



Apprenticeship Employer Information

A guide to your employee's training

Thank you for choosing TRN (Train) to deliver your training. We are delighted that your company had decided to take part in one of our training programmes and we look forward to working with you in the future to help achieve your organisations training aims and objectives.

TRN (Train) are a government approved training provider, operating for over 20 years who;



Give Strong Information, Advice and Guidance to Individuals ensuring they understand the context of their learning and assessment methods.



Monthly 121 support sessions with an experienced skills coach who has worked within the care industry and share a passion for their vocation.



Flexible and bespoke blended delivery models to meet employers and learner needs.



Offer fully funded, part funded and commercial options for apprenticeships and diplomas.



Provide extensive frontloaded support for employers, line managers and apprentices to ensure apprentices are setup for the best programme start.

Our Mission

Our aim is to WAKE people up to realise the full potential they have and give them the tools to achieve this.

Our Vision

TRN is highly experienced in delivering apprenticeships to school leavers, young people and adults. Supporting both new entrants to the labour market as well as upskilling the existing workforce to facilitate career progression in order to create opportunities within entry level positions.

Through apprenticeships, our vision is to provide a framework and culture through which apprentices, can realise their ability to learn new knowledge, skills and behaviours to improve their lives and progress into positive destinations on apprenticeship completion.

Pre-enrolment information advice and guidance

- Impartial information, advice and guidance, is offered by our recruitment team that focuses on your employees current and future needs, which is essential for their ongoing success.
- This includes advice on apprenticeship progression routes, other career opportunities in the care sector and the skills your employees would need to undertake the various programmes at TRN, ensuring they start on the right path to a successful career.
- Our staff aim to give your employees all the information required to make an informed decision about their future, with a dedicated pre-enrolment information session outlining key information including; a breakdown of the course content, expectations and duration.
- We will guide your employees to complete a comprehensive Initial Assessment including a Skills Scan assessment in consultation with you as the employer (line manager), to understand their existing skills and experience.
- Using the outcome of your employees Initial Assessment our team will provide advice on the best programme and level suited to them, be that an Apprenticeship, Diploma-only course or alternative accelerated training route.
- Our advice and guidance doesn't stop there. We will fully support your employee through the enrolment process and our dedicated team will induct them on to your programme.

On-programme information advice and guidance

- IAG is an integral part of the on-programme part of the learner journey and opportunities to access IAG on an informal basis will exist throughout the period of learning and will be integral to some elements of delivery.
- As part of the induction process, we will draw up an individual Training Plan that outlines the learning journey your employees will undertake, and the support required by you as the employer and TRN.
- Your employee will be supported by a dedicated Skills Coach, and where applicable a specialist Functional Skills tutor for the duration of their programme. Your employees Skills Coach and Tutor will meet with them regularly and provide them ongoing feedback on their progress.
- We will continue to review and update your employees Training plan to ensure we are meeting their individual needs and any additional support needs identified at initial assessment.
- We will capture your employees views and feedback through learner surveys to help us improve the quality of education they receive and ensure the training they are undertaking is impacting them are their career objectives positively.
- We will formally review your employees progress every 12 weeks in conjunction with you the employer/line manager, and a key part of this tripartite discussion will be an ongoing discussion of their development both professionally and personally. We will aim to set stretching and challenging objectives for your employee to move them forward.

Exit information advice and guidance

- As your employee approaches the last few months of their programme their Skills Coach will have discussions with them around next steps, and opportunities available to them, be that in their current role or future role.
- In consultation with you (the employer), it may be that your employee is ready to progress on to a higher-level programme, or subject to their responsibilities move forward on a management pathway.
- Where your employee currently does not have the job role and responsibilities to move to a higher-level programme, we will provide your employee and yourselves as the employer with guidance on what Knowledge, Skills and Behaviours they would need to be able to achieve at the next level. We will seek to maintain a relationship with you and your employer to support you to readiness for the next level.
- Where appropriate our Skills Coaches will signpost your employee to external further education or qualification opportunities or government bodies for further career advice and job prospects.
- As part of your employees course completion we collect data from them including; their end of course progression status, positive outcomes (such as; promotion, pay increase, increased responsibilities etc.) and destination. This helps us to understand their status on exit and how we can help them in future.

matrix Standard Accredited!



