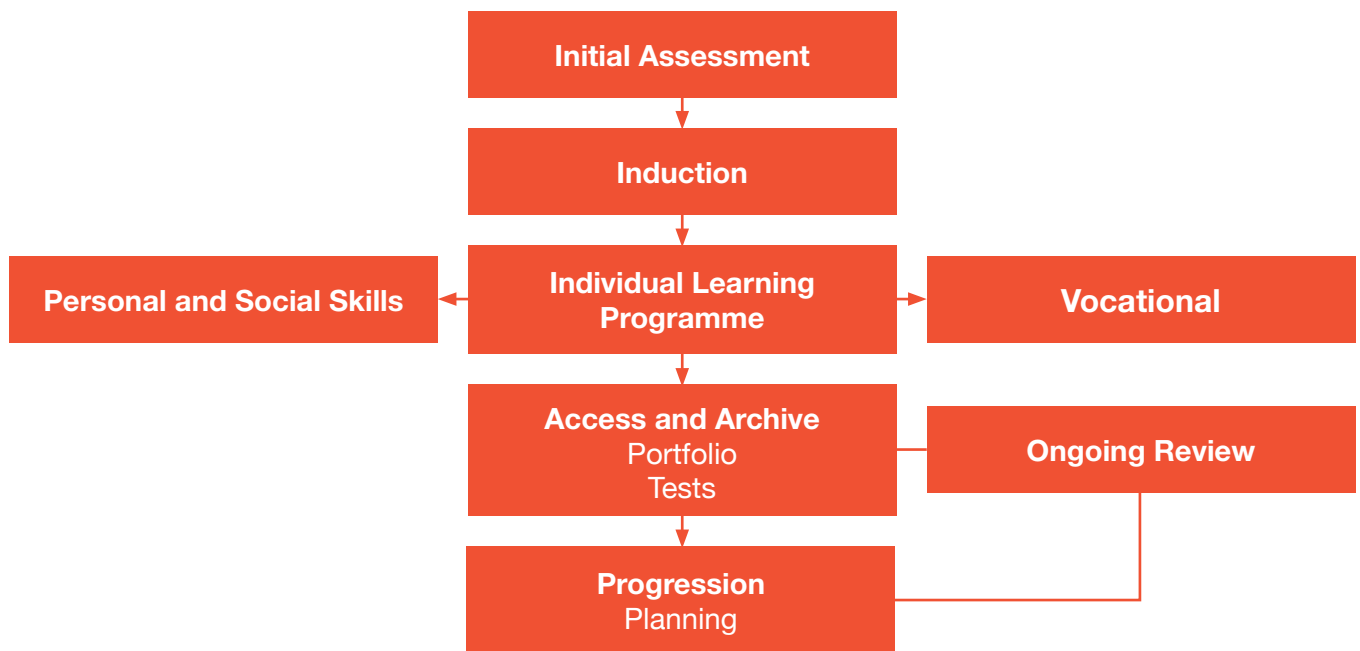
While the others involved will focus on the training of the apprentice, it is important to remember that apprentices are often young people who are making the transition into working adults. It is helpful for them to have access to someone who they can talk to about other issues, which may be personal issues that they don't want to share with work colleagues. Evidence shows that this can make a real difference and help to keep an apprentice on track. This could be someone with HR skills or could be an ex-apprentice.

### **Your role as the employer**

In addition to the above you or your staff will need to:

- Highlight opportunities for the apprentice to learn skills and demonstrate competence.
- Meet with trainers, tutors, verifiers and the apprentice to review progress (see delivery model and review cycle).
- Witness apprentice performance and authenticating evidence.
- Release the apprentice for any on / off-the-job training in line with the agreed Individual Learning Plan.
- Support and encourage the apprentice and reward achievement.

# Summary of how an apprenticeship is delivered



## The forms

As the government funds apprenticeships, there is a need to record them for funding and monitoring purposes. We will manage this for you but the key documents are:

- Individual Learning Record (ILR)
- Initial Assessment
- Individual Learning Programme
- Record of Reviews – at least every 12 weeks but more often if possible.

Examples of these forms are included at the back of this pack.

## Initial assessment

The recruitment process will have confirmed your apprentice's suitability for the apprenticeship. The Initial Assessment will establish what skills and knowledge the apprentice has already, and most importantly, can prove they have.

The tutor will work with the apprentice and you to identify:

- Areas where the apprentice has existing qualifications, or other evidence, that proves existing knowledge and or competence.
- Areas where the apprentice has competence or knowledge but has no proof so testing is required to prove this.
- Areas where the apprentice is not competent or knowledgeable and where further training will be required.

The results of the initial assessment will be shared with the apprentice and you to create their Individual Learning Programme.

