

SR Apprenticeships

Learner Handbook

Welcome

Welcome to the start of your apprenticeship programme, we are delighted that you have chosen to further your learning and enhance your career prospects by enrolling on a programme with SR Apprenticeships.

Our role is to ensure that you receive the training, assessment and support that you need to successfully complete your course, your success is important to us. In return you will participate in your learning and programme in order to gain the skills, knowledge and behaviours required to complete your apprenticeship.

SR Apprenticeships is a supportive national training provider with you, the learner, at the centre. We deliver a wide range of training programmes from Level 2 up to Level 5.

We strive to deliver a quality provision and ensure you are fully supported to achieve recognised qualifications and valuable experience in your chosen career. Our experienced and qualified Skills Coach/Tutors and support staff will provide you with exceptional support. Our whole team is here to help you achieve your best. You may have decided to join us in order to develop new skills, start a new career, or to gain promotion at work. Whatever your goal, we will work hard to support you to achieve it. This handbook has useful information that will help you to get the most out of your apprenticeship. Please read it carefully and make sure you fully understand what you can expect from us and what we expect from you. If you need help with any aspect of your course, or other things that are happening in your life, your Skills Coach/Tutor is your first point of contact. They will be able to help you with most things and if they don't know the answer, they will know someone who does. Don't worry, just ask. We know there will always be things we can improve and therefore, opportunities for you to provide such feedback will be available during your time with us. Most importantly, enjoy your learning programme and make the most of this opportunity to develop greater confidence, learn new skills, meet new people and progress your abilities and talents.



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1. The Apprenticeship Journey

Information, Advice, Guidance and Initial Assessment

SR Apprenticeships is committed to the provision of impartial information advice and guidance. We will provide you with consistent and up to date information regarding your chosen qualification. We will share what our joint responsibilities are in order to for you to successfully achieve your qualification and develop your potential and future career goals.

We will assess your skills, knowledge, suitability and eligibility from the beginning of your journey and throughout your Apprenticeship, to ensure we are providing you and your employer with all the support you need to be successful.

We will ensure that you are enrolled on the most suitable qualification to develop your skills and career aspirations. We place an emphasis on opportunities for independent self-assessment and decision making by providing information and advice that is easy to access, clear, relevant and up to date.

Induction

We will explain the full programme to you and your employer to ensure you both have the information and resources to make your learning and development a success.

Off-the- job the training

Off-The-Job (OTJ) Learning is a rule by government which requires that apprentices should spend at least 20% of their apprenticeship learning and developing. This is to ensure that a quality programme is delivered by the employer and the training provider which adds value to you. This will benefit not only you, the learner, but also the employer who should end up with a skilled, well-rounded employee by the end of the apprenticeship.

Individual Learning/ Skills Development Plan

The apprenticeship programme is designed to best fit and support you and your employers' requirement.

SR Apprenticeships will work with you to create an Individual Learning/Skills Development Plan which will detail the key milestones of the apprenticeship programme, when we need to achieve them, how we will achieve them, and how you will get there.

Planning and Progression

By working together to create the individual learning/ skills development plan, we will plan the learning and assessment so that the programme content is agreed by both you, your employer and SR Apprenticeships.

Learner Progress Reviews

Your Skills Coach/Tutor will meet you and your employer on a regular basis to review your progress and training requirements and set SMART targets which will enable you to progress towards achieving your apprenticeship.

The aim of these meetings is to ensure that you are progressing within your qualification, undertaking development activities and achieving the agreed objectives. The date and timings of the review will be agreed in advance by your Skills Coach/Tutor and it is important that all parties attend.

At each review meeting, you will:



- Review progress against each aim of the framework or against each milestone or target set.
- Review learning activities that have been undertaken since the last review.
- Plan support measures or further learning activities that can be undertaken to gain additional knowledge or skills.
- Discuss and agree SMART (specific, measurable, agreeable, realistic and timebound) objectives for the following 8 weeks. Review and update your ILP.
- Discuss any areas of concern or barriers to success and how these can be overcome.
- Discuss core learning areas of Equality & Diversity, Safeguarding, Prevent and Health & Safety.

Teaching, Learning and Assessment

You will receive training to improve your knowledge and to develop new skills, this training will be a combination of on and off the job training and will relate to your apprenticeship standard.

This training will be under the supervision of your Skills Coach/Tutor and your employer, your Skills Coach/Tutor will also start to assess the skills you are developing and the knowledge you are gaining and will guide you to develop your portfolio of evidence needed for your qualification.

Throughout the apprenticeship your Skills Coach/Tutor will use a variety of teaching, learning and assessment activities and methods to ensure that you are kept motivated, inspired and interested. These can include: 1-1 coaching, professional discussions, practical skills development workshops, work related live briefs, e-learning and extended research.

2. What is an Apprenticeship?

An apprenticeship is paid employment with an accompanying skills development programme. The Apprenticeships are nationally recognised qualifications that formally evidence when the knowledge, skills and behaviour to work in a chosen occupation or industry are achieved. Apprenticeships are a work-based programme funded by the Skills Funding Agency and/or your employer.

The process will demonstrate how you work across a range of different situations or circumstances. An apprenticeship doesn't just focus on your technical skills, it includes how to apply yourself to your job role, integrating and working as part of a team and applying knowledge and understanding to what you do, as well as providing support for your aspirations and future professional and personal development.

Levels of apprenticeships

Apprenticeships are available from Level 2 to 7. Intermediate, Advanced, Higher and Degree Level apprenticeships are available across all sectors and roles.

How long are apprenticeships?

The minimum duration of an apprenticeship is 12 months; however each apprenticeship standard has an expected minimum duration with the longest being 4 years. The duration will depend on the Standard being followed, the level of apprenticeship, the specific occupational area/sector and the prior skill levels of the apprentice.

Once you start your apprenticeship you will be taken through an induction programme which will guide you through your training and the contents of your apprenticeship, including the studying of any formal qualifications. It is our aim to help and advise you throughout your apprenticeship. Our team will help to

make the process as painless as possible. Please do not hesitate to ask questions if there is anything you do not understand.

What can I do after my apprenticeship

There are several routes that you can take after an apprenticeship. You can use the skills that you have developed to carry on in employment. You can also continue with the apprenticeship scheme to progress to the next level of apprenticeship, such as an Advanced Apprenticeship or a Higher or Degree Apprenticeship.

3. Your Contract of Employment

All employees should receive a written contract of employment from your employer within 8 weeks of starting work. It must meet the Employment Rights Act 1996. A contract of employment is a formal document and should state the following;

- Hours of work
- Place of work
- Start date
- Scale or rate of pay
- Holiday entitlement and pay
- Sick pay entitlement
- Length of notice
- Job title
- Disciplinary rules
- An apprentice contract should also include an Apprenticeship Agreement

4. Code of Conduct

SR Apprenticeships code of conduct policy has been created to ensure the key areas below-

- Safety of everyone is paramount
- Everyone involved is treated with respect
- All parties are given the best possible opportunity to succeed

Our full code of conduct policy can be found on our website by clicking [HERE](#).

5. The Apprenticeship Structure

Apprenticeship Standards

Apprenticeship standards are based on occupational standards.

Each Apprenticeship Standard defines the skills, knowledge and behaviours required for that job role or occupation, and each Standard is accompanied by an Assessment Plan, which details how the apprentice will be assessed against the Standard. Your employer will be required to release you from work in order to receive 'off-the-job' training. This could be a requirement to attend the centre in the form of a day release or block release, or it could be training that takes place at your work but away from the immediate requirements and pressures of your normal job role. We will advise you and your employer about the 'off-the-job' attendance requirements for your chosen apprenticeship. Apprenticeship Standards can be quite different from each other. For example, some specify the achievement of mandatory qualifications, whilst others do not require the achievement of formal qualifications. We will advise you on the requirements for your apprenticeship.



Your Apprenticeship

You have been given full details of your individualised Apprenticeship programme within the Initial Assessment process and enrolment onto to programme. Please refer to your sign up pack regarding the specifics of your programme.

Off-the-job training

Off-the-job training is defined as learning which is undertaken during your contracted working hours and contributes towards your Apprenticeship. This can include training that is delivered at your normal place of work but must not be delivered as part of your normal working duties.

The 20% off the job hours are based on the total paid hours' duration of the apprenticeship.

This total can happen at any stage of the apprenticeship and if you were to average it out, it would roughly equate to an hour a day. However, it doesn't have to be even across the duration. In fact, it is likely that a large amount of it will occur during the early stages of the apprenticeship as you learner learn and acclimate to your new role. The table below sets out the type of activities that may be included in the Learning Log. These individual plans will be adapted for you and reflect the needs of your employer. All of the OTJT time will be recorded, including the time outside of normal working hours if you are completing relevant activities.

The OTJT can include any of the following types of activity

Classroom sessions	Day release
Workshops or master classes	Interactive workshops
Simulation exercises	Business models
Online learning	On line training modules
Shadowing	In work or new department/locations
Mentoring	Support from line managers/colleagues
Writing assessments/assignments	Short exercises or long project reports
Practical training	Delivered in the workplace or with external training supplier
Preparing for professional discussion	In support of portfolio work
Gathering evidence for portfolio of evidence	Recording learning and training
Reflection logs	Recording learning
Conferences	Job or sector related
Projects	Related to the job or programme
CPD	Any activity related to the job which develops new skills/knowledge
Peer to peer support	Discussions/joint working with colleagues
Research	Background working to improve knowledge
Revision for exams or EPA	Preparation for ongoing or end point assessment

Off the job training: Steps to help you determine whether an activity counts as off the job training.

Has the individual begun their apprenticeship programme?

Is the activity directly relevant to the apprenticeship standard?

Is the activity teaching new knowledge, skills or behaviours?

Is the learning taking place within normal hours of work?

All yes = counts as off the job, any no = this isn't off the job training



Functional Skills (Where applicable)

Every Apprenticeship Programme offered by SR Apprenticeships requires the participants to have or obtain the essential skills to carry out their job role efficiently. These are transferable skills that can be used in any job and industry and most companies will require the basic functional skills of:

- Maths
- English

If you don't already have these qualifications, you will be required to obtain them whilst completing your training and development programme with SR Apprenticeships. Alternatively, if you have already achieved similar qualifications to these, you could be exempt from sitting these functional skills exams. I.e. GCSE, GCE or Levels.

This will be discussed with you at the first stage of our IAG Process.

Developing your levels of Maths and English will form part of your Apprenticeship Programme and will be embedded and contextualised throughout.

As part of your training programme, we will also help you develop your leadership and communication skills with confidence. These topics will be embedded into your sessions and will help enable you to cope with social, economic and technological change. Developing these personal qualities will help you become a more effective employee, who can continue to learn and achieve in all aspects of your life.

End Point Assessment

Each Standard has a detailed Assessment Plan that sets out how the apprentice is going to be assessed against each of the above elements of their apprenticeship.

Some Standards may require the achievement of formal and recognised qualifications as part of the Standard. Other Standards may require the apprentice to pass formal skills and knowledge assessments at certain points in their apprenticeship before they can move on to the next stage, and these are known as Gateway Assessments.

The range and type of assessment methods vary significantly between Standards, but all Standards will contain an End Point Assessment. This is an assessment that takes place at the end of the apprenticeship and is designed to assess the apprentice against all elements of the apprenticeship; skills, knowledge and behaviours. The End Point Assessment is carried out by an independent End Point Assessment organisation, and it will typically be spread out over several days. The apprentice needs to pass the End Point Assessment in order to become a fully qualified apprentice.

6. Who is involved in your Apprenticeship?

YOUR SKILLS COACH/TUTOR who will be responsible for identifying any learning or skills needs you may have, ensuring your personal learning and assessment plan is drawn up and followed, teaching you the underpinning knowledge required in your chosen vocation, such as regulations, guidelines or policies. They will also provide you with constructive feedback on assessment decisions and progress as well as advice and guidance. There will be the opportunity to attend masterclasses workshop and seminars relative to your apprenticeship which will also contribute towards your Off the Job Hours.

THE INTERNAL QUALITY ASSURER is responsible for ensuring the work undertaken by Skills Coach/Tutors meets the required quality standards. They may occasionally visit with your Skills Coach/Tutor to observe the quality of teaching and learning being provided. They are checking the quality of work of your Skills Coach/Tutor, not you.

YOUR LINE MANAGER will review progress against your apprenticeship as part of your internal review process and provide you with the time and resources to complete your qualification. Your manager will also be asked to confirm that you have completed certain tasks set by your Skills Coach/Tutor.



THE EXTERNAL QUALITY ASSURER is employed by the awarding body/ organisation who provides you with the certification to ensure that SR Apprenticeships are meeting the quality standards laid out within apprenticeship. They may come to see you; we will always contact you and your employer should they wish to visit you.

7. Information, Advice and Guidance

SR Apprenticeships will provide you with information regarding your chosen qualification from the beginning of your journey with us. Including how we are committed to providing you with high quality IAG at all stages of your apprenticeship. This impartial IAG will enable you to make informed decisions about your own career path as well as the progression routes available with us at SR Apprenticeships. Your Skills Coach/Tutor will communicate directly with you and your line manager throughout your Apprenticeship to ensure your individual needs and requirements are being met. At the end of your programme your Skills Coach/Tutor will provide further IAG to support you with next steps, progression opportunities and career progression.

8. Progression opportunities and career support

We have a suit of additional support to help you with your next steps after completing your apprenticeship. We will also be able to discuss opportunities with you the later stages of the apprenticeship to fully utilise your Apprenticeship qualification. Additional support is available in these areas-

- Application testing [HERE](#)
- Interview guidance and advice [HERE](#)
- How to write a CV [HERE](#)
- How to write a cover letter [HERE](#)

9. Health and Safety

SR Apprenticeships regards the promotion of the Health & Safety at Work Act 1974 and the Environmental Protection Act 1990 as an essential objective for all staff and learners.

All learners and employers must have due regard for health and safety rules and regulations both for you and for others.

Details of employer and employee responsibilities for health and safety can be found on your notice boards in the workplace, via your Line Manager or Human Resource representative. If you have any concerns regarding your workplace being a safe, you can gain further confidential information from the Health and Safety Executive on 0845 345 0055. If you do have an accident in the workplace please ensure you notify your Skills Coach/Tutor at SR Apprenticeships as soon as possible.

10. Equality, Diversity and Inclusion

SR Apprenticeships recognises the benefits of a diverse workforce and is committed to providing a working environment that is free from discrimination. We will seek to promote the principles of equality and diversity in all its dealings with employees, learners, workers, job applicants, clients, customers, suppliers, contractors, recruitment agencies and the public.

We will endeavour to prepare learners for successful life in modern Britain and promotes the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different backgrounds, faiths and beliefs.

Our vision is to have a workforce that reflects the diverse make-up of modern Britain. Our aim as a training provider is to teach learners from all sections of society and to be fully representative of communities as a

whole. We ensure all staff and learners are respected and given the opportunity to do their best. It is the right of all people to be free from discrimination, to have a fair chance to succeed in society.

The Equality, Diversity and Inclusion initiative at SR Apprenticeships is led by a dedicated SR Apprenticeships EDI committee. The EDI committee is devoted to extending our organisation's reach into all parts of the country and sections of society to achieve equality of access to recruitment and our services. It also seeks to fully integrate diversity into our operational and decision-making processes.

If you are unsure, please speak to your Skills Coach/Tutor.

11. The Prevent Duty

The prevent duty became a legal requirement in July 2015. Prevent is one of the elements of the governments counter terrorism strategy known as CONTEST.

Prevent is about safeguarding learners from radicalisation and extremism by taking measures to prevent extremism in work-based learning and by promoting British Values. It is not about preventing you from having political or religious views or concerns.

What is Extremism? The government has defined extremism in the Prevent strategy as “vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs”.

What are British Values? British Values are defined as “democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs”; institutions are expected to encourage learners to respects others particularly the protected characteristics set out in the Equality Act 2010.

12. Safeguarding

Safeguarding you both at work and at study is important to us.

SR Apprenticeships have a primary responsibility for the care, welfare and safety of the learners / employees and employers in our charge. Safeguarding involves how we will keep you and others safe:

Safeguarding means:

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

The term ‘safeguarding’ embraces both child and vulnerable adult protection and preventative approaches to keep the apprentice safe. Safeguarding encompasses the apprentice’s health and safety, welfare and well-being. The prevention against exposure to terrorism and extremist views applies to all, regardless of age or background. We will monitor and respond as appropriate to any safeguarding concerns raised or brought to our attention by either the employer, the apprentice or a third party.

Our full Safeguarding and Prevent policy can be found [HERE](#).

13. E-Safety

E-safety or online safety relates to the safe use of technology and the internet.

It also covers the training of children to ensure they know how to act safely online. E-safety is often defined as the safe and responsible use of technology.



This includes the use of the internet and other means of communication using electronic media (e.g. text messages, gaming devices, email etc). In practice, e-safety is as much about behaviour as it is electronic security.

E-safety in this context is classified into three areas of risk:

- Content: being exposed to illegal, inappropriate or harmful material
- Contact: being subjected to harmful online interaction with other users
- Conduct: personal online behaviour that increases the likelihood of, or causes, harm.

It is important that individuals can recognise how to keep themselves safe when using the internet. If you feel that you or anyone you know is a victim of cyber bullying notify your Skills Coach/Tutor or the SR Apprenticeships safeguarding officer for support.

14. GDPR

Every day SR Apprenticeships will receive, use and store personal information about our Learners, Employers and Employees. It is essential that this information is handled lawfully and appropriately in line with the requirements of the [Data Protection Act 2018] and the General Data Protection Regulation (collectively referred to as the 'Data Protection Requirements').

SR Apprenticeships takes data protection duties seriously, because we respect the trust that is being placed on us to use personal information appropriately and responsibly.

When we are processing personal data, we will ensure that data is:

- Processed fairly lawfully and in a transparent manner.
- Collected for specified, explicit and legitimate purposes and any further processing is completed for a compatible purpose.
- Adequate, relevant and limited to what is necessary for the intended purposes.
- Accurate, and where necessary, kept up to date.
- Kept in a form which permits identification for no longer than necessary for the intended purposes.
- Processed in line with the individual's rights and in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.
- Not transferred to people or organisations situated in countries without adequate protection and without firstly having advised the individual.

15. Plagiarism

Plagiarism is not just when you directly copy words from another Apprentice's or expert's work. Plagiarism also occurs when you re-word someone else's ideas in your own work and you do not give credit to the original source. Plagiarism can have a very negative impact on your course, at minimum you will be asked to re-do the unit.

Further action may be taken if you are found to have plagiarised repeatedly, this could lead to disqualification and dismissal. On a more positive note, referencing is important for reasons other than avoiding plagiarism. When you reference correctly you are demonstrating that you have read and researched your topic in detail. This lends credibility to your own work as well as allows your Skills Coach/Tutor to check the validity of your arguments for themselves.

16. Learner Feedback

SR Apprenticeships is committed to providing an inspirational educational experience for its learners.

As part of that experience we believe that the active involvement of the learner in shaping the future of both the SR Apprenticeships and their own learning experience will have a significant and positive impact on the future development and success of the learners and SR Apprenticeships.

The learner voice is vital in enabling us to make decisions that will lead to the most effective development of the teaching, learning and other services provided to the learner. As such, you will be asked to complete a learner survey at different stages of your learner journey. Feedback can bring about an immediate change,

or trigger the mechanisms that can support change which takes longer to implement. Either way, we value all feedback. You have an integral role in the system for maintaining and improving the quality of our courses. We hear you! SR Apprenticeships listens very carefully to learner feedback and tries to respond to it in a way that will make a real difference to current and future learners.

17. Complaints and appeals procedure

SR Apprenticeships is committed to providing a quality service for you by working in a transparent and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our learners, staff, customers and stakeholders, in by responding positively to complaints and correcting any mistakes which may occur.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service so it is important that we try to respond within 48 hours of the complaint being recorded
- We will deal with the complaint promptly, politely and when required, confidentially
- We will always provide an explanation of our decision and will always apologise when we have got things wrong
- We learn from our complaints and use them to improve our service and continually update our policies and procedures to ensure we can exceed your expectations

18. Whistleblowing policy

Whistleblowing is where a learner raises concerns about underhand or illegal practices within his or her company or an associated company. SR Apprenticeship's policy is to operate within the country's laws and regulations and all learners are expected to co-operate in this by adhering to all laws regulations, policies and procedures.

We aim to ensure that:

- Raising a concern is as easy as possible
- All concerns will be treated in confidence and will be followed through in the appropriate manner depending on the nature of the concern
- SR Apprenticeships will support learners to minimise any difficulties that may arise as a result of raising a concern

19. Policies, Helplines and useful support numbers

All of our policies can be found on our website by clicking [HERE](#).

Advice on drugs 0300 123 6600 www.talktofrank.com

Alcohol advice 0300 123 1110 www.drinkaware.co.uk

Careers advice 0800 100 900 www.nationalcareersservice.direct.gov.uk

Citizens Advice Bureau www.citizensadvice.org.uk

Depression Alliance www.depressionalliance.org

DIAL (Disability Advice) 0800 800 3333 www.scope.org.uk

Eating Disorders Association 0345 634 1414 www.b-eat.co.uk

Equality & Human Rights Commission 0800 800 0082 www.equalityhumanrights.com

Get Connected 0808 808 4994 www.getconnected.org.uk

Gingerbread (Lone Parents) 0808 802 0925 www.gingerbread.org.uk

HMRC (Tax) 0300 200 3300 www.gov.uk/contact-hmrc

Mencap (Learning disability support) 0808 808 1111 www.mencap.org.uk

MIND (Mental Health) 0300 123 3393 www.mind.org.uk

National Apprenticeship Service 0800 0150400 www.Apprenticeships.gov.uk



National Bullying Helpline 0845 2255787 www.nationalbullyinghelpline.co.uk

National Centre for Domestic Violence 0800 970 2070 www.ncdv.org.uk

National Debt Line 0800 808 4000 www.nationaldebtline.org

NHS Direct 111 www.nhsdirect.nhs.uk

NHS Smoking helpline 0300 123 1044 www.nhs.uk/smokefree

NSPCC Child Protection 0808 800 500 www.nspcc.org.uk

20. Benefits

As an “apprentice” you can benefit from the following:

NUS Card - Discounts, for Apprentices!

NUS Apprentice extra, the discount card for UK Apprentices with loads of discounts in-store and online, helping your hard-earned cash stretch a little further! You can sign up here:

<https://www.apprenticeextra.co.uk/>

Apprentice Oyster Card (London only) - Get 30% off adult-rate Travelcards and Bus & Tram Pass season tickets.

If you're 18 or over, live in a London borough and in your first year of an apprenticeship, you can get discounted travel with an Oyster photocard. You can sign up here: <https://tfl.gov.uk/fares/free-and-discounted-travel/apprentice-oysterphotocard>.

