



Apprenticeship Handbook

Name of Apprentice: _____

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Welcome

Welcome to your Apprenticeship programme in partnership with your Employer and Stanfords Training Limited.

You know that your future will be affected by the choices made at this stage in your life.

The Apprenticeship Team at Stanfords Training are here to guide and advise you. On- and off-the-job training means that you get valuable work experience whilst working towards a national qualification. The great thing about vocational training is that you are getting real experience and training as well as earning money. In today's difficult economic climate it is vital that you acquire the skills and qualifications necessary for you to take advantage of employment opportunities.

At Stanfords Training, we believe that education and training offers young people the opportunity to fulfil their potential.

We hope that you enjoy your time spent on your Apprenticeship.

If you need advice, please feel free to contact our Apprenticeship Team at our Office by calling 0121 633 8100 or emailing info@stanfordstraining.com and we will be happy to help you.

Mohamed Sowe
Managing Director



About Stanfords Training Limited

Stanfords Training was established in 2013 and is now one of the best Private Training Providers in the West Midlands.

We've created an exciting environment where people of all ages, backgrounds and abilities can meet, learn and grow. Our excellent academic and student support will help you to achieve your ambitions. We are one of the best and most reliable providers of training solutions in the West Midlands and work with a lot of highly reputable companies annually, providing them with the expertise and skills needed to support their business demands.

Why Stanfords Training Apprenticeships?

- Different Apprenticeship options delivered by industry experts
- Lots of experience in working with Employers
- New Higher Level Apprenticeships
- Progression to further Apprenticeship levels and/or further employment
- Access to our unique CV support services
- High levels of Employer Satisfaction.



Key Contacts

General Enquiries

Tel: 0121 633 8100

Email: info@stanfordstraining.com

Apprenticeship Team Administration

Tel: 0121 633 8100

Email: andrew@stanfordstraining.com

Your personal Training Adviser:

Name:

Contact Number:

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Email:

What are Apprenticeships?

An Apprenticeship is a job with an accompanying skills development programme designed by Employers in the sector. It allows you to gain technical knowledge and real practical experience, along with functional and personal skills, required for your immediate job and future career. These are acquired through a mix of learning in the workplace, formal off-the-job training and the opportunity to practise and embed new skills in a real work context.

Apprentices usually work for a minimum of 30 hours per week, and Employers are responsible for wages and other employment costs. Up-to-date information regarding the national minimum wage for Apprentices can be found at www.gov.uk/Apprenticeships-guide/pay-and-conditions. This minimum rate applies to Apprentices aged 16 to 18 and those aged 19 or over that are in their first year.

You must be paid at least the minimum wage rate for your age if you're an Apprentice aged 19 or over and have completed your first year as an Apprentice.

All Apprentices commencing their Apprenticeship must have an Apprenticeship Agreement between the Employer and the Apprentice. This can be used to reinforce the understanding of the requirements of the Apprenticeship.

On completion of the Apprenticeship you must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

Levels of Apprenticeship

An Apprenticeship has an equivalent education level and can be:

- Intermediate - equivalent to 5 GCSE passes
- Advanced - equivalent to 2 A Level passes
- Higher - can lead to NVQ Level 4 and above, or a foundation degree.

Why would you want to be an Apprentice with Stanfords Training?

That's simple. You will:

- Get a real job following your chosen career
- Receive a recognised qualification
- Earn a wage
- Learn industry-specific skills which employers really want
- Have the opportunity to learn completely new skills or study further in your chosen area
- Receive full training support and access to our services
- Receive an apprentice handbook and student welcome pack
- Get the opportunity to learn in a safe working environment which has been vetted by our team
- Receive the support of an apprenticeship training adviser
- Gain invaluable experience which will help you maximise your employability

**LEARN
AND
EARN**

How Apprenticeships Work

How long does an Apprenticeship last?

The length of time taken to complete the Apprenticeship will vary between one and three years depending on the occupational area or the programme, the requirements of your Employer, your own individual input and the range of experience you will get. You will confirm all the components of your specific Apprenticeship Framework before starting.