Apprenticeship Funding

Since May 2017, the way the government funds apprenticeships in England changed. Some Employers are required to contribute to a new apprenticeship Levy, and there are changes for apprenticeship training for all employers.

The Apprenticeship Levy

- The Apprenticeship levy requires all employers in the UK with an annual wage bill of more than £3 million to pay 0.5% of their payroll into a central levy 'pot', which can then be used to fund apprenticeships.
- Employers have an allowance of £15,000 per year to offset against their levy payment.
- The Levy is paid monthly on a rolling basis to HMRC and will be collected through the PAYE system alongside income tax and National Insurance.
- Employers can access their levy contribution in an online digital account, which can be used to for apprenticeship training and assessment.

Non-Levy paying employers

- Non-levy paying employers (with a wage bill under £3 million per year) contribute 5% of the apprenticeship cost, the government pay the remaining 95%.
- This figure also applies to levy paying employers who have exhausted their funds

Further Incentives

- The government has also introduced a range of additional incentives for employers who take on an apprentice including:
- Fully funded training for apprentices aged 18 or under who are employed by an organisation with fewer than 50 employees.
- Extra support for small employers – The government will fund all the apprenticeship training costs, up to the maximum value of the funding band for the apprenticeship, for employers employing fewer than 50 people if, on the first day of their apprenticeship the apprentice is:
 - Aged between 16 and 18 years old (or 15 years old if the apprentice's 16th birthday is between the last Friday of June and 31st of August, or
 - Aged between 19 – 24 years old and has either an EHC plan provided by their local authority or has been in the care of their local authority.
- A £1,000 cash incentive is also available to all employers with any turnover size if a newly recruited apprentice is aged 16 – 18
- Fully funded English and Maths Functional Skills Training

The Apprenticeship Service

All new apprentice starts with both levy and non-levy paying employers must be funded through the apprenticeship service. An employer who does not pay the levy can reserve funds using the apprenticeship service or receive a levy transfer to access apprenticeship funding.

To setup an Apprenticeship Service account go to:

<https://www.gov.uk/sign-in-apprenticeship-service-account>

To link your Apprenticeship Service account to TRN (Train), you will need the following **UKKPRN reference; 10000082**.

- If you do not pay the apprenticeship levy, use this service to reserve funding.
- If you pay the levy, use this service to manage funding and provider payments.

What is an Apprenticeship?

Designed by employers for employers; an Apprenticeship is an industry led work-based learning programme aimed at increasing the skills, knowledge and behaviours of Individuals working within industry and commerce.

About apprenticeships

- An apprenticeship is a job with a formal programme of off-the-job training
- Apprenticeships mix on-the-job training with face to face and online learning
- Provide apprentices with the skills, knowledge and behaviours related to their job role.
- Where applicable, embed industry mandated accredited diplomas.
- Apprenticeship minimum duration is 12 months, with programme lengths between 12 - 24 months subject to programme and level.
- Suitable for those aged 16+ (No upper limits) either new entrants to the workplace or existing staff looking to upskill.
- Holistic End Point Assessment by an external EPAO at the end of the apprentice's programme, to assess and grade them against the knowledge, skills and Behaviours they have developed across their programme.

What is included in an Apprenticeship Standard?

Apprenticeship Standard

Knowledge Skills & Behaviours

Mandated diploma qualification
(Where applicable)

Functional Skills Maths & English
(Level 1 for Level 2 Apprenticeship standards, Level 2 for Level 3+ Apprenticeship Standards)

Other industry mandated components (where applicable) e.g, Care Certificate

Gateway

End Point Assessment



Employer Commitment and Responsibilities

As the apprentice's employer, you have a critical role in ensuring the success of the apprentice.

