



# EMPLOYER APPRENTICESHIP HANDBOOK

Revised 7/12/16

Start Training Limited  
Wesley House  
Wesley Street  
Swinton  
Manchester  
M27 6AD

0161 728 2438

[info@starttraining.co.uk](mailto:info@starttraining.co.uk)

Amendment date	Page	Details
3 <sup>rd</sup> December 2016	11	Apprentice wages
7 <sup>th</sup> December 2016	13 – 17	SLA
	5	What is an Apprenticeship?
	17	Withdrawal Fees in SLA
	19	Course information

## Welcome

### Apprenticeship at Start Training Ltd

Welcome to Start Training Ltd and thank you for choosing us. We value our links with employers and hope to have a long and beneficial partnership with you.

### The Business Development Team

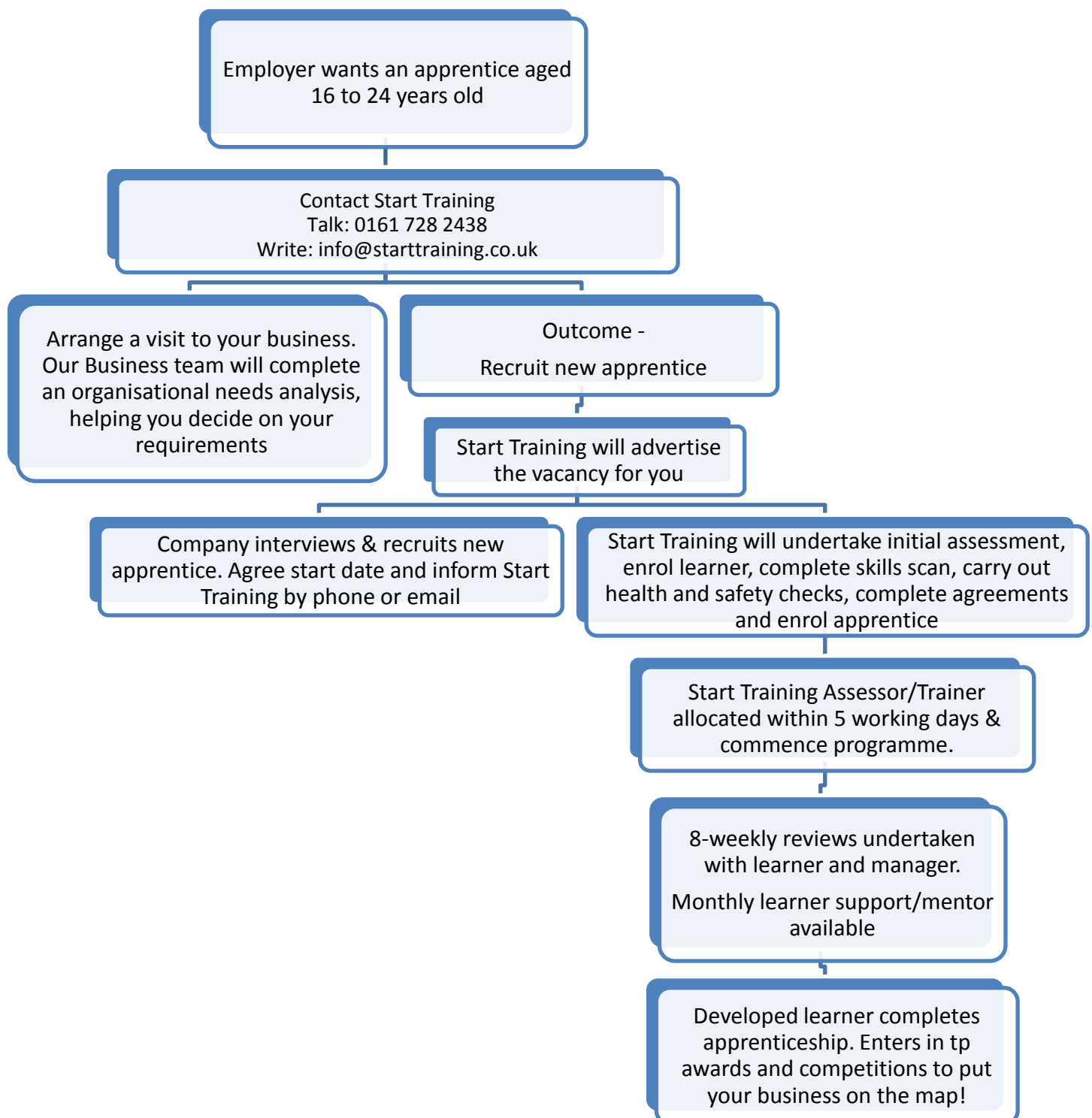
Once the trainee is employed and signed up as an apprentice by one of our staff, they will be allocated a vocationally competent assessor/trainer who will support them through their training and liaise with you as the employer with regard to both on-the-job and off-the-job training and general progress.

