

# FUTURE SKILLS INSTITUTE

CORNWALL'S TOP  
PROVIDER FOR  
EMPLOYER SATISFACTION

IN THE UK'S TOP 10 FOR  
APPRENTICESHIP  
ACHIEVEMENT

ILM APPROVED CENTRE

2024/25

# THE EMPLOYER HANDBOOK APPRENTICESHIPS







**YOUR  
FUTURE  
STARTS  
HERE**

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## THE FUTURE SKILLS INSTITUTE APPRENTICESHIP EMPLOYER HANDBOOK

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Details correct at the time of publication. Please contact the Future Skills Team or see online for up-to-date information.



# WELCOME TO THE APPRENTICESHIP EMPLOYER HANDBOOK



Thank you for choosing Truro and Penwith College to support your apprenticeship and business training needs. Truro and Penwith College provides outstanding education and training with high levels of support for you and your apprentice through the duration of their programme.

Truro and Penwith College is exceptionally proud to have been named as Cornwall and Devon's top College for apprenticeship achievement in March 2023 and is one of only five Colleges identified nationally by the Department for Education as an Expert Apprenticeship provider.

Apprenticeships are a key part of Cornwall's Growth Plan to create high-value and fulfilling employment opportunities within the county. Truro and Penwith College offers over thirty apprenticeship standards to deliver quality careers across a wide range of sectors, spanning Accountancy, Automotive, Business, Construction, Engineering, Hairdressing, Health, Hospitality, IT and Marketing. The College's Apprenticeship offer and programme content is reviewed continuously in partnership with employers to ensure we can provide the skilled workforce needed to support and grow local businesses.

Apprentices will typically spend 80% of their time in the workplace and 20% at College or undertaking other 'Off the Job' training hours. In addition to specialist subject Lecturers, each apprentice is assigned a Training Advisor (TA) who will meet with the learner and their employer in the workplace every eight to ten weeks to complete a review of progress and identify any support requirements.

Apprenticeship programmes provide a unique opportunity to develop knowledge, skills and behaviours whilst undertaking employment and are available to anyone over the age of 16, with no upper age limit. It is important to remember that Apprenticeships can be used to train current members of staff at any age and, with the government funding the majority of training costs for SMEs (subject to eligibility criteria) and large employers able to utilise Levy funds, it can be the most cost-effective training option for an employer to develop their workforce.

Apprenticeships can have a positive impact on your business in many ways, including accessing and nurturing young talent, developing organisational loyalty, filling vital skills gaps and motivating your workforce.

Our dedicated Future Skills Department will be on hand to support you with all your apprenticeship and training needs and this Handbook contains all of the key information that you will need as you commence your apprenticeship journey as an employer.

**Hayley McKinstry**  
Director of Business Partnerships and Apprenticeships





# AN OVERVIEW OF APPRENTICESHIPS

## WHAT IS AN APPRENTICESHIP?

An Apprenticeship is a paid job where an employee will undertake training that enables them to gain the essential knowledge and skills needed for their chosen career. Apprenticeships are a great option for school leavers, people looking to upskill, or those looking to retrain for a complete career change. Employers can therefore utilise Apprenticeships to recruit new staff into the business and/or to upskill their existing workforce.

## WHAT ARE THE BENEFITS OF APPRENTICESHIPS TO EMPLOYERS?

There are multiple benefits to hiring apprentices or using an Apprenticeship to upskill your existing workforce. Hiring apprentices is a great way of identifying, recruiting, and retaining talent in a way that is cost effective for employers. Apprentices can be trained to meet the needs of a business, developing skills that are needed to support ambitions around business growth. Using an Apprenticeship as a development option for existing staff can support businesses to close skills gaps and grow a highly motivated and qualified workforce.