So what's new about Apprenticeships?

Apprenticeship programmes have been extended at Stanfords Training and now consist of a range of courses.

Apprenticeships have now been enhanced and learners now complete a 'Framework', set by the industry at the appropriate level, which may consist of the following:

- A competency-based qualification such as an NVQ at Level 2 or Level 3 (and occasionally Level 4 and above)
- A Technical Skills and Knowledge qualification (theory or underpinning knowledge)
- Functional Skills in maths, English and ICT*
- Employment Rights & Responsibilities.

** The content of the programme including any requirement to undertake Functional Skills in English, numeracy and ICT is determined by an Initial Assessment before the start of the Apprenticeship.*

Apprenticeships
Opening doors to a
better future

Special Considerations

If you believe, because of reasons of a learning difficulty or a disability, that you may be entitled to special consideration during the above tests, please contact the Apprenticeship Team Administrator, who will be able to advise you.

Interview and Initial Assessment

All Apprentices are interviewed by a member of the Apprenticeship Team or our Recruitment Team and often by a member of the occupational area as well. This is to ensure that you are placed onto the right course and at the right level and that any prior experience or knowledge is taken into account.

As part of the Interview, Apprentices are required to undertake assessment tests in English, maths and/or ICT. There is no 'pass' or 'fail' with these tests - the purpose is to highlight those students who may need additional support for English or maths to help them achieve the qualification. Any identified Functional Skills requirements will be delivered at the beginning of the Apprenticeship.

Induction takes place before any Apprentice can start an Apprenticeship. This is the day when you will meet other Apprentices starting at the same time, enrol and complete some important paperwork. You may take some further assessment tests to highlight whether you will benefit from additional support.

An explanation of exactly what is involved in an Apprenticeship, all aspects of the support available and what is expected of you will be given at induction, where you may receive further specific course information.

The First 6 Weeks

The first 6 weeks after you have been signed onto the Apprenticeship programme is the probationary period. You will receive an Individual Learning Plan setting out all the components of your Framework and target stages.

In many cases, this is available electronically. An assessment and/or review may be undertaken at 4-5 weeks to see if you are progressing well, have attended all appropriate classes/sessions, have handed work in on time and are motivated to achieve. If there are issues with any of these aspects, then you may be removed from the Apprenticeship programme. This is, however, a last resort and steps will be taken to discuss concerns with you and to give you an action plan to enable you to remain on the programme.

Apprenticeships Support

Who are the key people from Stanfords Training involved in supporting the Apprentice and what is their role?

The Apprenticeship Training Adviser

You will be assigned a Training Adviser when you are enrolled onto the Apprenticeship, and it is this person who will be your main link with Stanfords Training. The role of the TA will be to visit you in the workplace at least every 8-10 weeks (although the initial visit will take place within the first 4 weeks following enrolment onto the programme). Employers or Supervisors are encouraged to be present at these meetings. The purpose of these visits to the workplace is to:

- Check on your progress. The TA will ask you questions to check on understanding and learning. You will be requested to provide your portfolio for these meetings. Progress against ALL aspects of the Framework will be covered

- check that workplace assessment has taken place. The TA supports your progress and will follow up any issues
- discuss your progress with your Employer in a manner which will help you achieve
- Check on your well-being. The TA will ask questions concerning support, i.e. in the classroom
- ask questions about your wider learning in relation to Health & Safety and Equality & Diversity.

The Workplace Assessor

The Assessor will also visit you at least once every 6 to 8 weeks to observe you in the workplace and to undertake the required assessments of your work which count towards your NVQ. Employers or Supervisors are encouraged to be at these meetings. Stanfords Training will provide your Employer with a 'topic list' of the subjects (units) which form part of the NVQ. As part of the assessment/observation process, photographs (may not be taken in childcare/care for the elderly) may be taken by the Assessor in support of the evidence for completion of units towards the NVQ.

