

A Guide to Apprenticeships

Employer Handbook



Worth its weight.



Worth it.

About Us

Wandsworth Council's Lifelong Learning service is part of the Children's Services Department.

Mission Statement:





The Lifelong Learning Team aims to improve the quality of life, skills and employability of residents in the Borough making Wandsworth a vibrant, prosperous, learning community. All Wandsworth's residents will have access to a wide range of high-quality learning opportunities. Provision will be demand led, flexible, held at times and in places designed to meet the needs of learners, employers and the local community.

Apprenticeships

We offer Apprenticeships in:

- Business Administration
- Customer Service
- Adult Care Worker – Health & Social Care
- Team Supervisor & Operational Management
- Teaching Assistant
- Early Years
- Coaching Professional
- Learning Mentor

Worth following:

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What is an apprenticeship?

An Apprenticeship is a focused learning program designed to assist Apprentices gain new skills, enhance their knowledge and develop appropriate work-related behaviours which, ultimately, can lead to a rewarding career.

It includes on-the-job training so the Apprentice can gain valuable work experience and practice a range of skills. It will also involve off-the-job training

where the Apprentice will attend specific workshops which will be informative and interactive providing them with knowledge and practical skills.

Apprentices are assessed in the workplace against the standards agreed by the industry. There are different levels available which can help a range of individuals from those new to employment as well as existing employees.

Below is a summary of the qualification levels that Wandsworth Lifelong Learning offer:

Level 5 (Foundation Degree equivalent)

Higher Apprenticeship aimed at Apprentices who are operational and can complete complex activities. This will include supervisory and management level.

Level 4 (Foundation Degree equivalent)

Higher Apprenticeship aimed at Apprentices who are operational and can complete complex activities. May include supervisory level.

Level 3 (A Level equivalent)

Advanced Apprenticeship aimed Apprentices who are operational and can complete complex activities. May include supervisory level.

Level 2 (GCSE equivalent)

Intermediate Apprenticeship for those Apprentices in an operational role.

Benefits of an apprenticeship

There are numerous benefits when employing an Apprentice or deciding to enrol existing team members on to the scheme.

Key benefits include:

Highly motivated team

New Apprentices are eager to show their desire to learn and develop within an organisation. As they grow in confidence, they can make a real contribution to improving productivity and becoming efficient and loyal team members.

Clear succession plans

Apprenticeship programmes can give your workforce vital skills that will help Apprentices develop into more senior roles or fill positions that are critical for business growth.

Enhanced skills

Existing team members might wish to progress into other roles within the organisation but are not yet equipped with the skills to do so. For those who have recently been promoted, there will be a need to develop. Apprenticeships can provide development opportunities which will result in a competent and confident team member.

Social impact

Employing an Apprentice provides people with a tailored training and development opportunity that can lead to a rewarding career and make a real difference to their lives. It will also raise the community profile of your business through demonstrating social responsibility and helping to tackle unemployment in the local area.



Funding

If you are considering employing an Apprentice or wish to enrol an existing team member onto the scheme, they need to meet the following eligibility criteria:

- Must be 16 or over
- Must have lived or worked in the EU for the last three years
- Must not be in full-time education or enrolled on any other funded course

Apprenticeship Levy

Since 6 April 2017, all UK employers with an annual pay bill of over £3 million will be required to pay a levy to invest in Apprenticeships. This investment ensures that people have access to on-the-job training opportunities without having to attend an educational establishment. It can also make a notable impact on staff satisfaction and motivation as Apprentices are eager to learn and make a real contribution to improving productivity and efficiency.

All employers will be eligible to receive a £1,000 incentive payment for each 16-18-year-old Apprentice. Payment will be made to employers by the training provider in two equal instalments at 3 and 12 months. This incentive also applies to 19-24-year olds who have previously been in care or who have a local authority education, health and care plan.

Levy paying companies will gain access to the Government's Digital Account system. This is a service that enables employers to pay for their Apprentice's training using their Levy funds and will also allow employers to search for training providers.

It is important to note that Levy funds cannot be used for Apprentice wages, travel and managerial costs.

Costs

Each apprentice will complete an initial skills scan which will help determine the funding associated with their apprenticeship. This cost will be drawn down by WCLL as the training provider. Employers will be given access to the RPL Funding Calculator.

For non-levy employers, the full cost will be invoiced 6 weeks after the Apprentice enrolment date.