- 86% of employers said apprenticeships helped them develop skills relevant to their organisation
- 78% of employers said apprenticeships helped them improve productivity
- 74% of employers said apprenticeships helped them improve the quality of their product or service

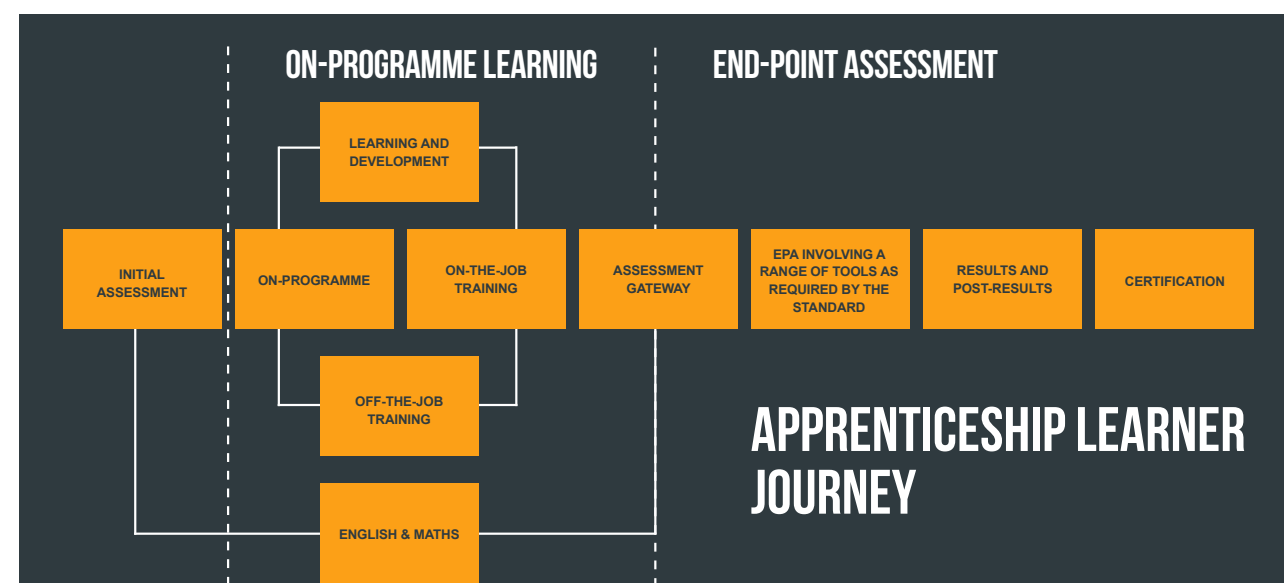
Source : [www.apprenticeships.gov.uk](http://www.apprenticeships.gov.uk)

## WHAT IS AN APPRENTICESHIP STANDARD?

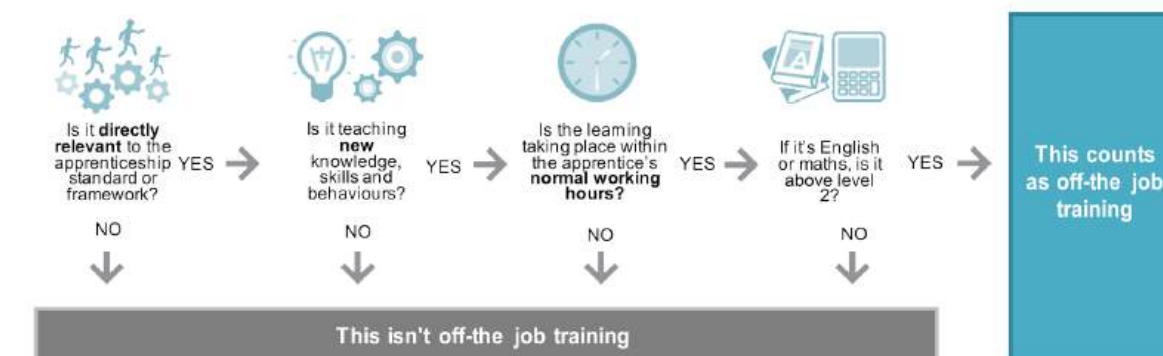
In order to use Apprenticeships to recruit new staff into a business or train existing staff then the first thing to do is identify an approved training plan that is suitable. Training plans that have been approved by the Institute for Apprenticeships and Technical Education are called Apprenticeship Standards.