As part of your role, we ask that you:

- Work with TRN to identify the most suitable apprenticeship standard for your employee.
- Ensure the apprentice is receiving a lawful age.
- Have agreed that the apprenticeship is the most appropriate learning programme for Individuals.
- Ensure that the apprentice has the opportunity in their job role to gain the knowledge, skills and behaviours needed to achieve the apprenticeship.
- Ensure the apprentice has the appropriate support and supervision to carry out their job role.
- Confirmed, as part of the signed training plan (Agreed at induction), that they will allow the apprentice to complete the apprenticeship within their normal working hours, including any English and Maths required.

Contribute to and agree to the plan of training, as developed by TRN at the apprentice's induction and ensure you;

- ✓ Deliver off-the-job training (Where agreed and detailed in the plan of training)
- ✓ Provide the apprentice with opportunities to practise new skills in the work environment.
- ✓ Assist TRN in collecting evidence of off-the-job training (Where information is held by the employer)
- ✓ Agree with the apprentice and TRN when learning is complete, and the apprentice is read to undertake the end-point assessment.

Line Manager / Apprentice Mentor Responsibilities

- Provide time for the apprentice to attend regular meetings with their Skills Coach (minimum once every 4 weeks)
- Support the apprentice to use technology (as TRN apprenticeships do include virtual meetings and online training elements)
- Support those apprentices that need to achieve functional skills to have time for maths and English work outside of the off-the-job hours
- Enable a suitable environment and time for exams to be completed in and invigilate if necessary
- Provide quality off-the-job training time for the apprentice to develop their knowledge, skills and behaviours and to complete assignments (up to 5.5 hours a week)
- Support the apprentice to gather and submit evidence for their apprenticeship on the Electronic Portfolio platform
- Support the apprentice to submit their own work
- Take part in progress reviews, a minimum of every 12 weeks
- Take part in Employer surveys, and at request join TRN facilitated employer forums
- Be available to support your apprentice to gather witness testimonies when required.
- Support and enable the End Point Assessment Process



Apprentice Mentor

As part of our enrolment process, we will ask you to identify and assign the apprentice with a workplace mentor. This is a powerful tool to ensure your apprentice settles into their role and programme quickly and in turn ensures they thrive in the workplace.

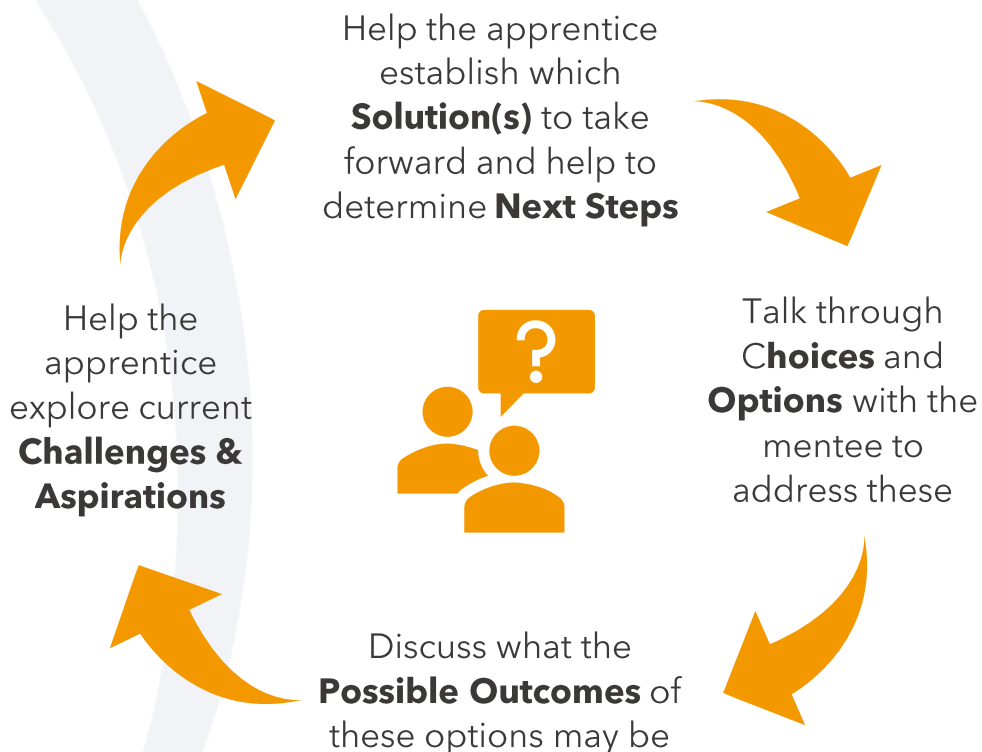
An apprentice mentor is separate to a line manager and is someone who provides a support system for the apprentice.