Business Development Team		
Talk. 0161 728 2438	Email: info@starttraining.co.uk	www.starttraining.co.uk

Start Training Ltd Advice Zone		
Talk. 0161 728 2438	Email: info@starttraining.co.uk	www.starttraining.co.uk

National Apprenticeship Service	
www.apprenticeships.org.uk	





## **The Role of the Skills Funding Agency**

### **What is the Skills Funding Agency? (SFA)**

The Skills Funding Agency is a national organisation that aims to combine the advantages of a national programme and national resourcing with local flexibility and initiative.

### **What has the SFA got to do with Start Training Ltd?**

The SFA holds the Government's money for post 16 learning for the Apprenticeship Programme. It offers contracts to deliver apprenticeships to training providers in the area. In order to offer a SFA funded programme, a provider must display commitment to quality and health and safety and use professionally qualified staff. Training providers must bid for contracts with the SFA in order to offer training programmes. The SFA audit the training provider throughout the year to check that what the provider says will be offered is actually happening.

### **Government inspection of training programmes**

Ofsted is responsible for the independent inspection of government funded apprenticeships that include provision funded through the SFA. Inspections are carried out on a four yearly cycle. Start Training Ltd was inspected in 2013 and received a Grade two for our work with partners. Productive partnerships enable Start Training Ltd to be highly responsive to the needs of its community and employers. Partnerships are particularly effective in promoting social and educational inclusion by reaching out to vulnerable groups.

## **What is an Apprenticeship?**

An apprenticeship is a way for young people and adult learners to earn whilst they learn in a real job, gaining a real qualification and a real future. Hiring apprentices helps businesses to grow their own talent by developing a motivated, skilled and qualified workforce. Apprenticeships are available to businesses of all sizes and sectors in England and can last from 12 months to 4 years. They are linked to job roles or occupations – 1500 across 170 industries, so we make sure that every apprenticeship is relevant and appropriate for both the apprentice and the business. There are three levels of apprenticeships available:

- **Intermediate Level Apprenticeship (Level 2)** – equivalent to five A\* - C GCSEs
  - **Advanced Level Apprenticeship (Level 3)** – equivalent to two A Levels
  - **Higher Level Apprenticeship (Levels 4 – 7)** – equivalent to a foundation degree and above
-

## Diversity policy

Start Training Ltd is committed to equality of opportunity for its staff, apprentices and all members of the community. We value difference and diversity. We respect all our people for their individuality, abilities and aspirations. We will treat individuals with respect and be fair to them irrespective of age, culture, disability, ethnicity, gender, marital status, nationality, religion, sexuality, status and any other distinction.

We are committed to elimination of direct and indirect discrimination and will take appropriate action to implement this diversity policy.

It is the responsibility of every individual to make sure that they do not discriminate in any way. All members of Start Training Ltd have a duty to uphold equal opportunities principles.

We ask that all employers support Start Training Ltd by undertaking the same commitment as us in actively promoting equality of opportunity for all of their staff and learners.

All employers should also take steps to ensure that all persons participating in SFA funded training programmes are treated in the same way as the company is required to treat its employees under the Equality Act 2010

Training Provider's role...	Employer's role...
<ul style="list-style-type: none"> <li>Promote equal opportunities throughout the work-based training process</li> <li>Have a written equal opportunities policy which staff, learners and employers understand and are committed to</li> <li>Advise you on equal opportunities issues and legislation</li> <li>Explain to learners how they should treat other people</li> <li>Make sure that learners know what to do if they feel they are being unfairly treated in the workplace</li> <li>Act on any complaints received from learners</li> </ul>	<ul style="list-style-type: none"> <li>Comply with equal opportunities legislation</li> <li>Demonstrate your commitment to equality of opportunity in the workplace through a clearly publicised statement</li> <li>Ensure equality of opportunity in selection and recruitment and training activities</li> <li>Make sure that learners are not bullied, harassed or made to feel unwelcome in the workplace</li> <li>Explain to learners what to do if they have a complaint about the way they are treated</li> </ul>

## Health and Safety

All employers should take all the necessary steps to ensure the health, safety and welfare of all persons participating in SFA funded programmes is of the same standard as is required of the company in relation to its employees under current relevant health & safety legislation in Great Britain. Basic health & safety documentation and safety arrangements should be in place and monitored.

These include employers' liability insurance, accident book, first aid facilities, fire precautions and where appropriate risk assessments and safety policies.

## Accidents

All employers are required to inform Start Training Ltd immediately by telephone and within 3 days in writing of any accidental or non-accidental occurrences arising and resulting in serious injury to a learner or any incidence of occupational illness of a learner while on the programme. The employer must agree to allow investigation of the circumstances. Apprentices that have extended absence may have to be temporarily withdrawn from the programme. On return to work they can continue with training.