Apprenticeship Standards are available from Level 2 right up to Level 7 and they set out the skills, knowledge and behaviours required of apprentices. They have been designed by industry with Employer Groups formed to develop Standards that contain the key knowledge and skills needed to support the continued development, growth, and upskilling in the sectors that these groups represent. For example, the Level 3 Motor Vehicle Apprenticeship Standard was developed by an Employer Group chaired by the Retail Motor Industry Federation (RMIF).

Apprenticeships will normally last between 12 – 36 months, but higher level or technical Apprenticeships could last longer. During this period apprentices will complete training that is designed to complement their practical experience in the workplace, which is in-turn preparing them for End Point Assessment (EPA). Apprentices will also complete any nationally recognised qualifications as part of their training plan if they are included in their chosen Apprenticeship Standard.



## Off-the-job training: steps to help you determine whether an activity counts as off-the-job training



### Key facts

- 1 Off-the-job training must make up at least 20% of the apprentice's normal working hours (working hours capped at 30 hours a week for funding purposes only). For a full-time apprentice, this is an average of 6 hours a week over the planned duration of the apprenticeship.
- 2 You can deliver off-the-job training in the apprentices' normal workplace or at an external location.
- 3 Time spent on initial assessment, onboarding, progress reviews, on-programme assessments and English and maths up to level 2 does not count towards off-the-job training.



## 20% OFF-THE-JOB TRAINING

All apprentices must spend 20% of their contracted hours in off-the-job training, based on a minimum of 6 hours per week for apprentices employed on a full-time basis, and we will calculate exactly how many hours must be logged as part of the sign-up process. This will include any time that they spend in learning at Truro & Penwith College. Employers will also need to give them time in the workplace to undertake off-the-job training activity, such as shadowing, professional discussion, training courses, practical training, etc. It must be directly relevant to their Apprenticeship Standard and it must occur during the apprentice's paid working hours. Apprentices cannot proceed to End Point Assessment (EPA) and complete their Apprenticeship if they have not logged their off-the-job training hours.

## RECOGNITION OF PRIOR LEARNING (RPL) AND ACCREDITED PRIOR LEARNING (APL)

When you take on an apprentice with Truro & Penwith College, if they have completed any relevant training in the past or have some industry experience then we may be able to use this as evidence to reduce the cost and duration of their chosen Apprenticeship Standard. We will complete a full assessment of prior learning to identify if they have any Recognised or Accredited Prior Learning. Certificates will be required as evidence of Accredited Prior Learning.

## GATEWAY AND END POINT ASSESSMENT

All Apprenticeship Standards now include an End Point Assessment (EPA), which is the final stage of an Apprenticeship where an independent assessment of the apprentice's skills, knowledge, and behaviours is completed to ensure they have reached occupational competence. The form of assessment used during the EPA varies depending on the chosen Apprenticeship Standard, but can include professional discussion, a practical test, online exam, etc. Apprentices will complete their EPA with an independent End Point Assessment Organisation (EPAO) that is registered and approved by the

Institute for Apprenticeships and Technical Education. To ensure that an apprentice is ready for EPA a robust assessment of an apprentice's progress is completed between the apprentice, their employer, and Truro & Penwith College. All mandatory aspects of the training plan that need to have been completed by this stage will all be checked. The time between this assessment and the EPA is referred to as the Gateway. The Gateway is the door between the end of a training plan and EPA, and apprentices cannot pass through this door until everyone is satisfied that they are ready. All Apprenticeship Standards will list a clear set of Gateway requirements that must be met by the apprentice before they can progress to EPA.

## WHO CAN BE AN APPRENTICE?

Apprenticeships are not just for school leavers and essentially anyone, either a new recruit or existing employee, that is in a job where they require substantial new skills to be occupationally competent can undertake an Apprenticeship. Individuals must be aged 16+ at the time of enrolment, be a UK or European Economic Area (EEA) national or have lived in the UK or EEA for the past three consecutive years, and not already be in full-time education at the point of enrolment.

Crucially, apprentices must work in a job role where they will get regular access to tasks and activities in the workplace that match the criteria set out in their chosen Apprenticeship Standard. They must also be allowed to spend the required number of their paid hours on off-the-job training over the planned duration of the apprenticeship.