A workplace mentor may:

- share their knowledge and experiences
- provide advice, guidance and feedback
- act as a sounding board for ideas and action plans
- offer encouragement and support
- celebrate the apprentice's success
- identify development opportunities
- build an apprentice's confidence, independence, and self-belief
- set goals
- support personal development and wellbeing

In the absence of line manager availability, we would seek to involve an apprentice mentor in key programme touchpoints, most importantly being Progress Reviews held between the apprentice, training provider and employer. Please see the section on Progress Reviews for more information.

Mentor Role:



Off-the-job training

An apprenticeship is a job with a formal programme of off-the-job training. Off-the-job training is an essential component and is a statutory requirement for an apprenticeship.

All Apprenticeships require an apprentice to complete and record a minimum of 5.5 Off-the-job training hours per week for the duration of their on-programme period. However, a given apprenticeship standard may require the apprentice to complete more than this minimum amount. The total number of planned off-the-job training hours for a given apprenticeship would be agreed and outlined at the point of induction and documented in the Apprentices' training plan. **To stay on track, we expect apprentices to have completed at least 90% of their planned OTJ hours due at any given time.**

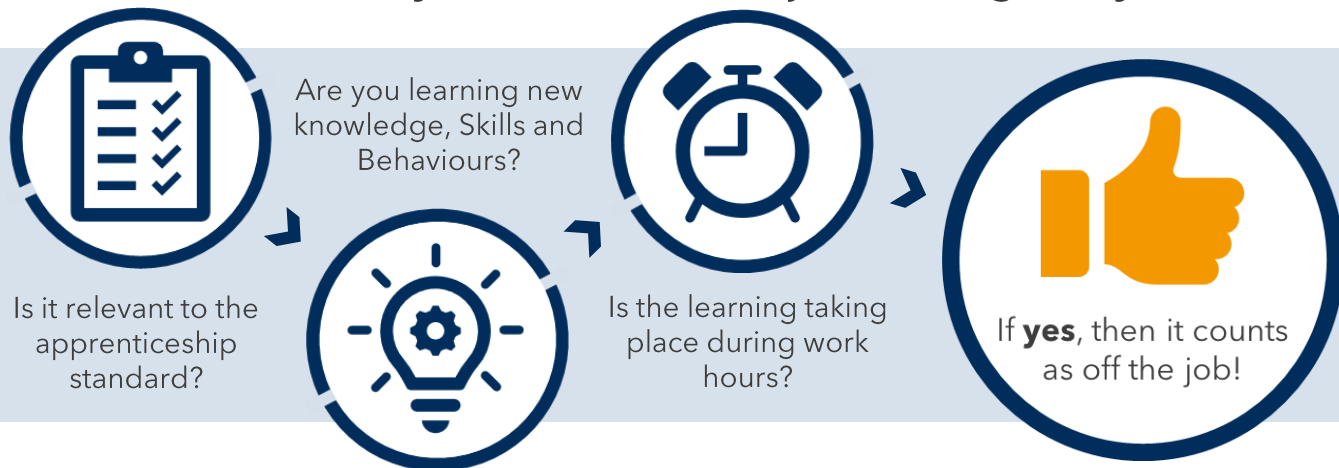
Off-the-job training is;

- Training which is received by the apprentice within their on-programme period of their apprenticeship and **MUST** take place during the apprentice's normal working hours
- Training which happens away from their productive job role, but can still occur in the workplace
- Training that directly supports the development and achievement of the knowledge, skills and behaviours of the approved apprenticeship. I.e., the training must be relevant.