Delivery Model

Initial Assessment

Potential Apprentices complete an application form to determine if they are eligible for funding. Once accepted, a detailed learning assessment will be carried out to gauge their skill level so that the appropriate programme can be designed. This will include initial assessments for maths and English and a one to one with a career's advisor.

Delivery

The delivery of training is a joint enterprise between the employer and Lifelong Learning. Most of an Apprentice's time will be spent on on-the-job training which will teach them the skills, knowledge, and competencies needed to perform a specific job within the workplace, while undertaking that role.

Apprenticeship Standards

Standards include measurable outcomes covering knowledge, skills and behaviours that an apprentice must achieve and apply in their roles.

The knowledge, skills and behaviours (KSBs) planned are required for Apprentices to be competent in the occupation profile's duties. The KSBs will form the basis of the apprenticeship on and off the job training.

Knowledge - the information, technical detail, and 'know-how' that someone needs to have and understand to

successfully carry out the duties. Some knowledge will be occupation-specific, whereas some may be more generic.

Skills - the practical application of knowledge needed to successfully undertake the duties. They are learnt through on- and/or off-the-job training or experience.

Behaviours - mindsets, attitudes or approaches needed for competence. Whilst these can be innate or instinctive, they can also be learnt. Behaviours tend to be very transferable. They may be more similar across apprenticeships than knowledge and skills. For example, team worker, adaptable and professional.

During the programme the Apprentice will be also required to spend 20% of their time undertaking other learning activities described as off-the-job training. This training is learning which is undertaken outside of the normal day-to-day working environment. Off-the job-training must be directly relevant to the Apprenticeship framework and may include the following.

- Workshops
- Shadowing colleagues to learn new skills
- Work mentoring and coaching
- Coursework
- Attendance at workshops and staff development events
- Online research and learning

There are certain activities that cannot be assigned to off-the-job training and these include:

- Coursework completed outside of working hours.
- Progress reviews
- Assessment
- Functional skills, English and mathematics workshops

A qualified skills coach will undertake bi-monthly reviews with the Apprentice and Line Manager. Our skills coaches are all certified, Disclosure and Barring Service (DBS) checked and quality checked to ensure your Apprentice receives the very best training and support throughout the programme. Employers will be given access to the ePortfolio system which will provide details on progress, assessments completed and tasks set so that an Apprentice's development can be easily tracked.

The employer's responsibility is to ensure that Apprentices receive the training that will develop their knowledge, skills and behaviours to a degree that will help them to function as an efficient and productive team member. Lifelong Learning will provide additional tuition, mentoring and assessment that will support the employer's commitment to developing the Apprentice.

If an Apprentice has not previously achieved an A*-C in GCSE English and maths, they must work towards either Level 2 Functional Skills or the GCSEs. For some Apprenticeships, they may only need to achieve Level 1. Functional Skills form a key part of Apprenticeships, providing individuals with the skills to complete their qualification.



End-point assessment

End-point assessment. It's a term you're probably hearing a lot right now if you're involved in training and development or work for a business that must pay into the Apprenticeship levy.

What is end-point assessment?

End-point assessment (EPA) is the way in which Apprentices are assessed at the end of their programme. Previously, Apprentices were continuously assessed throughout their learning. With EPA, it means that Apprentices now have their work and competence assessed at the end of their learning against 'Apprenticeship Standards' established by groups of employers, educators and sector organisations known as 'Apprenticeship Trailblazers'.

The EPA will only commence once the employer, Apprentice and on-programme trainer are confident that the Apprentice has developed all the knowledge, skills and behaviours defined in the Apprenticeship standards and is clearly evidenced by the on-programme progression review meetings and records. The independent end assessment ensures that all Apprentices consistently achieve the industry set professional standard and it can commence at any point once the Apprentice is competent after a 12-month minimum period of learning and development. Prior to

the independent end assessment, the functional skills English and maths components of the Apprenticeship must be successfully completed.

All Apprentices must undertake an independent end point assessment.

Summary of Independent End-Point Assessment process

The Apprentice will be assessed to the Apprenticeship standard using a variety of complementary assessment methods. The assessment is synoptic, i.e. takes a view of the overall performance of the Apprentice in their job. The assessment activities will be completed and may include:

- An on-demand test
- A practical observation
- A professional discussion
- A presentation or work-based project
- A competency-based interview
- An assessment of a portfolio of evidence.

Apprenticeship Standards

Business Administration

The Business Administration Level 3 is aimed at people who currently work in, or are looking to progress into roles such as an administrator, business support officer, office junior and receptionist.