Training Provider's role...	Employer's role...
<ul style="list-style-type: none"> <li>• Using competent staff, verify that you can provide a healthy, safe and supportive learning environment</li> <li>• Assist you on any questions of health and safety requirements and application to individual learners</li> <li>• Provide a safe and healthy working environment for learners at all times during the off-the-job training</li> <li>• Monitor health and safety practices on an ongoing basis</li> <li>• Provide health and safety training for learners to raise their awareness of risk</li> <li>• Check learner's understanding of health and safety risk awareness</li> <li>• Investigate any accidents involving learners within the workplace and agree preventative action</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the health, safety and welfare of learners and bring your policy statement to their attention</li> <li>• Comply with health and safety legislation</li> <li>• Inform the learner about who is responsible for health and safety matters within the company</li> <li>• Provide initial and ongoing health and safety training in the workplace for learners</li> <li>• Provide necessary protective clothing</li> <li>• Report any accidents and near miss incidents concerning learners to us immediately that have or may impact on a learners health and safety</li> <li>• Assess the risks to which learners are exposed at work and apply the general principles of prevention</li> <li>• Introduce and maintain appropriate measures to eliminate or control risks to the lowest practicable level</li> <li>• Ensure learners are properly supervised by a competent person</li> <li>• Ensure that learners are covered under public and employer's liability insurance</li> </ul>

### **Employer & public liability insurance**

All employers should also ensure that all apprentices participating in SFA funded training programmes are covered by the company policies of employer's and public liability insurance, and that other insurances (e.g. motor vehicle etc.) are effected to include cover in respect of injury, loss or damage caused by or to such learners to the extent required by law or otherwise considered necessary.

### **Induction in the work place**

All employers should agree to provide the learner with information regarding the company's policies on health, safety and welfare, equal opportunities, terms and conditions and how their training will be delivered. The company should also agree to provide this induction within the learner's first week of training.

### **Attendance at Start Training Ltd**

All young people offered places on the SFA funded programs are accepted on the basis that they attend regularly at Start Training Ltd and for work. Persistent or regular absenteeism is a disciplinary offence and may lead to dismissal from the programme. Attendance at Start Training Ltd is compulsory as appropriate to the programme.

It is the company's responsibility to ensure all learners are released to attend all classes at Start Training Ltd as arranged for their programme. You will be issued with a timetable and details of the training being undertaken at or by Start Training Ltd.

If your learner is not able to attend classes at Start Training Ltd, we would be grateful if you could let us know by telephone. Start Training Ltd has a system in place to inform employers by telephone on a weekly basis, should a young person be absent on a Start Training Ltd day.

### Progress reviews and monitoring in the workplace

Before your apprentice commenced training our staff will have discussed health and safety arrangements with you. Every 8 weeks (or more often on certain courses) the assessor/trainer, your learner and yourself will review the training.

The review will cover the training at Start Training Ltd and in the workplace and comments will be made about NVQ certificate/ diploma, functional Skills and technical certificate progress. At this time the assessor will also check with you that your health and safety and equal opportunities arrangements have not changed.

Training Provider's role...	Employer's role...
<ul style="list-style-type: none"> <li>• Organise a schedule of regular review meetings</li> <li>• Involve the learner and the workplace supervisor in the review</li> <li>• Find out and record the progress made by the learner</li> <li>• Identify additional training and support needs and amend the training plan accordingly</li> <li>• Agree and record actions and targets between this and the next review</li> <li>• Make sure the learner and the workplace supervisor have a copy of the record of the review</li> </ul>	<ul style="list-style-type: none"> <li>• Let us know how the learner is progressing in the workplace</li> <li>• Advise us of any concerns which you may have regarding the learner's progress</li> <li>• Attend learner progress review meetings</li> <li>• Advise on workplace learning any assessment opportunities that may occur in the period to the next review</li> </ul>





## **The Training Package**

Apprenticeships are at two levels, Intermediate Apprenticeships and Advanced Apprenticeships. In both cases the young person has to complete a framework. An overview of the two frameworks is given below. The detailed framework relevant to your apprentice(s) will be given separately.

### **Intermediate Apprenticeship Framework**

- NVQ/QCF Certificate Level 2 in the vocational area
- Technical Certificate related to the vocational area at Level 2
- Functional skills, as specified for each vocational area
- Module on Employee Rights and Responsibilities
- In some cases further enhancements e.g. extra units are required

### **Advanced Apprenticeship Framework**

- NVQ/QCF Diploma Level 3 in the vocational area
- Technical Certificate related to the vocational area at Level 3
- Functional skills, as specified for each vocational area
- Module on Employee Rights and Responsibilities
- In some cases further enhancements e.g. extra units are required

There is provision for learning support if necessary

Most apprentices will start at level 2 even if they have traditional level 3 qualifications (BTEC, 'A' levels), this is because they are new to the vocational area and have to learn the job. To further expand on this to young people we explain that it would take them 2 years in full-time education/employment to get a level 3 qualification whereas starting on a level 2 apprenticeship, they could get a level 3 qualification in 3 years part-time whilst working in a job that leads to a career.