It is also helpful if you could take photographs of work you are completing or have completed. Provided these photographs are endorsed by your Employer/Supervisor confirming that it is your work, then these photographs can be used in evidence towards the NVQ.

It is possible to undertake assessment 'on demand'. This happens (often towards the end of an Apprenticeship) when opportunities for assessment for certain units may be infrequent and, in this situation, you are encouraged to make direct contact with your Assessor or the TA to arrange an urgent assessment.

Employer Responsibilities

You can expect your Employer to:

- support you in gaining your training qualifications
- provide you with a Contract of Employment
- ensure you have appropriate on-the-job work experience and sufficient time to enable you to achieve your training objectives
- comply with all relevant Health & Safety legislation and provide a safe working environment
- provide Health & Safety Induction Training
- allow reasonable access to College staff for the purpose of providing assessment and/or underpinning knowledge
- hold current employers and public liability insurance and vehicle insurance where appropriate
- provide personal protective equipment (PPE) in accordance with statute and good occupational practice
- ensure adequate competent supervision
- record Apprentices' workplace attendance and inform the Apprenticeship Team of any unauthorised absences
- ensure each trainee is aware of the company's Equal Opportunities Policy
- take part in the regular reviews of their Apprentices' progress
- be involved and in agreement with the reviews, Individual Learning Plan and target setting.



Learning made simple

Apprentice Responsibilities

You are required to:

- Be committed to succeed with the Apprenticeship
- Work hard and stick to the Employer's rules and procedures
- Accept responsibility for your own learning and to ask for help when needed (from Stanfords Training or Supervisors)
- Attend regularly and punctually all required activities and to account for any absence
- Be honest and trustworthy and willing to learn how to do the job well
- Be motivated to progress and develop career skills
- Inform the Apprenticeship Team of any changes in employment and/or personal details
- Complete all required work between Assessor visits and other teaching staff
- Read, accept and comply with Stanfords Training rules and regulations and maintain good standards of behaviour
- Understand about Health & Safety and Safeguarding
- Adhere to Stanford Training's Equal Opportunities Policy
- Report promptly any absence from work that requires medical intervention and results in more than 3 days' sick leave
- Provide feedback (e.g. Via the questionnaires) of the quality of the service provided within the training programme.



Apprenticeship Benefits

What Do Apprentices Get in Return?

- Fair pay with training and conditions of work that are safe and clearly documented
- To be valued as an employee and an Apprentice
- An excellent Apprenticeship programme with extra training and support if needed
- Support, advice and help to achieve your work and learning goals
- Access to a wide range of Stanford Training support and other services
- Help to progress your career, with advice on further training opportunities
- Respect and consideration by Employers, colleagues, Assessors, trainers and staff
- Receive feedback on performance and conduct at work and the chance to remedy problems
- If appropriate, to progress to the next level of Apprenticeship when the previous stage is completed
- A useful Welcome Pack/Course Handbook

Learning Support

Stanfords Training has a Learning Support Service, which can provide help on any aspect of your course. We offer individual assessments to all students who request them. We also have a team of Tutors who are specially trained to identify and support students who are dyslexic. For further details or advice, please contact your TA.

Equality & Diversity

"Equality & Diversity" is the term used to promote equal access to all within the workplace. Stanfords Training aims to ensure that no learners, members of staff, visitors or others that visit/use Stanfords

Apprenticeship Processes & Policies

Complaints

Any Apprentice or Employer who wishes to lodge a complaint about the Apprenticeship is advised to first raise the issue with their Training Adviser/Assessor. If this does not resolve the problem, then they are to write to the Employer Responsive Manager, who will again try to settle the matter. If you still feel you have not received a satisfactory answer and wish to pursue the matter, please write to the Director of Academic Affairs. Stanfords Training aims to deal with all complaints within ten working days of receipt of the letter of complaint.

Disciplinary

Stanfords Training has set disciplinary procedures covering:

- Minor and serious misconduct
- Concerns about learning progress.