## HOW DO I RECRUIT AN APPRENTICE WITH TRURO & PENWITH COLLEGE?

Simply get in touch with us! You can contact us by calling 01872 305500 or email us at [apprenticeships@truro-penwith.ac.uk](mailto:apprenticeships@truro-penwith.ac.uk). A Business Partnership Consultant will then contact you to discuss next steps.

# EMPLOY AN APPRENTICE FOR YOUR BUSINESS: STEP BY STEP GUIDE

## WHAT ARE THE KEY STAGES OF THE APPRENTICESHIP ONBOARDING PROCESS?

You have decided to recruit an apprentice or use an apprenticeship to upskill / retrain an existing employee. Here are the key steps you need to go through to make sure that your apprentice can start their course with Truro & Penwith College:

### LEARN YOUR RESPONSIBILITIES

Before committing to recruiting an apprentice or supporting an existing employee to complete an apprenticeship, make sure you understand all your responsibilities as an employer. It is important to consider all the training that your apprentice will receive, and what time your apprentice will spend away from work on 'Off-the-job' training and potentially studying for English and maths qualifications.

For more information, [visit the Training your apprentice guide](#) on the GOV.UK website.

### CHOOSE AN APPRENTICESHIP STANDARD

Employers need to choose an Apprenticeship Standard that is a good match for the job role that their apprentice will be working in. Apprentices need to have daily access to jobs and activities in the workplace that closely align to the Skills criteria set out in their chosen Standard.

### PAYE

Employers must register with HM Revenue and Customs (HMRC) for the PAYE system and have a PAYE reference number before they make an apprenticeship booking with Truro & Penwith College. It can take up to 15 working days. For more information, visit the PAYE Online for employers: Using PAYE Online guidance on the GOV.UK website.

### THE APPRENTICESHIP SERVICE (TAS)

Employers must set up an account with The Apprenticeship Service (TAS) and add Truro & Penwith College as a training provider. For more information, [visit the How to register and use the apprenticeship service as an employer guide](#) on the GOV.UK website.

### RECRUITMENT

If you're looking to recruit a new apprentice, then Truro & Penwith College provides a [comprehensive recruitment service](#). We can help you to advertise a vacancy, screen applicants, promote your vacancy to our students, and support with arranging interviews and work trials.

### BOOKING

You will need to complete and submit an [online booking form](#).

### ENROLMENT

Once the booking form is processed, we will start the enrolment process with the apprentice. They must attend this session and bring with them the appropriate form of ID.

### START ON A PROGRAMME

Once enrolment is completed, the apprentice will receive joining instructions. When the apprentice starts their programme they will be assigned a Training Advisor that will complete regular progress reviews in the workplace.

## PLEASE NOTE TO CONFIRM A BOOKING YOU NEED TO HAVE COMPLETED THE FOLLOWING STEPS:

- ☐ Registered an account with The Apprenticeship Service, added Truro & Penwith College as a training provider, and set our permissions so that we can add apprentice records on your behalf.
- ☐ Completed a Health & Safety Checklist with your Business Partnership Consultant.
- ☐ Completed and submitted an online Booking Form.
- ☐ Successfully recruited a candidate for the apprenticeship that has completed a course interview with Truro & Penwith College.

**These four steps must be completed a minimum of four weeks prior to the start date of your chosen apprenticeship course, and if they are not completed in this timescale, then Truro & Penwith College reserves the right to cancel your booking.**

# YOUR RESPONSIBILITY AS AN EMPLOYER

## APPRENTICESHIP EMPLOYMENT CONTRACTS

Apprentices have the same rights and responsibilities as other employees, including annual leave and sick pay entitlement. They are also subject to the same probationary and disciplinary procedures as other employees. This should all be covered in a contract of employment.

Apprentices should be employed for a minimum 30 hours per week, and this must include any time they spend in taught sessions at college. Part-time apprenticeships and term time only apprenticeships are available subject to additional eligibility checks with Truro & Penwith College. Apprentices cannot be asked to contribute financially towards the cost of their training at any time.