Off-the-job training can include the following:

- The teaching of theory (e.g., lectures, role playing, simulation exercises, online learning);
- Practical training, shadowing, mentoring, industry visits, where the activity has been agreed and documented as part of the agreed training plan; or
- Learning support and time spent writing assignments.

To check if an activity counts as Off-the-job training, ask yourself;



Ensuring your apprentice makes the best start

In order to ensure your apprentice makes the best start, we have a robust onboarding process that ensures all parties are fully informed of their expectations, responsibilities and commitment requirements for the programme duration – as laid out in this information guide.

At TRN we place great emphasis on the first 6 weeks of an apprentice's programme, as we believe their early programme experience sets them up for the duration of their programme.

We have a dedicated team of Skills Coaches and Tutors that lead our onboarding, induction and early engagement process, who support and train our apprentices in the first 6 weeks of programme. Our engagement with apprentices during this period is frequent and we monitor progress closely.

With that said, it is extremely important that employer support and commitment is matched in the first 6 weeks.

Minimum commitment threshold

We would expect an apprentice to have completed at least 95% of their planned Off-the-job training hours in the first 6 weeks (i.e., at least 5 hours of the minimum expected 5.5 hours required per week = minimum 30 hours completed by the end of Week 6).

Where an apprentice has not met this minimum commitment threshold at the end of Week 6, we would seek to hold a high-risk intervention meeting between all three parties; Provider, employer and apprentice, to agree a plan to bring the apprentice back on track.

Progress Reviews

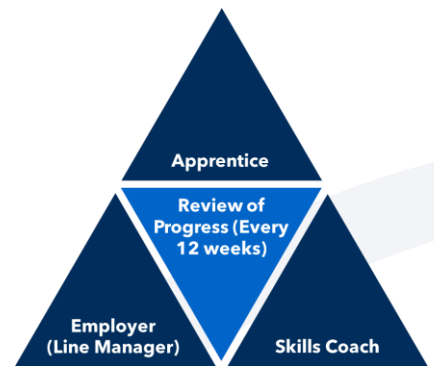
It is a contractual responsibility of TRN as a provider to undertake a progress review, to discuss the progress to date of the apprentice against their training plan, at least 4 times per year (at least every 12 weeks).

The review must be a three-way discussion involving the provider, employer and the apprentice, and can be face to face, virtual (for example using 'Microsoft Teams') or can be via email.

For an apprentice progress review to be effective Employer contribution and participation is key; we would expect the apprentices' mentor and/or line manager to be involved and a summary of the discussion must be agreed and signed by all three parties. **We expect employers to be involved in 100% of reviews and attend at least 75% of all reviews (either remotely or F2F).**

What is discussed at an Apprentice Progress review?

- A review of progress made to date (against a broad list of indicators) from the apprentices' starting points.
- An opportunity to reflect on whether the apprentice is developing substantial and significant new knowledge, skills and behaviours.
- The employers view on the application and impact of On and Off the job training on the apprentices' role and how they carry out their duties in the workplace.
- The Apprentices' self-assessment on their progress to date.
- Any required adaptations that may be needed to the original agreed training plan
- The setting of clear and challenging targets and actions plans to further develop Knowledge and Skills



Functional Skills

Every apprentice must be able to evidence a minimum level of Maths and English attainment at the point of reaching the end of their apprenticeship training period (Gateway).

For Level 2 Apprenticeships individuals without level 1 English and maths will need to achieve this level and take the test for level 2 English and maths prior to taking the end-point assessment.

For Level 3+ Apprenticeships individuals without level 2 English and maths will need to achieve this level prior to taking the end-point assessment.

Duration of each functional skill = Completion in the first 3 - 6 months of the apprentice's programme

Commitment required by the apprentice = a minimum of 2 hours per week on BKSB (Per functional skill)

For those who need to undertake Functional Skills as a component of their apprenticeship programme; Apprentices will have full access to our BKSB training platform where they will work through an individualised training plan
Be allocated a specialist Functional Skills Tutor who will provide dedicated Maths and English support across the first 6 months of their programme.