# Teaching and assessment and the individual learning programme

## This is the key to the successful delivery of the apprenticeship through the planning and delivery of the teaching and learning.

Apprenticeships are achieved by demonstrating competence and knowledge and very few of those recruited to apprenticeships can demonstrate these attributes without further learning and practice.

Each of your apprentices will have a different range of existing skills and knowledge and therefore each will need different teaching and learning to fill the gaps between their current position and achieving their full apprenticeship.

Each apprentice, if they are to succeed, needs a learning plan which takes into account a number of factors. These include:

- the existing skills of your apprentice;
- your operational requirements;
- the requirements of the apprenticeship;
- the style and rate of learning of your apprentice.

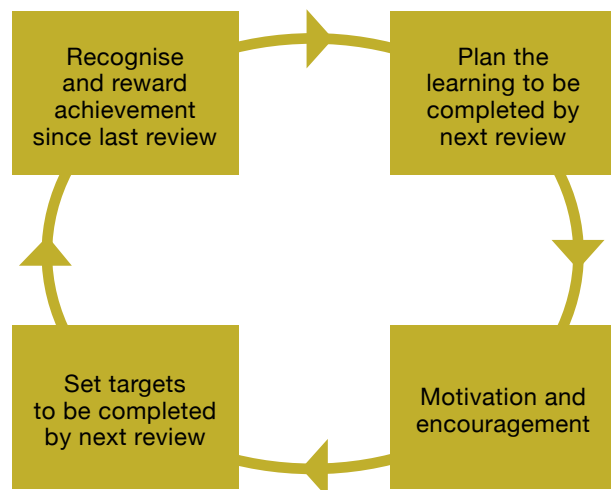
The learning plan will be reviewed and changed to suit the needs of your apprentice during a programme of visits.

## Summary - ongoing review cycle

Frequent and regular review of your apprentice's progress is an essential part of their learning. Apprentices learn most in the work based environment and it is important that there is time to reflect on what they have learned and identifying what still remains to be learned.

The review will take place between the apprentice, tutor and the designated mentor and will be arranged to take place at regular intervals.

**We will work with you to ensure all contractual paperwork is completed so you don't have to worry.**



# Health, safety and welfare

**We are all committed to a healthy and safe learning environment. Apprentices, just like all your employees, are entitled to learn and work in a safe, healthy and supportive environment. As the apprentice will be funded by the government we also have a duty of care over them.**

We will therefore work with you to ensure:

- That the apprentice's workplace meets health and safety standards through the completion of a site checklist.
- That health and safety forms part of the induction. Apprentices may be asked to complete documentation to record this and show knowledge.
- Apprentices are encouraged to develop a positive attitude to health and safety.

- All learners receive the necessary personal protective equipment as required by the job being undertaken and are trained in its use.
- That you are aware of all the requirements of accident reporting.

The following link may be used to access a free HSE workbook and information on health and safety.

[www.hse.gov.uk/campaigns/euroweek2006/pdfs/lscbesafeguidance.pdf](http://www.hse.gov.uk/campaigns/euroweek2006/pdfs/lscbesafeguidance.pdf)

## **Conduct**

An apprentice is a member of your workforce and is subject to your normal disciplinary policies and procedures. It is very important that apprentices are encouraged to develop good practices right from the start. We hope that this will mean that there is no need for disciplinary action but if there is, please keep us up to date with what is happening. We promise to keep you updated about your apprentice's performance as well.



# Maintaining standards

**Apprenticeships rely on existing skilled men and women passing on skills and confirming whether an apprentice is competent or not. You and your staff will know when your apprentice has learned a skill and can perform under normal working conditions. The first step in quality is therefore you.**

All work-based learning and training is also subject to internal and external inspection to ensure consistency across the country. From time to time, the views of the learner and employer/ placement provider will be sought. This may be through a questionnaire or a visit from an external inspector from the awarding body or Ofsted. This is an excellent opportunity for you to showcase how good your apprenticeship programme is.



# It's time to celebrate!

**We want to celebrate the progress of your apprentices together so it's beneficial to recognise apprenticeship achievement internally within your organisation. Some companies use newsletters or notice boards to celebrate achievement of units of the apprenticeship throughout the programme. You will be surprised how much this means to the apprentice and the people who have supported them to learn.**

When your apprentice achieves their full apprenticeship, you could make a real splash. You could run an 'awards ceremony' within your organisation without too much cost. An apprentice's story can make a good local media story - helping to raise your organisation's profile in your local community. Once you have an established apprenticeship programme, you could add prestige by entering into regional apprenticeship awards. We will be happy to support your entry.

As a regional winner you could enjoy:

- Regional Employer of the Year award status in the given company size category;
- Possible recognition for your hard work through regional media activity;
- A winner's endorsement mark to demonstrate your achievement.