In addition to a contract of employment, an Apprenticeship Agreement must be in place that sets out the following information:

- The Apprentice's details.
- The Apprenticeship Standard and level being followed.
- The start and end date of the apprenticeship.
- The duration of the practical training period.
- The amount of time the apprentice will spend on off-the-job training.

Truro & Penwith College will complete the Apprenticeship Agreement with the apprentice and the employer during the sign-up and enrolment process using the government's approved template. The agreement must be signed by both the apprentice and employer. Both parties will be provided with a copy of the agreement for their records.

It is important that before you make an apprentice a formal job offer that you contact Truro & Penwith College first. An apprentice cannot be employed unless they are enrolled onto an approved Apprenticeship Standard, and we need to complete an initial assessment for every candidate before offering them a place on the training course itself. Our advice is always for employers to make conditional job offers where necessary, explaining to applicants that the offer is subject to them completing full eligibility and suitability checks with Truro & Penwith College.

## NATIONAL MINIMUM WAGE

The government sets the hourly rate for the minimum wage, and they review it and change the rate on 1 April every year. It is the legal responsibility of the employer to ensure that their apprentice is always paid the correct hourly rate. There is a separate lower apprentice rate within the government's National Minimum Wage and National Living Wage structure. Whether employers can use the apprentice rate depends on the age of their apprentice. Apprentices are entitled to the apprentice rate if they are either:

- Aged under 19
- Aged 19 or over and in the first year of their apprenticeship

If an apprentice turns 19 after the first year of their apprenticeship it is the responsibility of the employer to ensure that their rate is increased to the National Minimum Wage for the apprentices age group.

The current National Minimum Wage and National Living Wage rates are always published on the government's website - [www.gov.uk/national-minimum-wage-rates](https://www.gov.uk/national-minimum-wage-rates).

## PAYE

The Pay As You Earn (PAYE) system is used by HMRC to collect Income Tax and National Insurance from employers. As an employer, you normally need to register with HM Revenue and Customs (HMRC) when you start employing staff. This applies when you employ an apprentice, so HMRC will expect to see apprentices paid using the PAYE system. You cannot start an apprentice with Truro & Penwith College unless you are setup on the system and have your PAYE scheme reference number.

You can register as an employer with HMRC online, but please note that you must register before the first payday. It can take up to 15 working days to get your employer PAYE reference number (longer during busy periods). You cannot register more than 2 months before you start paying people.

## WORK TRIALS

If you advertise for an apprenticeship vacancy with Truro & Penwith College, we can support you to arrange a work trial for any suitable candidates. Work trials are part of the recruitment and selection process that enable you as the employer to assess the candidate in working conditions, and it also enables the individual to gain a better understanding of the job that they have applied for. It gives you the chance to meet a candidate and give them some limited exposure to the type of activity they would carry out regularly in the role.

Work trials are unpaid, and Truro & Penwith College recommends that a trial lasts a maximum of three days to assess the suitability of a candidate. Employers can also arrange work trials direct with candidates without the college's involvement if they wish to, but in these circumstances, they need to keep their Business Partnership Consultant updated on what is happening.

## ASSIGNING AN APPRENTICE MENTOR

Identifying a suitable mentor for your apprentice in the workplace is one of the most important tasks for an employer to carry out early in the induction process. It will ensure that apprentices settle into their role quickly and provides them with a platform to succeed. The mentor should be separate to the apprentice's line manager where possible, providing an additional support system to them, particularly if they ever feel uncomfortable approaching their line manager with an issue.

The workplace mentor will be qualified in the field that the apprentice is training in, and they should have a good ability to share knowledge and skills, strong communication and listening skills, and the ability to support personal development and wellbeing.

There are some excellent resources online about providing mentoring for apprentices - Supporting your apprentice ([apprenticeships.gov.uk](https://www.apprenticeships.gov.uk)). Your Business Partnership Consultant can also talk to you about how Truro & Penwith College can help employers to identify and train workplace coaches and mentors.

