



# Apprenticeship Employer Handbook

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## A Warm Welcome



As Managing Director, I am delighted to welcome you to Performance Through People (PTP Training Limited), I hope that your experience with us will be both valuable and productive.

PTP Training Limited is part of the BCTG Group, but our origins started in the 1970's. We are now one of the leading training providers in the West Midlands with a national footprint working with national organisations.

We deliver a wide range of Apprenticeship Standards from Level 2 to Level 7 and bespoke courses that are designed to meet your training and delivery needs.

We are really looking forward to working with you and encourage you to take advantage of the full range of courses we can offer to develop your workforce. Our Tutors are experienced and qualified, they will be on site with you training your staff, whilst our Business Development team are available to discuss all your skills requirements.

Within this handbook, we have detailed all the information you will need to know, sources of information, and QR Codes which you can use to give us feedback, where you have any suggestions, compliments, or if we have not met the high standards that we have set.

We encourage the celebration of success; we nominate our learners for awards and encourage them to attend graduation ceremonies, I look forward to meeting you at such an event.

**Rob Colbourne**  
**Managing Director, Performance Through People**



## Introduction to PTP Training Limited

PTP Training Limited (Performance Through People) have a regional base in the West Midlands, we have a national footprint, having Learning and Development Tutors that operate in key locations.

We deliver a blended learning offer, providing teaching from Level 2 to Level 7, our Tutors are experienced, qualified and maintain their occupational competence through regular training and professional development.

A team of dedicated staff ensure all our customers receive an excellent service, and we welcome feedback and suggestions for improvement. Within this handbook there are QR Codes that can be used to provide feedback at any time.

We have a recruitment team “Search and Select” who support employers in managing vacancies for new apprentices. They provide a full end to end service: taking the vacancy, initial sifting of applicants, telephone interviews, matching employer’s criteria, and organising interviews. Once the apprentice has secured the job, we electronically enrol onto the apprenticeship programme.

In addition to apprenticeships, we can offer a range of bespoke commercial courses, which our business development team will be able to discuss in detail with you. Just email: [info@ptp-training.co.uk](mailto:info@ptp-training.co.uk) or visit our website <http://www.ptp-training.co.uk/training-courses>.

Each occupational team will tailor the curriculum to the organisation they are working with to reflect their needs and practices. We work with our employers to plan how teaching will be delivered.





## What will it be like to employ an Apprentice?

Each Apprentice has a Learning and Development Tutor who will provide all the teaching required to achieve their Apprenticeship Standard. They will book appointments with the Apprentice's assigned supervisor and the Apprentice, book a suitable learning space, and deliver on site teaching. They may request that the Apprentice attends regular off the job learning in one of our training centres or attends a mixture of physical and remote teaching sessions.

The Apprentice will receive log in details for their e-portfolio; this is where all contact information will be stored, off the job training time will be logged, and where progress checks against their knowledge, skills, and behaviours will be carried out with the supervisor, Apprentice and Tutor.

As we monitor behaviours as part of the Apprenticeship Standard, we use an App to register attendance at our training centres when your Apprentice attends for their off the job training. We provide feedback to our employers regarding attendance to ensure that our Apprentices are following the same protocols.

All Apprentices are supported and challenged to achieve the highest grade possible and develop their knowledge, skills, and behaviours to the highest level. Our teaching strategy is based on learning becoming embedded over time and transferring the skills that have been learned into the working environment, achieving a return on investment.

We ask you to support your Apprentice, communicate with us if something needs to change (like an appointment time), provide an appropriate learning space for visits, and follow our policies and guidance regarding safeguarding, health and safety and the Equality Act.

If you are a large Levy-paying organisation, we can provide an account management service. We allocate a dedicated member of our Business Development Team to support with your skills development, apprenticeship recruitment plans and general funding queries. We provide monthly reports detailing information about all your learners, their progress, appointments, achievements and off the job hours.





## Safeguarding

We have two Designated Safeguarding Officers that can be contacted to discuss any issues or concerns you may have regarding your Apprentices. You can call 01922 651100 or scan the QR code link below that will take you straight to a confidential email address. Alternatively, you can contact the Safeguarding Officers directly on their mobiles.

