



# Apprentice handbook

Your journey begins here...

## Welcome

We are delighted to welcome you onto your Apprenticeship Programme and look forward to working with you and supporting you to become highly effective in your role.

*At Ebor Academy Trust it is our mission to provide high quality training and education for our learners, resulting in motivated, successful and effective practitioners.*

As our apprentice you will receive, as a **minimum**, training focussed on the apprenticeship standards set out in your programme.

In addition we will deliver a wide and dynamic curriculum programme which enables you to engage in a wide range of learning activities both knowledge based and practical.

You will learn about best practice and effective tried and tested strategies and be supported to apply, reflect upon and understand the impact your learning has on your own practice within your workplace.

Through opportunities to discuss your own organisational practices and the different approaches which are used, we aim ensure you understand a variety of different local contexts and that you can use these to inform your thinking about wider national contexts.

We want all of our learners to be able to understand that their organisation's approach reflects the context and needs of the setting and community it serves, and that approaches which work in one organisation may not necessarily work in another but generally the key principles of effective practice; are consistent.

We will use experts where appropriate, to bring to life aspects of your programme, they will talk first-hand about their own experiences and offer authentic approaches to support you in achieving your own successful outcomes/impact.

We use a thematic/key topics approach to our curriculum and aim to provide contextual learning opportunities, to enhance your learning. Our curriculum plans clearly set out which standards and strands of standards you will be taught and when on each programme these will be addressed.

Where you have expressed a particular interest, or there is a particular contextual need we will work individually with you to support this. Where particular enrichment opportunities may benefit you we will also work to access these.

It is our intention to develop active learners and we encourage questioning, discussion, the sharing of practice and time for reflection.

It is also our intention that our apprentices are supported professionally and personally, through regular Wellbeing, Safeguarding, Health and Safety and Prevent check-ins and updates.

We expect in return high levels of learner commitment, engagement and professionalism throughout our programme.



**Sue Hinchcliffe**  
Director of Apprenticeships

*Our aspiration is that our learners are increasingly identified and recognised as the 'employees of choice'.*

## How will you learn?

As an Apprentice you will spend the majority of your time gaining skills and knowledge in your workplace, but as your Training Provider (TP) we will play a key role in providing you with the 'dedicated development opportunities' required to achieve the Apprenticeship Standards.

These 'dedicated development opportunities' often described as 'off the job learning' will include Training Provider Workshops and planned 'directed learning activities'

We will work closely with your employer to ensure that you receive the opportunities required to develop your knowledge, skills and professional behaviours. Also to apply and put into practice and off-the-job learning so that you can achieve the standards set out in the qualification..

Throughout your programme, you will be well supported by a workplace mentor and named tutor who will meet with you to review your progress a minimum of every twelve weeks.

Throughout your programme we will assess your progress towards achieving your qualification and along with any personal goals and objectives support you to achieve success..

This will all be documented in a Training Plan that is part of the overall Apprenticeship Agreement between training provider, employer and apprentice.

## How long will your programme last?

Your Apprenticeship Training Programme, will last for a minimum duration of 18 months.

The minimum duration of all apprenticeship programmes is based on apprentices working 30 hours a week or more.

If you work less than 30 hours per week, your programme will be extended slightly to ensure you have completed the necessary hours on programme.

## How will I be supported in my programme?

### INITIAL ASSESSMENT

We will complete initial assessments and a 'skills scan' to help us assess your current levels of knowledge, skills and behaviours. This will help us to make sure that we support your needs in all aspects of your training programme.

These assessments will be carried out to decide the programme elements you are required to complete and to plan your targets. They will also take into consideration your current job role, experience and current qualifications, e.g. GCSE results. This information will assist us in developing and agreeing on your Individual Training Plan.

### INDUCTION

During your induction we will provide information, advice and guidance on your programme and the support offered. The induction is best seen as a process rather than a single event.

We will revisit the information introduced at induction throughout your programme to check and review your understanding of all processes.

### INDIVIDUAL TRAINING PLAN

Your Training Plan sets out how you will get from your starting point on your learning journey to the end point. It will include all the qualifications you are undertaking within your learning programme together with target dates for short, medium and long term goals.

Your Training Plan will be individual to you and will reflect your goals, interests and needs.