### **Delivering training**

Having planned the learners training programme we will work together to deliver the training required to develop the apprentice's skills and help them achieve their qualifications.

Much of the training will take place within the workplace itself. This will typically involve apprentices developing their skills through observing others perform activities, practising themselves and learning from their supervisor. The more learning opportunities that you can provide therefore, the greater range of skills the apprentice is likely to acquire which will be of benefit to your company.

You may also wish to consider giving the apprentice projects to undertake, or want them to attend formal training sessions in the workplace that will develop their skills and knowledge even further.

### **Assessing learner competence**

To gain an NVQ certificate/diploma a learner is required to collect evidence to demonstrate that they are competent in a range of different activities. Each learner is allocated an assessor who will discuss and agree the best way of providing evidence to reach the national standard. This will involve sorting out material that occurs normally within the workplace or organising activities to demonstrate particular skills.

Training Provider's role...	Employer's role...
<ul style="list-style-type: none"> <li>• Provide help and advice on planning workplace training and learning activities</li> <li>• Be aware of the learning activities that are taking place within the workplace</li> <li>• Provide appropriate off-the-job training sessions to support the skills that the learner is developing in the workplace, in order that they can achieve their qualification</li> <li>• Keep you informed of what the learner has covered during off-the-job training activities</li> </ul>	<ul style="list-style-type: none"> <li>• To help learners develop their knowledge and skills by providing a wide range of learning and training opportunities</li> <li>• Allow learners to attend off-the-job training sessions at agreed times</li> <li>• Help learners put into practice what they have learnt during off-the-job training sessions</li> <li>• Give learners time in the workplace to compile their portfolios</li> <li>• Initiate a meeting with us if you have any concerns about any aspect of the training delivery</li> </ul>

The assessor will observe the learner carrying out tasks within the workplace, to make sure that their work is consistent and that the standard of work required can be reached over and over again. They will also examine pieces of work or information that the learner has collected to demonstrate competence. At each visit the assessor will leave both the employer and the apprentice with an action plan, which is attached for your information

Training Provider's role...	Employer's role...
<ul style="list-style-type: none"> <li>• Help learners and staff within your organisation understand the assessment process</li> <li>• Help learners understand how to collect evidence and match it to the occupational standards</li> <li>• Formally assess learner competence</li> <li>• Give constructive feedback to learners following assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Provide opportunities for the learner to demonstrate their competence in specific tasks</li> <li>• Help learners to collect evidence of the work they have done</li> <li>• Sign statements confirming the learner's competence in specific activities</li> </ul>

### Supporting learners in their apprenticeship training programme

Following the investment that you have made in recruiting the apprentice, you will want to ensure that they stay with you and complete their training programme. Occasionally some learners, particularly those that come straight from school, will change their mind regarding their choice of career and training programme, after they have joined a company. We will work closely with you to ensure that learners are given proper support and that any potential problems are identified and addressed as early as possible.

Training Provider's role...	Employer's role...
<ul style="list-style-type: none"> <li>• Keep in regular touch with learners and yourselves</li> <li>• Encourage and motivate learners in their training programme</li> <li>• Show real interest in the skills which learners are developing in the workplace</li> <li>• Help learners to understand long term benefits of training and qualifications</li> <li>• Identify any problems or concerns which learners may have at an early stage</li> <li>• Share any identified concerns with you and agree suitable solutions where learners want to change their training programme or job</li> </ul>	<ul style="list-style-type: none"> <li>• Help learners to understand the long term benefits of training and qualifications</li> <li>• Provide opportunities for learners to practice their skills</li> <li>• Give learners time at work to develop their portfolio</li> <li>• Encourage learners to attend and show real interest in their off-the-job training</li> <li>• Be aware of any problems or difficulties which may be facing learners</li> <li>• Share your concerns with us</li> <li>• Help learners to find suitable alternatives if they decide that they are on the wrong training programme or doing the wrong job</li> </ul>

## Terms & conditions of employment

It is a legal requirement that all employed people should have a Contract of Employment. It is Start Training Ltd.'s responsibility to ensure that all employed status learners on government funded training programmes have a Contract of Employment. If you would like any advice and guidance regarding the contract please contact the Business Development Team, Business Link or the SFA. ACAS or Direct Government website has also produced a range of self-help guides and forms which you can access online.

[www.acas.org.uk/index.aspx?articleid=1360](http://www.acas.org.uk/index.aspx?articleid=1360)

[www.direct.gov.uk/en/Employment/index.htm](http://www.direct.gov.uk/en/Employment/index.htm)

## Pay

It is up to you as an employer how much you pay your apprentices. The apprentice should work a minimum of 30 hours per week.

These rates are for the National Living Wage and the National Minimum Wage from 1 October 2016.

25 and over	21 to 24	18 to 20	Under 18	Apprentice
£7.20	£6.95	£5.55	£4.00	£3.40

National Minimum Wage rates change every October. National Living Wage rates change every April. Employers can and often do pay more than the minimum wage.

The minimum wage applies to workers. This means people who work under a contract for an employer. Check the rules by consulting the Detailed Guide to the National Minimum Wage (phone up the information line on 0800 917 2368 or visit the website at: [www.berr.gov.uk/whatwedo/employment/pay/index.html](http://www.berr.gov.uk/whatwedo/employment/pay/index.html))

## Holidays

All employed people start accruing holidays from the first day of work on an average basis of one twelfth per month. This includes bank holidays and Christmas. On 1 April 2009 the minimum holiday entitlement rose to 5.6 weeks (28 days if you work five days a week).

## Grievance

Any grievances with your employee concerning the contract of employment, or any other employment matter, should in the first instance be taken up with the employee.

## Period of notice

For continuous employment of more than 1 month but less than 2 years, 1 weeks' notice must be given unless longer is specified in the employment contract. For continuous employment of 2 years or more, at least 2 weeks' notice must be given unless longer is specified in the employment contract. After 2 years continuous employment an additional week's notice for each further complete year is required. After 12 years continuous employment a minimum of 12 weeks is required.

## Advice, guidance and support

Start Training Ltd staff are available to offer support on any employment and training issues you may have that are affecting the progress of your apprentice.

If you require any further information please do not hesitate to contact us.

By working together to support your apprentices - our learners they will succeed in their chosen career and benefit your business.

## Possible Warning Signs of Employees' Emotional Health and Well-Being

One of the reasons that you have happy, hardworking employees is because they are emotionally healthy. This is when they are generally happy in and outside of their working lives. When this is not the case, it can have a negative impact on their efficiency as an employee, affecting them and ultimately you as their employer, because their work suffers.

### Possible warning signs

- Absences
- Appearing more tearful
- Bullying
- Daydreaming
- Drop in standard of work produced
- Lacking energy or appearing particularly tired
- Low levels of interaction in the workplace
- Not wanting to do things they usually enjoy
- Personal relationships
- Punctuality
- Unusual behaviour
- Anxiety
- Appearing restless and agitated
- Change in family circumstances
- Difficulties with money for bus fares, lunch etc.
- Finding it hard to cope with everyday things
- Level of personal hygiene
- Low self esteem
- Not wanting to talk or be with people
- Physical marks
- Sexual and physical abuse
- Using excessive amounts of alcohol

### Prevent (Safeguarding Vulnerable People at Risk)

Prevent is part of the UK's counter terrorism strategy, preventing people from becoming involved in terrorism or supporting terrorism. The Morals and principles of life in Britain;

- Democracy
- Individual liberty
- Participation in community life
- The rule of law
- Tolerance of those with different faiths and beliefs

For any safeguarding issues or if you need more information please contact

Esu Hill -07776464599

[esu@thetrainingbrokers.co.uk](mailto:esu@thetrainingbrokers.co.uk)

Local Authority Designated Officer: [http://greatermanchesterscb.proceduresonline.com/chapters/pr\\_contacts.html](http://greatermanchesterscb.proceduresonline.com/chapters/pr_contacts.html)

Local Authority Designated Officers (LADOs)

Bolton: Paula Williams, Telephone: 01204 337 474. Email: [boltonsafeguardingchildren@bolton.gov.uk](mailto:boltonsafeguardingchildren@bolton.gov.uk)

Bury: Mark Gay, Telephone: 0161 253 5342. Email: [m.gay@bury.gov.uk](mailto:m.gay@bury.gov.uk)

Manchester: Majella O'Hagan, Telephone: 0161 234 1214. Email: [quality.assurance@manchester.gcsx.gov.uk](mailto:quality.assurance@manchester.gcsx.gov.uk)

Oldham: Colette Morris Telephone: 0161 770 8870. Email: [colette.morris@oldham.gov.uk](mailto:colette.morris@oldham.gov.uk)

Rochdale: Louise Hurst Telephone: 0300 3030 350. Email: [lado@rochdale.gov.uk](mailto:lado@rochdale.gov.uk)

Salford: Margaret Dillon and Patsy Molloy, Telephone: 0161 603 4350 or 0161 603 4445.