Please use the following QR code:



### Designated Safeguarding Officers:

**Julie Heathcote:** 07870 871008

**Anne Moore:** 07789 645668

PTP Training Limited have developed a Safeguarding Policy that is based upon the requirements of the Department for Education's 'Keeping Children Safe in Education' guidance (September 2021). All our staff have been trained in the process of early risk identification and maintain their knowledge through continual updates and training. Tutors will be able to offer support and guidance regarding safeguarding, providing information and links. We ask our employers to be aware of their responsibilities, particularly with learners that are 16-18 years of age. Our Board members have also completed training relating to Safeguarding.





## Sexual Harassment

Sexual harassment is unwanted behaviour of a sexual nature which violates your dignity, makes you feel intimidated, degraded, humiliated, or creates a hostile or offensive environment; younger Apprentices being particularly vulnerable to being pressured to behave in an inappropriate way. Together, we will support each Apprentice to monitor their behaviour. The Learning and Development Tutor will work with you to provide information relating to how early signs can be identified.

We understand that Apprentices achieve their best when they are safe, healthy, and secure, and we will work with you to ensure they have an environment that is conducive to their learning.

At induction, your Learning and Development Tutor will provide more information about safeguarding and how we will work with you.

## Wellbeing and Mental Health

Poor mental health is a significant contributor to long term absence from work. It is important to promote good mental health and provide support for those staff that are experiencing mental ill health including anxiety and depression. Apprentices will have access to specific learning modules on our Virtual Learning Environment, *Canvas*, that explores these topics, which are in turn broadened in teaching and review sessions with their Tutors.





## British Values and Prevent

We promote British Values in our teaching, the four key themes are:

### Democracy

*A culture built upon freedom and equality, where everyone is aware of their rights and responsibilities.*

### Rule of Law

*The need for rules to make a happy, safe and secure environment to live and work.*

### Respect and Tolerance

*Understanding that we all do not share the same beliefs and values. Respecting the values, ideas and beliefs of others whilst not imposing our own on others.*

### Individual Liberty

*Protection of your rights and the right of others you work with.*

The Prevent Duty is part of the Counter Terrorism & Security Act 2015. We are required to help prevent people being drawn into terrorism whether violent or non-violent, which can create an atmosphere conducive to terrorism and can popularise views which terrorists exploit. Apprentices will have a number of modules to work through online to learn more about this topic, they will also take part in group discussions and review sessions.

There is training available that you may find useful:

<https://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html>

<https://ct.highfieldelearning.com/>







## Health and Safety

When we start working with you, we complete a Company Pack, this will look at the following:

- Health and Safety and Safeguarding Policies
- Risk Assessment and Control
- Accidents, Incidents and First Aid
- Supervision, Training, Information, and Instruction
- Work Equipment and Machinery
- Personal Protective Equipment and Clothing
- Fire and Emergencies
- Safe and Healthy Working Environment
- General Health and Safety Management

Should there be any areas that require additional activity, an action plan is created and follow up is planned.

We monitor health and safety arrangements for those occupational areas that are high risk, such as engineering.

If PPE is required as part of the role function, we ask that this is provided by the employer as part of the apprenticeship.

We offer Health and Safety and First Aid courses as part of our commercial training, these can be found on our website at <http://www.ptp-training.co.uk/training-courses>. If you would like to discuss any of these, please contact our team on [info@ptp-training.co.uk](mailto:info@ptp-training.co.uk) or 01922 651100.



## The Role of a Mentor

A mentor is asked to support each Apprentice, they will share their knowledge and experience, help develop them in their role, and provide guidance towards completion of their Apprenticeship and ultimate progression.

Mentoring is mutually beneficial; in that it develops both the Apprentice and the skills of the mentor. To be effective, a mentor will demonstrate to the Apprentice the value of hard work and application, how to overcome barriers, and what good behaviours are like in their role. A good mentor will create good communication, develop trust, and create confidence within the relationship.

The transition from a school environment into a workplace can be daunting if you are employing a 16–18-year-old. In this instance, a mentor will provide significant support in the first 12 weeks of the Apprentice’s working life. This is the time that is most important for the Apprentice to feel welcomed into the team and transition into a new system. The Learning and Development Tutor will be making regular contact, and teaching will start immediately.