Your Training Plan will be a live document that is updated throughout the course of your apprenticeship programme and will be useful to you, our trainers and employers.

### REVIEWS

Reviews will be professional discussions between you, your tutor and as much as possible your mentor/employer. They will take place every 6-12 weeks depending on term time dates.

You will have the opportunity to discuss your learning, progression, and agree long and short term targets for the completion of your qualification.

## Portfolio of Evidence

Every Apprenticeship Standard requires an apprentice to build a portfolio of evidence throughout the duration of their programme.

This is used by our Independent Assessment Organisation to determine whether you have developed the necessary skills, knowledge and behaviours to award you the qualification.

You will be asked to complete observations, provide written accounts, keep a reflective journal/log of learning and record professional discussions throughout your programme to build up this evidence.

We will support and guide you with the content and format of these.

Whilst you are an apprentice you may also wish to collect additional evidence of your work, learning and development e.g. copies of any observations carried out, any written feedback or witness testimonies and any photographs.

## End Point Assessment

As you are working towards an apprenticeship standard, you must be assessed at the end of your training to confirm that you have achieved occupational competence/met the apprenticeship standards..

Rigorous, robust and independent 'End-Point Assessment' (EPA) is essential to give employers confidence that you can actually perform in the occupation you have been trained in and can demonstrate the duties, and knowledge, skills and behaviours set out in the apprenticeship standard.

EPA can take a wide range of forms – it can include assessment methods such as an observation in the workplace, professional discussion, written tests and work simulated exercises. All end point assessments will include a minimum of two separate assessment methods.

## Skills for life: Maths and English

If you already have GCSE or a Level 2 equivalent qualification in Maths and English, you will not need to complete this as an element of your Apprenticeship.

Those learners who require a qualification at this level, will be supported to achieve L2 Functional Skills Qualifications.

Some apprenticeships require Maths, English and ICT. Your Apprenticeship programme only requires Maths and English.

Functional Skills provide you with essential practical skills

and understanding in English and Maths which enable you to operate confidently, effectively and independently in both life and work.

Throughout your Apprenticeship programme, you will also be encouraged and have opportunities to achieve a higher level of English and Maths skills whether you have the required qualifications or not; with resources available where appropriate.

In order to support you here, all learners will complete an initial and diagnostic assessment related to your current Functional Skills levels. This will help us to ensure you are working to the appropriate level and to provide support where necessary.

Your progress will regularly be reviewed and monitored in order to make sure that support is available if you need it.

## Absence at Training Days

If you are not able to attend a Training Provider Workshop you will need to let your training provider/tutor know.

Attendance at training workshops needs to remain high.

If your attendance falls below 80% you may be at risk of not achieving the standards. We will need to notify your employer of all absences or lateness.

## Absence from Work

Your employer will notify you of their systems for recording your holidays and any absences. You will be required to follow these procedures for all absences. Please be aware that failure to comply with your employers procedures could result in a warning or dismissal.

## Absence for Review Meetings

Your tutor should be notified if you are unable to attend a planned review meeting. This should be on the morning of the meeting at the latest.

Failure to attend review meetings will flag a risk and your employer will need to be notified.

## Unauthorised absences

If you do not notify your employer or training provider/tutor that you will not be at work or that you cannot attend workshops and meetings, this absence will be recorded as unauthorised.



You may find that your employer will not pay you for your unauthorised absence.

If you continue with unauthorised absences, your employer may withdraw you from your apprenticeship or terminate your employment.

## Authorised absences

If you are going to be off sick for more than 21 days, you will need to let your training provider/tutor know as soon as possible. This is because you are allocated a period of time to complete your Apprenticeship and long term sickness will have an impact on this.

To make sure that you do not lose any time on your Apprenticeship, you may need to be temporarily withdrawn and a 'break in learning' put in place, until you notify your training provider/tutor or advise otherwise. Following your absence we will then re-start your training.

If at any point you feel you are struggling to attend or there are barriers to you continuing in learning; don't give up! Speak to your training provider/tutor or employer as soon as you can so that you can discuss the best course of action.

## Learning support

Support for all learners to achieve their full potential is very important to us.

During registration and initial assessment you have the opportunity to tell us if you consider yourself to have a disability, learning difficulty or health problems. If you specify any of these the information you give us will only be shared with those directly involved with your learning; predominantly your Apprenticeship tutor. They will discuss your needs with you, and make sure where possible that appropriate support is put in place to enable you to succeed.

## Safeguarding

We are committed to creating and maintaining a safe and positive learning environment for you and aim to safeguard and protect you from harm including preventing you and those you know from being drawn into terrorism.

Along with your employer, all of our staff have a responsibility to help ensure your safety and welfare. We recognise your fundamental right to have equality of opportunity, to be protected from harm, exploitation and discrimination and will provide you with a safe environment in which to learn effectively.

You can be confident that any concerns that you may have will be listened to and acted upon and we will work in partnership with you and your employer to support and promote your welfare.

## Prevent

Prevent is about safeguarding people and communities from the threat of terrorism. It aims to stop people becoming drawn into or supporting terrorism.

At the heart of Prevent is safeguarding both children and adults; providing early intervention to protect and divert people away from being drawn into terrorist activity.

Prevent addresses all forms of terrorism, but continues to ensure resources and effort are allocated on the basis of threats to our national security

If you suspect someone is becoming radicalised or involved in extremism, report it to someone, a manager at work, your tutor, a parent or relative or speak to your local police about your concerns.

Useful Contacts – Anti-Terrorist Hotline 0800 789 321, Police 101.

We ensure that staff and students are aware of the risks of radicalisation and/or involvement in violent or non-violent extremist activities and will support anyone thought to be at risk of becoming involved.

During your qualification you will witness trainers/tutors promote equality of opportunity and diversity in teaching and learning, through opportunities in lessons and in your learning environment.

This is done to raise your awareness of Fundamental British Values (FBV).

## British Values

The Department for Education's definition of British values includes:

**Democracy:** making decisions together, for example giving opportunities to develop enquiring minds in an atmosphere where questions are valued.

**Rule of law:** understanding rules matter as cited in Personal, Social and Emotional development, for example collaborating to create rules and codes of behaviour.

**Individual liberty:** freedom for all, for example reflecting on differences and understanding we are free to have different opinions.

**Mutual respect and Tolerance:** treat others as you want to be treated, for example hare and respect others' opinions.

As well as actively promoting these values to you, we will embed these into your course work and qualification.

Further information can be found in our Safeguarding and Prevent Policies.

If at any point during your course you are worried, concerned, need support or assistance your first point of contact will be your tutor.

## Cyber bullying and being safe online

Facebook, Twitter, Instagram and the internet are great ways to connect with friends, family and learn new things. It is also important to stay safe and make sure you do not share things that could put you in danger. If you are worried about how much of your life is online you can take steps to be safer. Here are some top tips to keep you safe online, free from cyber bullying, online grooming and sexting:

- Be careful what you share online
- Think before you post
- Be careful who you chat to
- Never share or reveal your passwords

## Health and safety

All workers have a right to work in places where risks to their health and safety are properly controlled. Health and safety is about stopping you getting hurt at work or ill through work.

Your employer is responsible for health and safety, but you must help. It is important that you follow Health and Safety Guidance.

If you feel unsafe at work or during training it is important to communicate this to your tutor/mentor who will then escalate to the necessary leading practitioners.

## Keeping safe and well

It is important to stay healthy and know the right way to treat your body. Staying healthy physically can help you stay healthy emotionally too. If you are eating the right food and keeping fit, your body will be strong and help you to cope with stress and also fight illness. Eating well and taking regular exercise will also help you stay in good health later in life.

Sleeping is also a really important way to stay healthy. Having late nights can leave you feeling tired the next day. It can be

difficult, but try to have at least 6-8 hours' sleep each night.

Smoking, drinking alcohol and taking drugs can harm your health and cancel out the effects of a good diet and exercise. Doing these things can lower the immune system and cause mental health problems too.

As your Training Provider we are here to help you learn and to achieve the apprenticeship standards; to become at the very least, occupationally competent, but we are also committed to and will make a priority your safety, health and wellbeing.

Always speak to your tutor, if you are experiencing difficulties or have any concerns and we will do our best to support you.

– Sue Hinchcliffe, Director of Apprenticeships, on behalf of the Apprenticeship Team.




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