Areas that will be covered during the course include:

- Communication
- Project Management
- Understand Employer Organisations
- Managing stakeholder relationships
- Organisational skills
- Problem solving

Standards include:

- Level 3 Business Administrator

Delivery is very flexible with opportunities to start throughout the year. Blended learning and assessment will take place in the workplace where one of the experienced skills coaches will visit on a monthly basis. Apprentices will also be able to attend relevant off-the-job sessions to support them. Learners will be assessed by an independent organisation at the end of their qualification. This is referred to as End Point Assessment (EPA).

Duration: 15 to 18 months



Apprenticeship Standards

Customer Service

This is an opportunity for individuals to gain skills which will enable them to react to customer needs and be proactive in identifying and implementing improvements to the service.

This Apprenticeship offers an opportunity to develop core skills and knowledge regarding different aspects of customer service including:

- Interpersonal Skills
- Communication
- Personal organisation
- Influencing skills
- Dealing with customer conflicts and challenges
- Team working

Standards include:

- Level 2 Customer Service Practitioner
- Level 3 Customer Service Specialist

Delivery is very flexible with opportunities to start throughout the year. Blended learning and assessment will take place in the workplace where one of the experienced skills coaches will visit on a monthly basis. Apprentices will also be able to attend relevant off-the-job sessions to support them. Learners will be assessed by an independent organisation at the end of their qualification. This is referred to as End Point Assessment (EPA).

Duration: 12 to 18 months



Health & Social Care – Adult Care

This programme offers an opportunity for people who currently work in or are looking to progress into the Health and Social Care sector. Roles may include care assistants, support workers and social workers.

Areas that will be covered within this standard include:

- Treating people with respect and dignity
- Communication
- Safeguarding
- Health and wellbeing
- Working professionally

Standards include:

- Level 2 Adult Care
- Level 3 Lead Adult Care

Delivery is very flexible with opportunities to start throughout the year. Blended learning and assessment will take place in the workplace where one of the experienced skills coaches will visit on a monthly basis. Apprentices will also be able to attend relevant off-the-job sessions to support them. Learners will be assessed by an independent organisation at the end of their qualification. This is referred to as End Point Assessment (EPA).

Duration: 12 to 18 months



Apprenticeship Standards

Team Leading/ Management

Management courses are suitable for a variety of individuals ranging from those that are in a first line management position, an experienced team manager or a senior strategic operational manager. These programmes will help equip individuals with skills and knowledge to successfully manage others. This qualification is suitable for new managers and senior managers.

Areas that will be covered during the course include:

- Developing practical and operational management skills
- Motivational techniques
- Problem solving and decision making
- Effective communication
- Leading and managing people
- Finance
- Project management
- Self-reflection
- Building relationships

Standards include:

- Level 3 Team Leader/Supervisor
- Level 5 Operations/Departmental Manager

Delivery is very flexible with opportunities to start throughout the year. Blended learning and assessment will take place in the workplace where one of the experienced skills coaches will visit on a monthly basis. Some of the course content will be delivered during workshops run by one of our experienced assessor/tutors. Apprentices will also be able to attend relevant off-the-job sessions to support them. Learners will be assessed by an independent organisation at the end of their qualification. This is referred to as End Point Assessment (EPA).

Duration: 12 to 24 months

Teaching Assistant

This Level 3 Apprenticeship offers an opportunity to develop and gain core skills and knowledge to ultimately enable individuals to provide effective support in the classroom and when working with pupils independently. Suitable for Teaching Assistants and Learning Support assistants.

Areas that will be covered during the course include:

- Planning and conducting learning activities
- Providing numeracy and literacy support
- Developing productive relationships with pupils
- Inclusion
- Motivating pupils
- Problem solving
- Working with teachers
- Communication and team work
- Developing strategies for support
- Keeping children safe in education

Standards include:

- Level 3 Teaching Assistant

Delivery is very flexible with opportunities to start throughout the year. Blended learning and assessment will take place in the workplace where one of the experienced skills coaches will visit on a monthly basis. Apprentices will also be able to attend relevant off-the-job sessions to support them. Learners will be assessed by an independent organisation at the end of their qualification. This is referred to as End Point Assessment (EPA).

Duration: 12 to 18 months

Apprenticeship Standards

Coaching Professional

This Apprenticeship offers an opportunity to develop and gain core skills and knowledge to ultimately enable individuals to provide effective coaching. Coaching is a way of treating people, a way of thinking and a way of being which is seen as vital to supporting individuals and organisations in increasingly volatile and ever-changing environments. This standard is aimed at people who currently work in, or are looking to progress into roles such as a team coach, business coach, career coach or wellbeing coach.