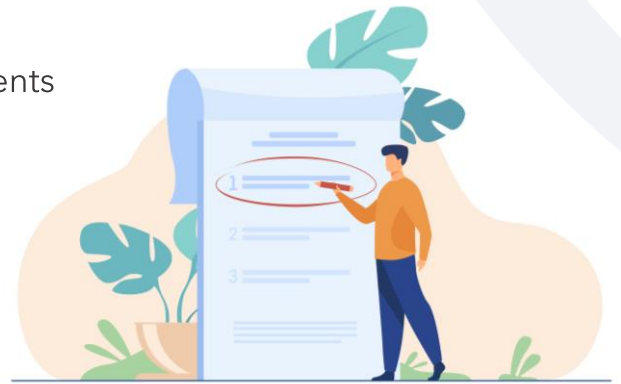
Terms and Conditions

If we are to work effectively and efficiently, it is important that your apprentices make every effort to keep the appointments arranged with their Skills Coach/Tutor. If they cannot keep an appointment, they must contact our office as soon as possible to make other arrangements.

Materials - Your apprentices should keep workbooks, portfolios and programme information safe and make sure the relevant material, assignments and records are available for their Skills Coach/Skills Trainer during assessment visits.

Change of circumstances - You or your apprentice must tell us immediately about any change in their circumstances that may affect their programme (such as resignation, redundancy, termination, re-assignment or relocation). We expect apprentices to follow the terms and conditions stated by you.

- Timekeeping and attendance
- Hours of work
- Sickness, holiday and absence arrangements
- Standards of dress
- Company rules and regulations
- Minimum wage
- Working time regulations
- Health and safety
- Equality and diversity



Attendance - Depending on how your apprentices programme is funded, you or your apprentice may need to complete or sign various documents to confirm their attendance at work and our Skills Coach/ Tutor visit. If your apprentices are given attendance monitoring documents, they will need to make sure that the information is correct and that they provide this information, as necessary. Employers must tell us about any learner's absence, including sickness, holiday and unauthorised absence from work.

Long-term absence - Funding may be affected if your apprentices are absent from work for a long time. You or your apprentice must tell us if they are, or are expecting to be, away from work for any length of time.

Employer induction - It is important that we check that all apprentices have completed a company health and safety induction with their employer which covers the following areas;

- General company information and contacts, the building and its facilities, company rules, health and safety, accident reporting, procedure for reporting accidents, prohibitions, grievance procedures, code of conduct and treating people with respect

Complaints and Appeals

TRN welcomes all comments about our service including any queries, concerns, compliments and complaints. Every effort will be made to ensure that any concern raised is dealt with and resolved immediately.

Our contact details are: 0191 477 0840 or train@trainltd.org

In the first instance complaints should be directed to the member of staff dealing with your apprentice or your main contact at TRN.

Formal complaints can be made in writing, by email or letter, and should be addressed in the first instance to our Quality Manager at:

TRN (Train) Ltd, Endeavour House, Colmet Court , Queensway South, Team Valley Trading Estate, Gateshead, Tyne and Wear, NE11 0EF

Andrew Naylor Head of Quality:

Email: Andrew.Naylor@trainltd.org Tel: 07450 156215

Receipt of complaints will be acknowledged within 48 hours and processes put in place to investigate and review the complaint further. We will aim to respond in writing to a complaint within 7 days of acknowledgement. If the matter is still not resolved, the complaint will be referred to the Managing Director.

Email: Mark.Hewitt@trainltd.org Tel: 0191 477 0840

If the matter is still not resolved, the complaint can be escalated to the Apprenticeship Service Support on:

Tel: 08000 150 600 Email: helpdesk@manage-apprenticeships.service.gov.uk

Safeguarding

TRN takes our responsibility in safeguarding and promoting the welfare of apprentices, staff, young people, vulnerable adults and the partners we work with very seriously.

If you have any safeguarding concerns, please contact our Lead Designated Safeguarding Officer (LDSO) Natalie Wheeler on:

Email: Natalie.Wheeler@trainltd.org Tel: 07365 526074



TRN *Teach, Reach,
New horizons*