The mentor will be asked to attend the progress reviews with the Learning Development Tutor and Apprentice to feedback on each aspect of their knowledge, skills, and behaviours, and how they are progressing. Any areas that require discussion relating to safeguarding will also be identified if appropriate.

We complete progress checks against the knowledge, skills, and behaviours learned via our e-portfolio and will ask that this is completed by the mentor and Apprentice at regular intervals during the programme to ensure learning is embedded; the frequency of which will be dependent on both the Standard being taught and the needs of the individual.



## 20% Off-The-Job Training

All Apprentices are required to complete 20% off the job training as part of their contracted paid hours. They are required to record completed hours on their e-portfolio; these are then checked by their Learning and Development Tutor. In some cases, HRMC have requested these records when auditing employers, therefore we maintain these records at every visit.

Off the job training is defined as learning which is undertaken outside of normal day-to-day working duties and leads towards the achievement of an apprenticeship and in sight of the Standards. This can include training that is delivered at the apprentice's normal place of work or at a PTP Training Centre.

This is what can be recorded as off the job training:

- Shadowing a work colleague
- Research towards your Apprenticeship/your work role
- Mentoring
- Job related projects
- Attending conferences/workshops
- Industry visits
- Induction
- Attending taught sessions online or in classrooms at the training centre
- 1:1 with your Learning and Development Tutor



## End Point Assessment

All Apprentices completing an Apprenticeship Standard are required to undertake an End Point Assessment (EPA). These assessments are carried out by an independent organisation at the end of the formal training process. Once the Learning and Development Tutor believes the Apprentice is ready and all mandatory elements of the apprenticeship have been completed, the Learning and Development Tutor will prepare a Gateway meeting. This meeting is attended by the Apprentice, Tutor, and employer, where they confirm that the Apprentice is ready and agree a date with the EPA organisation for assessment.

The EPA is a final assessment of the Apprentice's knowledge, skills, and behaviours and will determine whether they have passed their Apprenticeship.

The process of what the End Point Assessment will look like is detailed in the Assessment Plan for each Standard. Apprenticeship Standards are all different and will require different methods of assessment dependent upon the type of Apprenticeship and level.

The EPA can involve the following:

- Multiple Choice Tests
- Professional Discussions
- Workplace Observations
- A Portfolio of Work
- Assignment / Project
- Observation

There are Grades that can be awarded, again dependent upon the Apprenticeship Standard, ranging from Distinction, Merit, or Pass.



## Exams and Assessments

All Apprentices are required to achieve the appropriate level of Functional Skill for the Apprenticeship Standard they are studying. They are required to work towards a higher level in English and maths unless they already hold the equivalent qualifications.

Apprentices will be required to sit examinations in controlled conditions in a suitable environment. This will be discussed with you when required. If necessary, arrangements will be made for the Apprentice to attend one of our training centres. However, if this is not possible, we will organise a suitable space with you on site.

## The Law and your Apprentice

Employers should ensure that all learners have a wage slip on a weekly/monthly basis.

<https://www.gov.uk/payslips>

All Apprentices should have a contract of employment outlining the key areas of the role. If you do not issue a contract, it is a legal requirement that you issue a statement of employment, which must be issued within 2 months of the Apprentice's start date. <https://www.gov.uk/employment-contracts-and-conditions/written-statement-of-employment-particulars>

Apprentices must be paid at least the appropriate hourly rate of pay, receive holiday entitlement and the employer should ensure that the working time directive is followed for all Apprentices, which can change dependent upon a learner's age. <http://www.anapprenticeship.co.uk/your-rights-apprentice.html>

You should follow your own company procedures regarding lateness and absenteeism, and disciplinaries should be dealt with using your company processes. We will notify you of any issues when attending training.





## Celebrating Success

We submit good news stories through our PR company for circulation in local press and on our social media platforms, we like to promote the excellent work of our employers and Apprentices. We also nominate our Apprentices and employers for regional and national awards.

We look forward to nominating you in the months to come and celebrating your success.

## Your Feedback to us

Please use this QR Code to let us know what is working well, what suggestions you may have, and where you feel we have not met the high standards we have set.

We really value your feedback:

