

Derbyshire County Council

MANAGER'S APPRENTICESHIP HANDBOOK



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1. INTRODUCTION

The aim of this Handbook is to guide and advise you in your role as Line Manager in supporting your apprentice(s) in their role, so that they develop both personally and professionally during their time with the Council. Please note the Handbook has been updated in accordance with the latest funding rules (2022 to 2023) and will be reviewed on an ongoing basis.

There are two types of apprentices at Derbyshire County Council:

New Apprentices: all new apprentices are employed on fixed-term Apprenticeship Agreements for the duration of their apprenticeship programme.

As the apprentice's employer the Council is responsible for:

- Apprentice wages, tax, National Insurance (employers are not liable for national insurance contributions for apprentices under the age of 25) and administration of this.
- Monitoring progression of the apprentice during the apprenticeship period.
- Linking with approved learning providers where necessary to support the apprentice throughout the apprenticeship.

Existing Derbyshire County Council employees: existing employees may access further training and development through an apprenticeship standard.

There are different arrangements for existing employees who undertake an apprenticeship for development purposes. Please contact the Talent Development Team to discuss further.

NB: For *At Risk* employees undertaking an apprenticeship in a new role on redeployment, the provisions of the Council's Pay Protection and Redeployment policies will apply.

Further information about Apprenticeships at DCC can be located on the [Apprenticeships at Derbyshire page on Our Derbyshire](https://staff.derbyshire.gov.uk/learning-and-development/apprenticeships/apprenticeships-at-derbyshire.aspx) (<https://staff.derbyshire.gov.uk/learning-and-development/apprenticeships/apprenticeships-at-derbyshire.aspx>).

Leadership Apprenticeships

The Council offer Leadership Apprenticeships in partnership with the University of Derby and Derbyshire Adult Community Education services (DACES) to support our leaders and managers.

Opportunities currently exist for the following apprenticeships:

Senior Leader Apprenticeship (level 7) - aimed at strategic leaders with senior management responsibility, this can include formal governance or director responsibilities.

Chartered Manager Degree Apprenticeship (level 6) - Aimed at professional managers who take lead responsibility for people, projects, operations and or services

Operations or Departmental Manager Apprenticeship (level 5)- Aimed at operations or departmental managers who manage teams or projects, and have responsibility for planning, delivering, and achieving operational or departmental goals and objectives.

Team Leader Apprenticeship (level 3) - This apprenticeship is aimed at team leaders, supervisors or anyone who is in or aspiring to a first line management role. It is applicable to

those with operational and project responsibilities or responsibilities for managing a team to deliver a clearly defined outcome.

N.B. Those undertaking level 5, 6 or 7 Leadership apprentices will need to source a mentor from outside their line management structure who will provide support throughout the apprenticeship.

These apprenticeships are run on a cohort basis. Applications are accepted during the publicised application periods only.

They are managed by the Leadership Development & Performance Management team, who can be contacted on ldpmtteam@derbyshire.gov.uk

To find out more visit the [Leadership apprenticeships page on Our Derbyshire](https://staff.derbyshire.gov.uk/learning-and-development/apprenticeships/leadership/leadership-apprenticeships.aspx) (<https://staff.derbyshire.gov.uk/learning-and-development/apprenticeships/leadership/leadership-apprenticeships.aspx>).

2. WHAT IS AN APPRENTICESHIP?

An apprenticeship is a nationally recognised and approved work-based training programme. Under the Government's Apprenticeship Funding Rules an apprenticeship is defined as "a job with an accompanying skills development programme. The job must have a productive purpose and should provide the apprentice with the opportunity to gain the knowledge, skills and behaviours needed to achieve the apprenticeship".

An apprentice is an employee, aged 16 or over, who is recruited to undertake a nationally approved apprenticeship standard within a particular occupation.

An apprentice is employed on an Apprenticeship Agreement where the emphasis is upon the apprentice's learning. Whilst the apprentice's experience with the Council needs to reflect a real working environment; providing a supportive placement to allow them to learn and develop is a priority.

An apprenticeship is open to anyone over the age of 16 and not in full-time education. There are no age limits. Different arrangements apply to existing employees undertaking an apprenticeship.

There is a vast number of apprenticeships available across different occupational groups. The **Institute for Apprenticeships and Technical Education** is an employer-led organisation who provide the standards for apprenticeships and continue to develop new requirements.

Different apprenticeship levels are as follows:

Name	Level	Educational Equivalent
Intermediate	2	GCSE
Advanced	3	A-Level, National Diploma
Higher	4-7	Foundation Degree or Above
Degree	6-7	Bachelors or Masters

[The Apprenticeship Journey](#)

The Learning Provider will start with an individual assessment to clearly identify the starting position of the apprentice. This allows them to fully appreciate their qualifications, work history, experience and knowledge acquired up to this point.

If the apprentice needs to complete their Functional Skills (Maths and English) as part of the apprenticeship, the DACES (Derbyshire Adult Education Community Service) team can support the apprentice to complete (workplace.learning@derbyshire.gov.uk).

The apprentice will work towards the required **Apprenticeship Standard**, which details the knowledge, skills and behaviours (K,S,B) an apprentice is expected to demonstrate, to successfully go through to Gateway. The K,S,B's are detailed in the Apprenticeship Standard, which can be found on the Institute for Apprenticeships Website ([Home / Institute](#)

for [Apprenticeships and Technical Education](#)). You will find key content on the main page of the standard, along with more detailed information in the assessment plan (often located as an attachment on the right-hand side). An example of a key content section on the Institute for Apprenticeships & Technical Education website for a Procurement and Support Assistant showing an overview of the role is below.

The screenshot shows the website interface for the 'Procurement and Supply Assistant' standard. At the top, there is a search bar and navigation links for 'About', 'Ensuring quality', 'Occupational standards', 'T Levels', and 'Higher Technical Qualifications'. A blue banner displays the title 'PROCUREMENT AND SUPPLY ASSISTANT'. Below this, the 'Overview of the role' section states: 'The process of procurement or buying low value goods and services. Procurement and supply assistants are vital for the smooth functioning of the procurement and supply department in any organisation.' On the right, a sidebar provides key details: Status: Approved for delivery (checked), Level: 3, Reference: ST0810, Version: 1.0, Date updated: 31/05/2022, Approved for delivery: 24 August 2020, Route: Sales, marketing and procurement, Typical duration to gateway: 18 months (this does not include EPA period), Maximum funding: £6000, LARS Code: 590, and EQA Provider: Ofqual. At the bottom right, there is a purple button to download the 'Procurement and supply assistant assessment plan' (File size: 299.0 KB).

The **Gateway** is the entry point to EPA. It is the point at which the apprentice has completed their learning, met the requirements of the standard, and that they, alongside their employer and learning provider agree that they are ready to enter their EPA.

An **End-point assessment (EPA)** tests the knowledge, skills, and behaviours that an apprentice has gained during their programme. Unique to each standard, EPA demonstrates the competence of an apprentice in their role.

How long does an apprenticeship last?

An apprenticeship is a minimum of one year and can last up to four years. The approximate length of an apprenticeship is detailed in the Apprenticeship Standard, which can be found on the Institute for Apprenticeships Website ([Home / Institute for Apprenticeships and Technical Education](#)). Each standard will provide you with a typical duration to gateway and a typical EPA (end point assessment) period.

What does Off-the-Job Training mean?

As of 1st August 2022, the apprenticeship funding regulations require that any apprenticeship which starts should undertake off-the-job training for a minimum of 6 hours per week throughout the apprenticeship.

Any apprentice who started on programme prior to the 1st August 2022 will follow the off-the-job training rule of at least 20% of time should be dedicated to off-the-job training.

The golden rule that applies to the list below, is that **any activity imparting new learning which helps the apprentice achieve the knowledge, skills and behaviours set out in**

the standard they are working towards. Off-the-job training must take place during normal paid working hours.

Examples of off-the-job training include:

- Company employee induction – provides new learning where it is relevant and can be cross-referenced to the apprenticeship standard
- Writing reflective journals
- Completion of on-line learning
- Self-study i.e., reading or watching videos
- Shadowing others
- Training in new work practices or new equipment
- Time spent writing assignments or completing assessments
- Researching to gain new knowledge
- Networking events and seminars
- Role plays or simulation exercises
- Participation in competitions

It cannot include time spent on English and Maths, or on training to acquire skills, knowledge and behaviours that are not required in the standard.

The below is a useful visual to determine whether an activity counts as off-the-job training:



Further guidance on off-the-job training can be found in [APPENDIX 1](#)

You can also access the government guides and templates on the [Apprenticeships: off-the-job training](#) pages (<https://www.gov.uk/government/publications/apprenticeships-off-the-job-training>).

Your Learning Provider will also support your apprentice with guidance on off-the-job hours and recording their progress.

Off-the-job training must be formally recorded either in a diary, workbook, portfolio, timesheet, or be verified by attendance records. Exactly how this evidence is recorded will be agreed with the learning provider. This evidence must be checked and signed by the assessor and line manager / supervisor.

What does an Active Learning / Break in Learning mean?

Apprentices must be involved in active learning (off-the-job training and / or English and Maths training) throughout the apprenticeship. Some active learning must take place at least every 4 weeks or a break in learning (BIL) must be used (except for apprentices with term-time only contracts who do not require a BIL during the 6-week summer holidays). This can be with or without a break from work.

Where an apprentice takes a BIL and then returns to the same apprenticeship, the apprenticeship agreement must be revised, to account for the break. The overall duration of the apprenticeship and the required volume of off-the-job training can remain the same (as though there had been no BIL). The Learning Provider will support you with this process.

3. HOW TO BE READY TO RECRUIT OR SUPPORT AN EXISTING APPRENTICE

Areas to consider when recruiting a new apprentice

If you are still deciding on whether to recruit an external apprentice, a few areas to consider supporting your decision:

- How does the apprentice fit within your organisational structure?
- Is there a plan for possible vacancies that the apprentice can apply for on completion?
- Are you clear on the Apprenticeship Standard and are you confident that you can provide the work environment and tasks necessary to support the learning required for an individual to achieve an apprenticeship?
- Are you committed to providing the necessary support for an apprentice – including working with the learning provider and apprentice, carrying out regular review meetings and attending regular assessor visits along with regular one to one support, guidance and coaching on the job?
- Have you budgeted for the apprentice's pay (the levy solely pays for the training)?
- Have you gained vacancy control approval and have completed the online [Apprenticeship Application Form](https://forms.office.com/r/GziEv9EGca) (https://forms.office.com/r/GziEv9EGca).
- Have you ensured a risk assessment is in place and any special requirements for under 18 apprentices are fully considered?
- If needed, can you support the apprentice to undertake off the job training and/ or Maths and English training at least every 4 weeks?
- Can you ensure the apprentice has an effective induction and that all line management tasks in recruiting and managing an apprentice are carried out, as they would do for any other employee?
- Have you / your team scheduled in six months before the end of the apprenticeship, that you will support the apprentice with guidance around suitable vacancies, to help retain apprentices within the Council?

Considering an apprenticeship for an existing employee

If you are still deciding on whether to enable an existing employee to undertake an apprenticeship, consider the following areas:

- Are you clear on the Apprenticeship Standard?
- Are you confident that you can provide the work environment and tasks necessary to support the learning required for an individual to achieve an apprenticeship?
- Are you committed to providing the necessary support for an apprentice – including working with the learning provider and apprentice, carrying out regular review meetings and attending regular assessor visits along with regular one to one support, guidance and coaching on the job?
- If needed, can you support the apprentice to undertake off the job training and/ or Maths and English training at least every 4 weeks?
- Have they completed the online [Apprenticeship Application Form](https://forms.office.com/r/GziEv9EGca) (<https://forms.office.com/r/GziEv9EGca>).

See [appendix 3](#) for a useful apprenticeship checklist.

4. EXPECTATIONS OF A LEARNING PROVIDER

An Apprenticeship learning provider **works with employers and the apprentice to deliver outstanding training and helps the learner to develop skills and gain essential work experience**. An Apprenticeship learning provider gets paid through the levy to help train apprentices.

Role of the Assessor

The learning provider for each apprenticeship will nominate a key individual or point of contact who will undertake the assessor role for your apprentice. The Assessor will be working alongside you to guide your apprentice through their apprenticeship programme.

The Assessor will contact you as the line manager to discuss the structure of the apprenticeship and how the apprentice will be supported by both you and the provider.

The Assessor will ensure that you, as the line manager recognise:

- The structure of the apprenticeship
- How often visits will take place (usually once per month depending on the requirements/needs of all three parties)
- The importance of manager / supervisor input throughout the programme
- The importance of ownership of the process by the apprentice
- The structure of any workshops and/or Functional Skills classes
- The importance of initiative by the apprentice throughout the programme

The Assessor will also keep in regular contact and keep you updated to ensure that the apprentice is progressing.

Assessor Visits

There will be regular visits by the Assessor (which could take place on-site or virtually) to review progress against set tasks/assessments and agree new ones.

Assessors are expected to involve you in review meetings and to give you feedback at the end of each visit to update you on the progress of the apprentice, as well as to encourage your support/monitoring of the process. It is expected these will take place every 4 – 6 weeks depending on the apprenticeship.

See [APPENDIX 4](#) for a helpful checklist of areas to discuss when you meet with the learning provider for the first time.

Progress Reviews

A formal Progress Review will also be undertaken by the Assessor at least every 12 weeks. This may be done face to face or remotely with the completed review sent to you for feedback.

It is essential that you as their line manager attend the progress review visits to support the apprentice.

It is a great opportunity for:

- You, the apprentice, and the assessor to discuss how the apprentice is performing in the workplace against their learning targets
- Take the opportunity to provide the apprentice with positive feedback
- Identify any further training opportunities or requirements
- You to agree a way forward if there are any concerns for the apprentice or any concerns with their performance.
- Dedicate time to jointly set future targets and goals
- Nearing the end of their apprenticeship discuss how you will support the apprentice in the next stage of their career

Support by you at the progress reviews may take the form of:

- Setting additional work tasks which encompass an aspect of the apprentice's individual learning plan
- A 1-2-1 session where a particular aspect of learning is discussed in order that you can impart your knowledge and experience of a given subject
- Enabling the learner to work shadow other employees to gain a better understanding of a particular subject they are currently learning about
- If required, provision of opportunities for the apprentice to develop their Maths and English skills. This could include 1-1s with employees to assist the apprentice in understanding professional writing techniques.
- Line Manager / Supervisor feedback to ensure that the delivery, learning and training of the apprentice has a positive impact.

5. YOUR ROLE AS A LINE MANAGER

Your role as line manager is essential in ensuring the apprenticeship is successful. You are responsible for:

- Setting an effective induction and any ongoing training.
- Ensuring a risk assessment has been completed and DBS checks (if required) have been carried out.
- Arranging for ID badges and any personal protective equipment needed

Induction

An induction for a new apprentice could include:

- one-to-one meetings for the apprentice to meet or shadow key members of the team so that they understand how their role fits with the wider organisation
- information on what is expected of them, for example, dress code, time management and general work behaviours
- details of how the apprentice's work fits with the wider team and where they can go for support
- a clear outline of their job role and objectives to help the apprentice understand what is expected of them
- an introduction to company policies rather than asking the apprentice to read them
- regular one-to-one meetings with the apprentice's line manager
- Taking the time to go through organisational charts and acronyms they may come across
- Support and guidance with health & safety, equality & diversity, safeguarding and any HR procedures

The induction checklist will include recommended e-learning so please ensure your Apprentice takes advantage of its availability by logging onto [Derbyshire Learning Online](https://derbyshire.learningpool.com/login/index.php) (DLO) (<https://derbyshire.learningpool.com/login/index.php>). Where an apprentice does not have access to a work computer, they can access learning packages via their home computer or tablet.

ID Badges

Your apprentice will need an ID Badge and need to send and upload a photo – further details can be found on the [ID badges page of Our Derbyshire](https://staff.derbyshire.gov.uk/secure-area/information-security/access-our-buildings/id-badge-photo-sessions/id-badges.aspx) (<https://staff.derbyshire.gov.uk/secure-area/information-security/access-our-buildings/id-badge-photo-sessions/id-badges.aspx>).

Personal Protective Equipment (PPE) / Uniforms

It is the line manager's responsibility to ensure that all appropriate Personal Protective Equipment (PPE) / uniform is issued to the apprentice where required.

DBS Checks

Most apprentices will not require a Disclosure and Barring Service (DBS) check. Those that do, due to duties and placement of the position, will need to be discussed prior to their appointment. The requirement to have a DBS check will also need to be included in the recruitment information.

Risk Assessments for Apprentices under 18 years old

Young people are seen as being particularly at risk because they lack experience in the workplace. There is a need for you to undertake a young person's risk assessment. Hazards and risks to consider include manual handling, use of chemicals, noise, vibration, and use of equipment. Managers should ensure they provide adequate supervision and training which the Health & Safety department can give guidance on as appropriate.

IT Access

Please make the arrangements for your apprentice to have access to appropriate IT systems prior to their start. Where access to systems containing confidential data is required, your department procedures may require that you undertake a Risk Assessment before access can be granted.

Internal Training

Apprentices can access internal training events to increase their skill base and knowledge of the work you do. Internal training may contribute to the 6 hours per week off-the-job training requirement (See [APPENDIX 1](#))

Ongoing Support

Make sure that you have regular reviews with the apprentice and check-ins to ensure they are progressing on the apprenticeship. Areas you may want to discuss could include how they are progressing against the standards, how they feel the apprenticeship is going overall, any concerns they may have, how they are finding the Learning Provider and level of support received, are they clear on next steps, and do they know who to contact if they are experiencing any concerns.

Changes in line management / supervision arrangements

In cases where apprentices are supervised by more than one line manager or there is a change part way through their placement:

- Ensure any other line managers are fully briefed regarding the apprentice, their own responsibilities, and the content of this handbook.
- Inform the Learning Provider of the new details.
- Inform the Talent Development Team by emailing DCC.Apprenticeships@derbyshire.gov.uk

Encouraging Networking

Networking with other employees, specifically other apprentices, may help an apprentice to settle in, enhance their experience and gain greater knowledge to support their understanding of the Council and their role.

You may want to consider arranging for your apprentice to meet current or previous apprentices (where possible) and encourage them to be involved in team and company-wide social activities and initiatives.

6. CONTRACTUAL INFORMATION

All new apprentices into DCC are employed on fixed-term apprenticeship agreements; the duration of which should be the same as that required to complete the apprenticeship. This ensures compliance with the government's statutory requirements for an apprenticeship contract.

Apprentices do not have a guaranteed job at the end of the placement. The Fixed Term Employees (Prevention of Less Favourable Treatment) Regulations 2002 does not apply to apprenticeships and the Council does not guarantee to find an apprentice a suitable alternative position at the expiry of their fixed-term contract.

However, we are fully committed to retaining successful apprentices and not lose their skills and competence from within the Council. It is important that we do everything possible to recruit apprentices into established posts, if they are available, whilst following a recruitment process. As line manager, your role is to plan to ensure that every consideration has been taken about future posts for apprentices and support apprentices in their plans for when the apprenticeship is completed.

Derbyshire County Council policies and procedures apply to apprentices including Terms and Conditions as described in the Derbyshire Package. However, there are some differences as detailed below.

Apprentice Salary Scales

Apprenticeship training costs are funded from the Council's Apprenticeship Levy subject to compliance with the Education and Skills funding Agency regulations.

All other associated apprentice costs including pay are funded separately by each Council Department.

For current apprenticeship salary scales, visit the [Apprenticeship salary scales page on Our Derbyshire](https://staff.derbyshire.gov.uk/pay-and-benefits/my-pay-and-terms-and-conditions/salary-scales/apprenticeship-salary-scales/apprenticeship-salary-scales.aspx) (<https://staff.derbyshire.gov.uk/pay-and-benefits/my-pay-and-terms-and-conditions/salary-scales/apprenticeship-salary-scales/apprenticeship-salary-scales.aspx>)

Working Hours

The standard working hours are 37 per week, however apprentices can be employed on a part-time basis where this meets local service delivery requirements. In such instances the duration of contract may need to be extended on a pro rata basis. If you need more information on this, please seek advice from HR.

Overtime / TOIL

Apprentices may be required to work outside their standard hours occasionally to participate in an agreed development activity, but only where this cannot be facilitated within their normal working pattern (up to a maximum total of 40 hours per week if under the age of 18 years old). In these circumstances time off in lieu (TOIL) will be allocated. Apprentices should not be routinely rostered for overtime or to cover staffing shortages

Limits on working hours and rest from work

The Working Time Regulations 1999 (as amended) apply to all workers, with some additional provisions available for young workers (below 18 years but above the minimum school leaving age). Seek guidance from the Advice and Support Team where appropriate.

Time Recording

Apprentices will be subject to the usual time recording processes as applied in their placement location e.g. Workplace, manual timesheets or Time Manager's WorkPlace.

Apprentices receive the standard 25 day (plus bank holidays) annual leave allowance per annum. This may be amended on a pro rata basis depending on start date. Where the apprenticeship finishes part way through a financial year, you must ensure apprentices do not use a greater amount of leave than they are not entitled to. For further information, please visit Our Derbyshire.

Managers should not approve annual leave for apprentices on dates where either assessment visits, college attendance, functional skills training or exams are scheduled.

7. HOW TO MANAGE AN APPRENTICE

End Dates

You must ensure that you are aware of when your apprentices' agreement is due to end. This allows you to start planning. There may be reasons such as a break in learning why the end date might change. Ensure that you take the necessary actions to ensure your apprentices' agreement is up to date. You will receive a reminder from SAP; however, it is also a good idea to schedule this into your diary to assist you with planning.

Issues with work performance / capability in role

If there are any issues with regards to performance and capability, you should contact your departmental Advice & Support Lead who will investigate and respond as appropriate. Managers should also ensure their departmental HR representative is copied into any correspondence to keep them informed of developments relating to apprentices based within their services. Any performance issues should be dealt with in a timely manner.

Apprentice wishes to withdraw

Ensure that you have an open conversation with the apprentice to understand their concerns. Use open questions to identify the reasons for the apprentice wishing to withdraw from the programme and identify if there is anything which can be done to support them. Involve the Learning Provider to understand the options available. It could be that they can support with a break in learning.

In the event of an apprentice withdrawing from the course, having a break in learning or any changes to an apprenticeship please inform:

The Talent Development Team (dcc.apprenticeships@derbyshire.gov.uk).

- Reason for change – withdrawn/ break in learning or detail any other reason
- Last date of learning - this is essential to ensure apprenticeship payment are only made to this date

Learning Provider

- Reason for change – withdrawn/ break in learning or detail any other reason
- Last date of learning

Break in Learning

If an individual wishes to have a break in learning in their apprenticeship programme, the line manager needs to communicate with the Training Provider to explore the options available. If a break in learning is put in place please inform the Talent Development Team by emailing dcc.apprenticeships@derbyshire.gov.uk, who will need to update the DAS (digital apprenticeship service) system, which tracks and processes apprenticeship funding.

Issues with Learning Provider

If there are any issues with a Learning Provider, please contact the Talent Team by emailing dcc.apprenticeships@derbyshire.gov.uk.

8. WHAT TO DO AT THE END OF AN APPRENTICESHIP

What to do when an Apprenticeship is coming to an end

As the apprenticeship comes to an end, Line Managers are expected to provide the appropriate support and guidance to help the apprentice apply for suitable vacancies within or outside the council. This information and guidance should commence at the earliest date possible.

Ideally consideration should start being given six months prior to the contract end date, to support the apprentice in considering next steps and any support they may require.

Please refer to the [Recruitment and selection procedure on Our Derbyshire](https://staff.derbyshire.gov.uk/jobs-and-recruitment/recruitment-and-contractual-arrangements/recruitment-and-selection/recruitment-and-selection-procedure.aspx) for further information (<https://staff.derbyshire.gov.uk/jobs-and-recruitment/recruitment-and-contractual-arrangements/recruitment-and-selection/recruitment-and-selection-procedure.aspx>).

Apprentices progressing into substantive roles within the Council

Apprentices are eligible to apply for internal positions advertised within the Council at any time. If an apprentice gains a position within the council prior to completion of their apprenticeship, it is expected that they continue and complete the apprenticeship in the new role. There is also an expectation this will be achieved within the original timescale for completion (subject to the new role being in similar occupational area).

If the apprentice does leave the council; the Line Manager must follow the standard leavers process and:

- Inform the Learning Provider
- Inform the Talent Development Team by emailing DCC.Apprenticeships@derbyshire.gov.uk
- Ensure any PPE / Uniforms / ID Badges are collected on their last day

9. WHAT HELP IS AVAILABLE TO YOU

Line Managers should provide the first line of support for apprentices. The amount of supervision required will vary dependant on the individual and their progress through their apprenticeship. There may be occasions where the apprentice is not directly supervised by you, however they should always be fully aware of who they can contact or talk to in the immediate work environment, should they require advice & support.

Key contacts to support you:

Talent Development Team

The Council's apprenticeship schemes are managed and co-ordinated by the Talent Development Team. Their responsibilities include managing the development and the implementation of the Council's apprenticeship strategy, seeking to embed continuous improvement, and reporting on the progress of the scheme to Strategic Directors and Elected Members as appropriate. They can assist you as a line manager in the key steps to take when taking on a new apprentice or supporting an existing employee to undertake an apprentice. Any queries regarding the apprenticeship scheme should be directed to dcc.apprenticeships@derbyshire.gov.uk

DACES (Derbyshire Adult Community Education Team (DACES))

DACES are the main apprenticeship learning provider for DCC. They are responsible for working with the line manager to source a learning provider and setting up the initial partnership with the provider to work with the line manager and apprentice. They can be contacted on workplace.learning@derbyshire.gov.uk

Additional contacts include:

- **LDPM team** – specifically deal with Leadership apprenticeships with the University of Derby and Team Leader level 3. They can be contacted on ldpmteam@derbyshire.gov.uk. See the [Leadership apprenticeships page on Our Derbyshire](https://staff.derbyshire.gov.uk/learning-and-development/apprenticeships/leadership/leadership-apprenticeships.aspx) for more information (<https://staff.derbyshire.gov.uk/learning-and-development/apprenticeships/leadership/leadership-apprenticeships.aspx>).
- **Learning Provider** - for questions or concerns about learning content, delivery or learning progress
- **Departmental HR teams** - Providing line management support and guidance regarding apprentice contractual issues and related HR matters
- **Advice and Support** – employee relations issues including conduct, absence, timekeeping
- **Resourcing Managers** - planning for apprenticeships in workforce plans
- **Trade Union Learning Representatives** are also available to support apprentices
- **Occupational Health Service** - including access to the Council's Confidential Counselling services free of charge, which can be accessed via Our Derbyshire



APPENDIX 1 – Off-the-job Activities



With the requirement for apprentices to receive off-the-job training and support, here is a list of activities that would count towards that time. This is not a comprehensive list and can be added to. Some of the activities may not be relevant for all sectors and levels but where appropriate can be adapted to suit the apprentice and their programme.

Guiding Principles:

Off-the-job training is focused on learning new skills rather than assessing existing skills.

It is the responsibility of both the main provider and the employer to discuss, agree and document when, where and how the off-the-job training is delivered, as part of the agreed training plan. They must also ensure that an apprentice spends a minimum of 6 hours per week of their employed time doing off-the-job training.

The off-the-job training must take place during employed time. If training must, by exception, take place in an evening, or outside of contracted hours, we would expect this to be recognised (for example, through time off in lieu).

To decide whether a training activity constitutes “off-the-job” training, it may be helpful to consider it in comparison to activities undertaken by other staff that are fully occupationally competent.

Distance learning can be used as part of off-the-job training. The funding rules do not permit all off the-job training to be delivered via distance learning, it must be as part of a blended approach.

Off-the-job training must:

Be planned, reviewed, and evaluated jointly between the apprentice, employer, and assessor/mentor.

Be delivered during contracted working hours

Be delivered through one or more of the following methods:

1. Apprenticeship training:
 - a. 1-2-1 teaching & learning of the theory related to their role
 - b. Classroom learning such as lectures, tutorial, presentation, facilitated discussion
 - c. Simulations
 - d. Demonstrations.
 - e. How to use equipment, complete a skilled task or learn a procedure
2. Coursework – written materials

3. Mentoring - Assign the apprentice a formal mentor, a more experienced employee who has responsibility to help the apprentice learn the skills necessary to succeed in their job:
 - Knowledge and awareness of relevant workplace standards/practices (perhaps also include reflective conversation to discuss how standards and practices can impact the apprentice's role)
 - Supporting the apprentice as they carry out a task independently (i.e., creating a care plan, dealing with a complaint, communicating with service users, etc.) – follow up with reflective conversations to evaluate the learning that has taken place.
4. Shadowing peers or supervisor with a reflective conversation to discuss skills seen and how to apply:
 - a. Shadowing/observing staff members communicating with others followed by reflective conversation to discuss impact of positive and negative communication, different types of communication observed across different types of people, different media for communicating.
 - b. Shadowing colleagues as they take action to keep information confidential (and perhaps training on confidentiality procedures that must be followed).
 - c. Shadowing someone to observe correct infection control measures (e.g. handwashing techniques, sharps handling).
 - d. Shadowing someone as they conduct a risk assessment, followed by discussion/Q&A session on the importance of risk assessment.
5. Training on a new process or procedure
6. 360-degree evaluation from subordinates, peers, and managers.
7. Changing / improving a new procedure / process.
8. Learning on in house policies and procedures, legislation relevant to role.
9. Training on how to use bespoke software and reporting systems.
10. Updates to role/new system training.
11. Appraisal and any associated preparation.
12. Implementation of development plan training.
13. A project that must be completed as part of the standards. This could include (depending on the project) the construction of questionnaires, market competition research, internal research on the chosen topic, the launch of a new product/service and its feasibility. (Be mindful that a project should be adapted to the level of the apprentice, i.e., a more stretching project for a Level 5 apprentice).
14. A project reflective log.
15. Written assignments

16. Production of presentation to underpin their project.
17. Professional development log to support the end professional discussion.
18. Some eLearning (blended) (NB cannot be any e-learning that is a mandatory part of the job – H&S Training would not count but being selected as a Fire Marshall and completing Fire Marshall training would count).
19. Meeting with other apprentices; (Discussions with other apprentices about their job roles to encourage peer learning - Learner focus group could be set up and led by the apprentices).
20. Visiting other departments – finding out how that department works. (E.g., Apprentice to have a day's work experience at another care home to compare and share good practice).
21. Role Play & Simulation exercises:
 - a. Practising First Aid on a resuscitation dummy
 - b. Identifying and dealing with different barriers to communication
 - c. Practising use of non-verbal communication techniques/active listening techniques
 - d. Dealing with comments/complaints (follow up with reflective conversation to discuss learning, etc.)
 - e. Dealing with an accident or sudden illness
22. Visiting other companies (e.g., suppliers to learn about the manufacture of stock).
23. Industry visits
24. Participation in competitions (e.g., Apprentice of the Year Awards)
25. Attending relevant on-site or off-site training courses (e.g., a Facebook marketing course for a digital marketing apprentice).
26. Directed self-study (Areas of development highlighted. Relevant text and video, for example:
 - a. Cookery videos of poultry, meat and fish, preparation, and cooking methods
 - b. For Level 2 Care Workers, there are Care Certificate workbooks available covering topics such as duty of care, dignity, infection control, safeguarding, etc.
 - c. Apprentice to be familiar with content of organisational policies and procedures Q&A session to discuss learning
 - d. Videos showing good hand washing techniques
27. Distance learning –use of books/materials to aid learning.
28. Scheduled team training. (I.e., customer service skills, **non-induction** training relevant to standards, i.e., complaints systems / process, Disciplinary procedures. Fire safety training, First Aid training). **N.B. this cannot be mandatory training.**
29. Time given to the apprentice to complete their reflective journal at the end of the working day.

It does not include:

- Time spent on the initial assessment and on onboarding activities
- English and Maths (Functional Skills) teaching and learning which is funded separately
- Training to acquire knowledge, skills and behaviours that are not required by the apprenticeship standard
- Progress reviews or on-programme assessments that are required in the apprenticeship standards
- Training which takes place outside the apprentice's normal working hours, unless the apprentice has been paid for these hours or been given time off in lieu

APPENDIX 2 - Travel Costs

Travel costs can have a disproportionate impact upon salaries for apprentices. Support towards travel expenses can be accessed as follows:

a) Home to Work Travel

The 'Miles Better' (employee travel plan) initiative to assist Derbyshire County Council employees is accessible to all apprentices. The initiative is designed to offer a range of incentives to encourage sustainable forms of transport offering potentially cheaper, healthier, and environmentally friendly travel options.

For more information please see the [Miles Better page on Our Derbyshire](https://staff.derbyshire.gov.uk/working-here/go-green-at-work/smarter-travel/miles-better/miles-better.aspx) (<https://staff.derbyshire.gov.uk/working-here/go-green-at-work/smarter-travel/miles-better/miles-better.aspx>) or contact the Sustainable Travel Team via email sustainabletravel@derbyshire.gov.uk

b) Reimbursement of business and training related travel costs

Apprentices may be eligible to reclaim mileage costs for:

- **Travelling for business purposes and attendance on internal training events.**

The council's existing arrangements apply for apprentices and more information about travel claims can be found on the [Travel claim guide page on Our Derbyshire](https://staff.derbyshire.gov.uk/pay-and-benefits/my-pay-and-terms-and-conditions/pay-information/travelling-to-work/travel-claim-guide/travel-claim-guide.aspx) (<https://staff.derbyshire.gov.uk/pay-and-benefits/my-pay-and-terms-and-conditions/pay-information/travelling-to-work/travel-claim-guide/travel-claim-guide.aspx>).

Please be aware that apprentices should not be expected to travel alone but if this is unavoidable, an appropriate Risk Assessment should be undertaken to ensure their safety and well-being.

Travelling to college or learning provider as part of their apprenticeship training

Claiming for this is made on the *Qualification Expenses Claim Form (QT3)*.

Further information on mileage costs can be found on the [Travelling to work pages on Our Derbyshire](https://staff.derbyshire.gov.uk/pay-and-benefits/my-pay-and-terms-and-conditions/pay-information/travelling-to-work/travelling-to-work.aspx) (<https://staff.derbyshire.gov.uk/pay-and-benefits/my-pay-and-terms-and-conditions/pay-information/travelling-to-work/travelling-to-work.aspx>).

APPENDIX 3 - Apprenticeship Checklist

1. Start to think about recruiting an apprentice

- Review the possible apprenticeship standards that are available (link) and check what might be suitable and that your department can accommodate the required learning- contact Talent Development if support is needed
- Check that you have a suitable line manager/ mentor who can support the day-to-day management of the apprentice and learning requirements of the apprentice
- Check workforce plans that an apprentice can be accommodated and there is likely opportunity for a post for them on completion
- Complete vacancy authorisation form (link)
- Ensure that a risk assessment has taken place?
- Complete online request form for an apprenticeship (link)

(This will now be processed, and the learning provider will be sourced. You will be advised when you can go ahead and start recruitment)

2. Apprenticeship opportunity is confirmed

- Advertise your apprenticeship vacancy - speak to your recruitment campaign lead if you need support
- Shortlist, interview and make offer
- Advise DACES of the name of the successful candidate

3. Apprentice is recruited

- Process the details on Recruit
- Contact the apprentice to arrange start date
- Confirm start date with DACES/ Learning provider

4. Before the apprentices starts

- Organise induction programme – see appendix 1 of line manager handbook for template
- Order any PPE
- Order IT equipment
- Inform the wider team of the apprentice's name and when they are starting

5. Apprentice's first day

- Start the induction programme – use template for guidance (link)
- Book review dates in with the learning provider, apprentice and yourself
- Set the apprentices' last day and six months before in diaries now as key dates for action
- Inform DACES and Talent Development if a planned new starter doesn't start.

6. Advice on how to manage an apprentice and any difficulties

- Refer to Line Managers handbook for advice
- If any change to contract length, there's a break in learning
- or an apprentice withdraws from the programme, notify Talent Development

7. Six months before the end of the apprenticeship

- Plan for apprentice's career development and next steps

APPENDIX 4 - Initial meeting with the Apprenticeship Learning Provider

When meeting the assessor for the first time there are a few areas you and your apprentice may want to discuss with them – the below is a guide to support your initial discussions.

Potential areas to discuss	Notes
Confirm key contact details for the assessor should the apprentice or you as line manager require any further support	
Discuss the structure of the apprenticeship and key milestones – ensure you have a copy of the apprenticeship standards and End Point Assessment Criteria	
Agreed a planned programme end date with the apprentice	End date:
Discuss the structure of any workshops / training required in the induction period or during the course of the programme	
Discuss whether functional skills are required, and any support needed by the learner	
Identify how you will receive updates about the learner's progress (including off-the-job hours)	
Ensure that the learning will be provided with any training needed on how to record off-the-job hours and the type of activities that can be recorded	
Discuss any additional support the learner may require throughout their programme	
Confirm how often visits will take place with the apprentice and how meetings will be conducted (face to face or remote)?	
Discuss their expectations for you as line manager to support the apprentice throughout their programme	
Discuss expectations of the learner by the learning provider whilst on programme	
Discuss what you expect from them as the chosen learning provider (regular progress updates, off-the-job training updates, notification of any concerns in a timely manner)	
Agree a date / time for the first progress review meeting	Date: Time: Location:

Following your initial meeting, if there are any changes to the planned apprenticeship start or end date, please contact the Talent Development Team by emailing dcc.apprenticeships@derbyshire.gov.uk