Email: [Margaret.dillon@salford.gov.uk](mailto:Margaret.dillon@salford.gov.uk) or [patsy.molloy@salford.gov.uk](mailto:patsy.molloy@salford.gov.uk)

Stockport: Ged Sweeney, Telephone: 0161 474 5657. Email: [ged.sweeney@stockport.gov.uk](mailto:ged.sweeney@stockport.gov.uk)

Tameside: Tania Brown, Telephone: 0161 342 4398. Email: [tania.brown@tameside.gov.uk](mailto:tania.brown@tameside.gov.uk)

Trafford: Anita Hopkins, Telephone: 0161 912 5024. Email: [anita.hopkins@trafford.gov.uk](mailto:anita.hopkins@trafford.gov.uk)

Wigan: Steve Westhead, Telephone: 01942 486 034. Email: [lado@wigan.gcsx.gov.uk](mailto:lado@wigan.gcsx.gov.uk)

Anti-terrorist hotline: 0800 789 321

Local police 101 Emergency call 999

Crime stoppers: 0800 555 111

[www.direct.gov.uk/reportingonlineterrorism](http://www.direct.gov.uk/reportingonlineterrorism)

Thank you for your support.

## Service Level Agreement - Apprenticeships

THIS AGREEMENT is made the <Date> BETWEEN (1) Start Training Ltd, Wesley House, Wesley Street, Swinton, Salford, M27 6AD ('the Training Provider') and <COMPANY NAME>, <COMPANY ADDRESS> (The Employer').

### 1. Definitions

1.1 In this agreement the following terms will have the following meanings:

**'Apprentice'** means the individual who has been introduced by the training provider to the employer for the purposes of working on an apprenticeship basis.

**'Term'** means 12 months + 1 day from the date on which the apprentice(s) is/are employed.

**'Approved Courses'** means such training sessions with the training provider as are necessary to prepare the apprentice for the qualification.

**'Services'** means the services provided by the employer to provide the apprentice with high quality work based training to recognised standards as required by the awarding body and the apprenticeship programme and SFA, so that the apprentice will obtain the apprenticeship award with enhanced opportunities for employment, whether with the employer or elsewhere.

**'Apprenticeship Framework'** means the elements of the framework your apprentice will be required to complete during the apprenticeship 'Functional Skills means maths, English, and ICT which is a mandatory requirement of each apprentice framework in England.

**'Apprenticeship Award'** means the award, which the apprentice will receive upon successful completion of the apprenticeship programme.

**'Awarding Body'** means qualification-awarding body for the apprenticeship programme.

**'Apprenticeship Programme'** means the standards and requirements set by the awarding body, which the employer is to comply with.

**'Legal Rights'** means statutory sick pay, maternity pay, holiday pay and any other rights, which arise under a contract of employment

**'SFA'** means the Skills Funding Agency who are funding the apprenticeship programme

1.2 Words importing one gender include all other genders and words importing the singular include the plural and vice versa;

1.3 Any reference to a statutory provision shall be deemed to include a reference to any statutory modification or re-enactment of it;

1.4 The clause headings do not form part of this agreement and shall not be taken into account in its construction or interpretation;

1.5 References in this agreement to any clause, sub-clause, schedule or paragraph without further designation shall be construed as references to the clause, sub-clause, schedule or paragraph of this agreement so numbered.

1.6 The Apprenticeship Framework:

- a) Is the suite of qualifications the apprentice will be working towards during the apprenticeship. Competency element, (NVQ, Diploma), Knowledge Element, Technical Certificate/BTEC, Functional Skills (Maths, English, ICT) PLTS- Personal Learning and Thinking skills.
- b) The apprenticeship framework is agreed by the training provider and the employer before the start of the apprenticeship programme. It is not possible to change the framework during the apprenticeship programme. Start Training Ltd reserves the right to recoup the full course fees in the event that an apprentice or employee decides they would prefer an alternative course.
- c) In the event that the apprentice is offered an alternative position within the same organisation during the apprenticeship, the employer shall ensure that the offer of a new role includes ensuring continuation of the apprenticeship programme. In the event of the apprenticeship not being continued Start Training Ltd reserve the right to charge the employer the course fees.
- d) In the event that at the end of the term the apprentice is not successfully awarded the apprenticeship award, the employer shall co-operate fully with the apprentice and the training provider in any re-

assessment meetings for three months after the planned end date. In instances where access and support for assessment is discontinued Start Training Ltd reserves the right to charge the employer the course fees.

### 1.7 Functional Skills

- a) Functional skills are a mandatory element of each apprenticeship framework in the UK, depending on the prior learning.
- b) We assess every new apprentice at the start of the programme at their induction, to determine whether they are exempt from the mandatory element of the apprenticeship.
- c) If your apprentice fails to attend more than one training session at Start Training Ltd or complete the work set by the tutors, both in the training and in their own time and an additional programme of functional skills training is necessary, a charge will be applicable to the employer. (Please see 4.2).