Areas that will be covered include:

- The importance of coaching contracting and recontracting
- Differences and similarities between coaching, mentoring, training, counselling and consulting
- Relevant legislation
- Stakeholder management
- Delivering feedback that is useful, acceptable and non-judgemental
- Identification of patterns of thinking
- Self-awareness, including behaviours, values, beliefs and attitudes
- Theories of emotional and social intelligence

Standards include:

- Level 5 Coaching Professional

Professional recognition:

This standard aligns with the following professional recognition:

- European Mentoring and Coaching Council for Accredited Coaching Practitioner
- The Association for Coaching for Accredited Coach
- The International Coach Federation for Associate Certified Coach

Delivery is very flexible with opportunities to start throughout the year. Blended learning and assessment will take place in the workplace where one of the experienced skills coaches will visit on a monthly basis. Apprentices will also be able to attend relevant off-the-job sessions to support them. Learners will be assessed by an independent organisation at the end of their qualification. This is referred to as End Point Assessment (EPA).

Duration: 12 to 15 months

Early Years

The Apprenticeship offers an opportunity to those who currently work in or are looking to progress into the childcare sector. It will allow people to further develop skills which could ultimately lead to work in children's centres, nursery schools or private childminder organisations.

Areas that will be covered include:

- Child and young person development
- Equality and inclusion
- Developing relationships
- Contributing to the support of positive environment for children and young people
- Support child development
- Communication needs in different settings
- Creating a positive learning environment

Standards include:

- Level 2 Early Years Practitioner
- Level 3 Early Years Educator

Delivery is very flexible with opportunities to start throughout the year. Blended learning and assessment will take place in the workplace where one of the experienced skills coaches will visit on a monthly basis. Apprentices will also be able to attend relevant off-the-job sessions to support them. Learners will be assessed by an independent organisation at the end of their qualification. This is referred to as End Point Assessment (EPA).

Duration: 12 to 18 months



Apprenticeship Standards

Learning Mentor

This Apprenticeship offers an opportunity to develop and gain core skills and knowledge to ultimately enable individuals to provide effective mentoring to learners of all ages, and all levels, to develop with a new work role.

Areas that will be covered include:

- Effective questioning, active-listening and assertiveness techniques
- Safeguarding
- Maintaining appropriate records for the learning programme
- Communication
- Working with education providers and workplace colleagues
- Professional Development

Standards include:

- Level 3 Learning Mentor (will include Level 1 Safeguarding)

Delivery is very flexible with opportunities to start throughout the year. Blended learning and assessment will take place in the workplace where one of the experienced skills coaches will visit on a monthly basis. Apprentices will also be able to attend relevant off-the-job sessions to support them. Learners will be assessed by an independent organisation at the end of their qualification. This is referred to as End Point Assessment (EPA).

Duration: 12 to 15 months



Worth enquiring.

Book a free place or find out more by contacting us:

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Worth exploring.



For all stages of life. For personal or professional purposes. Whatever the goal, every year Wandsworth Lifelong Learning helps thousands of individuals and hundreds of organisations achieve their potential through its extensive network of delivery partners.

To find out more, visit:
wandsworthlifelonglearning.org.uk

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Thank you so much for your help on the course. I have learnt so much, it has opened my eyes and I hope to learn a lot more.

Just want to say a massive thank you to you both for

- Putting up with me.
- Helping with all my work
- Getting me through the hard times.
- Supporting me
- Believing in me

Thank you so much for being such a kind, understanding and most of all a brilliant tutor! I can't wait to start on the next Module/Level in September.

I have found the workshops really useful and have learnt a lot while doing our training.

Our team members really enjoyed the course and were excited to implement some of the techniques they learnt. They said the facilitator was wonderful and really spent time trying to understand the challenges they might face in the call centre, this made the course very relevant to them.

The course delivered what it intended to and it was well attended. I have taken some great ideas and activities which I'll implement with my team.

Just wanted to say a massive "THANK YOU". You have had such a huge impact on my life – you will never know but thank you for giving me back my life.









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For more information

If you wish to contact the Wandsworth Lifelong Learning team please call us on 0208 871 8627, email apps@richmondandwandsworth.gov.uk or visit our website: www.wandsworthlifelonglearning.org.uk

For more information about learning opportunities across London please visit www.hotcourses.com

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