As a national winner you could enjoy:

- National Employer of the Year status in your company size category;
- The business kudos associated with winning an important national award;
- Possible coverage in the national media including the possibility of appearances on radio and television;
- Potential for further recognition as a national 'role model' for other organisations;
- Attendance at an 'Oscar-style' celebratory awards ceremony.

For more information and a list of questions and answers please visit:-

[www.apprenticeships.org.uk/Awards.aspx](http://www.apprenticeships.org.uk/Awards.aspx)

# Further information

If you need more information please ask your training provider. They will be able to answer most of your questions about apprenticeships. The National Apprenticeship Service (NAS) has responsibility for apprenticeships in England. NAS has been set up to increase the number of apprenticeships and to support both employers and learners. They provide information about apprenticeships and run an online matching service putting employers and learners in touch with each other.

**For more information please visit:**  
[www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

**For more information about Fair Train go to**  
[www.fairtrain.org](http://www.fairtrain.org)

**For details of training in the voluntary sector go to**  
[www.skills-thirdsector.org.uk](http://www.skills-thirdsector.org.uk)

## **What about the experience of other organisations?**

Many employers enjoy the benefit of apprenticeships. There's a range of case studies here:  
[www.apprenticeships.org.uk/Employers/Employer-Case-Studies.aspx](http://www.apprenticeships.org.uk/Employers/Employer-Case-Studies.aspx)

## **What if I have other questions? – just ask us or visit:**

[www.apprenticeships.org.uk/Be-An-Apprentice/Other-Questions.aspx](http://www.apprenticeships.org.uk/Be-An-Apprentice/Other-Questions.aspx)

Or ring **08000 150 600**



# Frequently asked questions

## Is there an upper age limit for apprenticeships?

No. Provided they do not have a degree qualification, anyone over 16 is eligible.

## What evidence is there that hiring an apprentice is good for my organisation?

The Learning and Skills Council recently surveyed businesses throughout the UK on the benefits of hiring an apprentice (Populus, January 2009). Of those surveyed:

- 81% said that employing apprentices generated higher overall productivity for their company.
- 66% said that their apprenticeship programme made them more competitive in their industry.
- 92% said that their apprenticeship programme motivated staff better and increased job satisfaction.
- 74% said that apprentices tended to be more loyal, remaining at their company longer than non-apprentices.

## My organisation is struggling to make ends meet in the recession. How will taking on an apprentice help my business manage through it?

Even in difficult times like these, apprenticeships are a vital way of improving the skills of staff and generating a committed and valuable workforce. When times are tough, competition is even tougher. That's when a well-trained, extra pair of hands could make a real difference to your chances of success.

Apprentices can also make you ready for when things improve. By offering a flexible resource which can help you grow, apprentices can give you a competitive advantage to exploit new opportunities.

## Do I receive any financial incentives to take on an apprentice?

Employers do not receive a direct financial incentive to take on apprentices. However, the off-the-job training costs are subsidised in full for 16 to 18 year olds, or in part for those aged 19+ by the National Apprenticeship Service.

## Is there a limit to the number of apprentices that an employer can take on?

No, organisations can take on as many as they need – and often in more than one framework. The employer will be responsible for giving the apprentice an induction into their role as they provide on-the-job training. Many successful organisations aim for a ratio of 5% of apprentices in their workforce.

## Do apprentices pay tax and national insurance?

Like all employees aged over 16, apprentices must pay tax and national insurance on their income.

## Does my apprentice have to work full-time?

No, however, they must work an average of 16 hours or more per week.

## Can existing employees be apprentices?

Yes.

## Do apprentices have additional employment rights over other employees?

No, their rights are the same as other employees.

## What do I do if my apprentice doesn't turn up for work?

Contact them to find out why or contact us and we will find out why.

# Frequently asked questions

## **Can I dismiss an apprentice?**

Yes, but we hope you won't have to! If you do reach the point where dismissal is a possibility you would need to use your disciplinary procedure just the same as for other employees. And don't forget we can help – let us know as soon as anything starts to go wrong.

## **Do all my staff have to have CRB checks?**

In general, no. If the apprentice is younger than 18 and your staff regularly work one to one with them you may want to introduce a CRB check. If in doubt, ask us for advice.

## **Are there lots of things that apprentices can't do because of health and safety restrictions?**

In general no, although there are age restrictions on some machinery. Again, we are happy to advise.

## **What is the one piece of information I most need to manage my apprentices?**

It's the phone number of your apprentice's tutor - contact them whenever you need help, advice or guidance.

# Appendices

## Here are examples of:

- Individual learning record (ILR)
- Initial assessment summary
- Individual learning programme
- Record of review.



[www.fairtrain.org](http://www.fairtrain.org)