In most situations a verbal warning will be issued. Further disciplinary procedures will result in another verbal warning followed by a written warning. However, Stanfords Training reserves the right to withdraw students from their course, given a valid reason. (Full information about Stanfords Training disciplinary procedures are available on our website and included in the Student Welcome Pack you will be issued.)

Appeals

If you are unhappy with your grade or the outcome of an assessment, the Appeals procedure allows you the opportunity to explain your situation or give reasons why your performance or results were not as you'd hoped.

Progression to Next Year of the Course

The progress of each Apprentice is monitored very closely throughout the year but, especially at the end of each academic year, feedback is requested from Tutors and Assessors regarding progress. Only those Apprentices who have passed the current year of study or are assessed as eligible to return to study will be allowed to continue on the programme. Reasons for possibly not progressing to the next year include persistent absences, continued lack of progress despite interventions, etc.

Session Attendance

It is very important that Apprentices attend classes or training sessions strictly as required in order to ensure that you achieve your qualification. The Apprenticeship Team undertakes to advise Employers if an Apprentice does not attend when they are due in Class.

If you habitually do not attend as required, it may be necessary to withdraw you from the programme. However, before such drastic measures are taken, your TA/ Assessor would work with you to resolve any issues and ensure you are able to attend on a regular basis.

If you are going to be on long-term sick leave, a doctor's note is required.

Student Satisfaction Programme

You will have the opportunity to complete a questionnaire at three stages each year to comment on the quality of your learning experience. Your comments will be analysed and published and will be used to feed back into our continuous improvement programme.

When you leave the programme for whatever reason you will be asked to take part in an exit interview.

Your feedback is extremely valuable to us - help us to offer the best service possible!

Apprenticeship Journey

Apprentice Starts Work

- Initial Assessments (including BKSB tests) are completed by the Apprenticeship Team/Course Team and copies sent to the Training Adviser/ Assessor & Course Tutors.
- Additional support is applied for by the Apprenticeship Team, where appropriate.
- New learner paperwork will be processed.
- Individual Learning Plans completed and copies made available to the workplace and Training Adviser. These are regularly updated throughout the programme, and may be in an electronic format, eg e-Tracker.

Initial Workplace Visit

After Induction, the Training Adviser will contact the Apprentice in their workplace to confirm the Apprentice/Employer are able to complete the programme. A check will be made to establish whether additional support needs have been met, if appropriate. At this time, an assessment will be made regarding the learner continuing on the programme beyond the 6-weeks probationary period.

Workplace Reviews

The Workplace Review includes participation by the Employer/Supervisor. The Training Adviser will undertake a minimum of 3 reviews annually. Regular formal progress reviews are undertaken by Tutors/Assessors typically every 6 weeks. If the need for additional support becomes evident, the reviewer will notify the Course Tutor, who will help access available support. The Tutor/Assessor Review form is forwarded to the Apprenticeship Training Adviser and Team Administrator for filing, and ILPs are updated. The Training Adviser will keep the Employer regularly updated on progress via email links.

Monitoring and Progression

Monitoring and progression of the Apprentice is tracked by the Training Adviser.

- Regular feedback on progress takes place and is recorded on the tracking database (and e-Tracker and ILP).
- Unit progress and Functional Skills achievements are monitored on a regular basis. Functional Skills is delivered early in the framework (front loaded).
- Any changes to the ILP, personal/Employer details or withdrawals must be forwarded to Training Advisers and the Apprenticeship Team Administrator.

Framework Element Completion

Every time an element of the Framework is completed details of the certificate must be forwarded to the Apprenticeship Team Administrator, via the Training Adviser.

Framework Completion

When all elements of the Framework have been achieved the Apprenticeship Team Administrator will apply to the Framework validating body 'ACE', who in turn produce the final certificates.

Celebration of Achievement

Each year, our most successful Apprentices will be invited to celebrate their achievement at the annual awards ceremony.

Thank You!

Our best wishes for a successful and enjoyable Apprenticeship!

The Apprenticeship Team