## 2. The Employer Obligations

### 2.1 The Employer will:

- a) Employ the apprentice subject to the Service Level Agreement and the employer's usual terms and conditions of employment.
- b) Provide services to the apprentice and mentor and support the apprentice through their coursework and their day-to-day role within the employer's organisation.
- c) Pay the apprentice a minimum of £3.40 per hour, for a minimum of 30 hours per week. Under working time directives the maximum working week should not exceed 48 hours. Time must be allowed for an apprentice to gather evidence and complete work for the apprenticeship qualification. Minimum Wage is reviewed annually and you must comply with National Minimum Wage requirements.
- d) Operate a formal health and safety policy and undertake the necessary legal and contractual responsibilities for health and safety of the apprentice.
- e) Operate an equal opportunities policy, which meets all legal requirements and ensure that the apprentice is treated fairly at all times.
- f) Keep accurate and up to date records of the progress of the apprentice and provide witness testimonies and mentor reports to record work place evidence as required by the training provider and sufficient to attain the apprenticeship programme and apprenticeship award.
- g) Allow the apprentice to attend selected training sessions, visits and assessment meetings with the training provider, at pre-specified days.
- h) Give permission for assessors, internal verifiers and quality assurance personnel to visit the apprentice within the workplace for feedback and review of coursework. Such visits are to be arranged by appointment suitable to all parties.
- i) Identify and communicate to the training provider any issues which may directly affect completion of any coursework by the apprentice.
- j) Comply with and deliver the course material according to the awarding body standards for the apprenticeship programme.
- k) Be committed to attend quarterly employer engagement meetings with the training provider for up to date information and guidance.
- l) Co-operate fully with the training provider on all aspects of the apprenticeship programme.
- m) Inform the training provider of any verbal or written warning or proposed disciplinary action (including dismissal) against or grievance by the apprentice and to keep the training provider informed of progress in any such disciplinary or grievance meetings hearings or the like. Please contact us if necessary in regards to the above: [info@starttraining.co.uk](mailto:info@starttraining.co.uk)
- n) All employers should be aware that it is essential that all apprentices must remain on programme whilst receiving an apprenticeship salary. This is in accordance with national minimum wage policy. It is an employer's responsibility to pay at minimum wage if the individual leaves or completes the apprentice programme.

- o) All employers must allocate a responsible person who will supervise the apprentice whilst on programme, this person is:

Name	
Position	
Contact Number	

2.2 In the event that at the end of the term the apprentice is not successfully awarded the apprenticeship award, the employer shall co-operate fully with the apprentice and the training provider in any re-assessment meetings or other procedure or appeal process by the apprentice.

### 3. The Training Providers Obligations

3.1 The training provider will:

- Plan, administer and participate as the employer's consultant, in all recruitment and interview procedures regarding the apprentice if required.
- Provide the employer with all relevant and up to date information concerning the apprenticeship programme.
- Adhere to strict health and safety guidelines in accordance with the law to ensure a safe environment whilst the apprentice is on the training provider's premises on the approved courses.
- Provide the apprentice with necessary teaching, training, assessment and support to enable them to successfully complete their qualification.
- Adhere to the training provider's equal opportunities policy in all dealings with employers and the apprentice.
- Employ all personnel required to work on the apprenticeship programme including assessors, internal verifiers, quality co-ordinator and administration staff.
- Provide support and guidance for assessors and internal verifiers working on the apprenticeship programme.
- Plan and organise an optional structured training schedule relevant to the apprenticeship programme.
- Register the apprentice with the awarding body.
- Produce all documentation required for completion of the apprenticeship award and apply for completion certificates.
- Liaise with and access funding from the SFA and manage and collate all documentation for SFA purposes.
- Arrange and manage all awarding body external verifier visits and any other awarding body communication which may arise.

### 4. Employer Contribution Invoicing and Payments

4.1 Funding for the apprenticeship programme is fully funded when an apprentice is 16-18. Apprentices who at the start of the apprenticeship are aged 19 or above may require an employer contribution. This employer contribution will be agreed with you in advance should it be applicable.

4.2 Functional skills sessions including an individual support programme are included in the training provided to each apprentice. In instances where we are unable to run the programme effectively due to lack of work completed by the apprentice, failure of an apprentice to complete work set to them by their tutor, or failure to attend agreed training sessions, a charge of £350 will be charged to the employer. This is applicable when as a result of the above an additional Functional Skills programme has to be organised for an apprentice.

4.3 Start Training Ltd.'s apprenticeship recruitment service is free of charge on successful appointment of a suitable apprentice. An administration fee of £1000 +VAT will apply where an employer directly recruits a candidate referred by Start Training Ltd but the candidate fails to enrol on an apprenticeship programme with Start Training Ltd.



#### 4.4 Apprenticeship Grants:

- As an employer you may be eligible for various grants if you take on an apprentice. All the grants are funded via different agencies and each grant has certain eligibility criteria that your organisation must meet to be eligible for a grant.
- Start Training Ltd does not have the authority to confirm that you will receive the grant. All the necessary documentation will be left with you to complete and hand back to one of our training advisors, or post back to Start Training Ltd.'s office so that we may process your application with the relevant funding agency.
- Please note that completion of grant forms does not automatically guarantee that you will receive the grant. You will be informed by Start Training Ltd in due course if your application has been successful/unsuccessful. This process can take a number of weeks.

4.5 We rely on your support to ensure that your learner fully completes all components of their apprenticeship qualification within the required timescale. We are penalised by the SFA when learners withdraw from their apprenticeship early without achieving all the elements of the apprenticeship framework. Therefore we have penalty fees in place, which vary depending on the period of time the learner has been enrolled on their apprenticeship before withdrawing. At the sign up visit with your learner and nominated supervisor you will have been asked to read, sign and date our Employer Training Agreement where the below fees will have been further explained. You will be issued with a copy of this agreement for your records and the original will be retained by Start Training Ltd.

#### Withdrawal Fees

<b>4 – 24 weeks - £750 + VAT</b>	<b>52 weeks - £1000 + VAT</b>
----------------------------------	-------------------------------

#### 5. Safe Guarding Statement and Obligations

5.1 Start Training Ltd is committed to safeguarding and promoting the welfare of all our learners. We believe all people achieve their full potential when learning in a safe, secure and non-threatening atmosphere that supports learners' creativity, imagination and risk taking. We expect all our staff, associates, employers and partners to share this commitment.

5.2 When working with partners, Start Training Ltd requires, by law that employers and partner organisations consider the safety of young people and vulnerable adults who are working with them. With any apprentices who are under 18 or who may be classed as vulnerable adults, we therefore need you to undertake, consider and be aware of:

- Travel arrangements to and from work: issues the employer should be aware of?
- Medical issues affecting particular apprentices: are they any?
- Health and safety guidelines and procedures: apprentice aware of health and safety issues?
- CRB checks: have CRB certificates on file for employees who will be working with the young person / vulnerable adult?
- Insurance: do you have adequate employers' liability and public liability insurances in place?
- Data protection: are the apprentice's personal details securely recorded and stored?
- Reporting process: do they know who to report concerns to?

Through reviewing this checklist and providing evidence, where appropriate, that you have done this, you are complying with your obligation to undertake a risk assessment with regards to the apprentice's safety.

#### 6. Disclaimer

6.1 It is agreed that the training provider shall not be liable for any loss caused to the employer by the apprentice arising from or relating to his apprenticeship agreement or employment contract with the employer.

6.2 Provided that the training provider performs its obligations in clause 3 above, the training provider shall have no liability for any claims, loss or damage consequent upon all legal rights of the apprentice arising from or relating to

the employment contract between the employer and the apprentice, which said claims, loss or damage are the sole responsibility of the employer.

6.3 The training provider is merely the introducer of the apprentice to the employer and, subject to performance of the training provider obligations at clause 3 above, does not in any way guarantee the quality of the apprentice's work, honesty or capacity to perform under the contract of employment. The training provider is therefore not liable in any way for said quality, honesty or performance or for breaches of contract by the apprentice during the course of employment.

6.4 The training provider shall similarly not be liable in any way for the refusal of the apprenticeship award by the awarding body at the end of the term.

6.5 The employer agrees that Start Training Ltd will be the sole provider of apprentice recruitment for vacancies advertised through the National Apprenticeship Service.

\_\_\_\_\_  
Signed for and on behalf of the employer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of employer representative signing

\_\_\_\_\_  
Signed for and on behalf of the Start Training Ltd

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Start Training Ltd representative signing

Advice and Guidance 24 + loan/Self-funding		
	Day and evening classes available	Health & Social Care Apprenticeship/Self-funding
Assessor qualification Self-funding		
		Management Apprenticeship/Self-funding
Business Administration Apprenticeship/Self-funding	Facilities available for 24+ student loans	
		Manual Handling Self-funding
Cleaning & Support Services Apprenticeship/Self-funding		
	Are you aware that we deliver in other vocational areas too	Team Leading Apprenticeship /Self-funding
Customer Service Apprenticeship/Self-funding		
		Workskills Traineeships
Dental Nursing Apprenticeship/Self-funding	Our courses start from Level 1 to Level 6	
Emergency First Aid Self-funding		
Education & Training Self-funding	Don't want to go to college? Ring us today	
First Aid Self-funding	Roll on Roll of courses – start dates to suit you	Need help recruiting apprentices– Ring us to see how we can help
Paediatric First Aid Self-funding		Can't see what you want – Ring us to discuss your training needs
Health & Safety (Construction)	Fully funded Apprenticeship and Traineeship courses	