## ATTENDANCE (FOR APPRENTICES WITH CLASS SESSIONS)

Attendance requirements for apprentices vary depending on their chosen Apprenticeship Standard. For most Apprenticeships, attendance at college will be once a week during term time only. Employers are made aware of the attendance requirements for apprentices by their Business Partnership Consultant at the point of initial enquiry. Additional attendance at college may also be required for any apprentices that require Functional Skills training in English and/or maths (but this will be agreed in advance with employers as required).

College attendance is mandatory and a vital part of an apprentice's training plan. If they miss sessions at college, it can seriously jeopardise their overall chances of passing their End Point Assessment (EPA) and completing the Apprenticeship Standard. Employers are notified of any issues with attendance, and Truro & Penwith College will seek the support of employers in addressing any attendance issues with apprentices.

College attendance days are a set day, so will stay the same every week, and whilst Truro & Penwith College will always try their best to avoid switching college days between years it is sometimes unavoidable. Therefore, it is possible that for apprentices on a programme lasting more than one year, their college day may change from one year to the next. Apprentices receive joining instructions prior to their start date at college, and a copy is also provided to employers for information..

## ADDITIONAL RESOURCES FOR EMPLOYERS (E.G. ACAS)

There are some excellent resources online for employers to check information about funding, employment law, health and safety, and pay rates: Employing an apprentice:

Get funding - GOV.UK  
[www.gov.uk](https://www.gov.uk)

Are they right for you?  
[www.apprenticeships.gov.uk](https://www.apprenticeships.gov.uk)

National Minimum Wage and National Living Wage rates  
GOV.UK [www.gov.uk](https://www.gov.uk)

Apprentices - Making working life better for everyone in Britain  
[www.hse.gov.uk](https://www.hse.gov.uk) Acas



# FUNDING AS AN EMPLOYER

## APPRENTICESHIP LEVY PAYERS

If you are an employer that has an annual pay bill of more than £3 million or you are connected to any other companies or charities for Employment Allowance purposes and have a combined annual pay bill of more than £3 million, then you will have to pay the Apprenticeship Levy every month. It is paid at a rate of 0.5% of your annual pay bill and you can manage these funds using your Apprenticeship Service (TAS) account, which is explained in more detail later in this handbook.

The government will apply a 10% top-up to any funds that you have in your TAS account and these funds can then be used to cover the cost of tuition for an apprenticeship. Funds must be spent within 24 months of being received into your TAS account or it will be clawed back by the government. Every Apprenticeship Standard has a maximum funding band and if you exceed the maximum funding band, you will need to pay all the additional costs.

If you do not have enough levy funds to cover the full cost of an Apprenticeship, then you just pay 5% of the outstanding balance and the government will pay the rest. This is up to the funding band maximum allocated to each specific apprenticeship.

## NON-LEVY PAYERS

For employers that do not pay the Apprenticeship Levy, then the cost of tuition for an Apprenticeship Standard will be co-funded by the government. You pay just 5% towards the cost of training and assessing an apprentice, and the government will pay the rest.

- 16 to 21.
- 14 to 22+ with an education, health and care plan provided by their local authority or has been in the care of their local authority.

If you exceed the funding band maximum, you will need to pay all the additional costs. All employers, regardless of their levy status, must register for and use the The Apprenticeship Service (TAS) which is explained in more detail later in this handbook.

When non-levy employers are registering with The Apprenticeship Service (TAS), we require employers to add Truro & Penwith College to their account if they have one or allow us to create one on their behalf.

## LEVY TRANSFERS

Levy paying employers can transfer unused levy funds to a different employer to pay for 100% of the training and assessment costs of an apprenticeship up to the funding band maximum. Transferred funds cover the cost of the whole duration of the apprenticeship.

Levy paying employers seeking to transfer unused funds and receiving employers looking to apply for a transfer of funds are responsible for making the necessary arrangements for a levy transfer themselves. Training providers do not get involved in this process.

The government provides a pledge page service where levy paying employers can advertise opportunities for other employers to apply for a transfer of their unused levy funds. However, you do not have to use this service and a levy paying employer can instead choose to transfer their levy to specific sectors or businesses directly.

Employers will need an account on The Apprenticeship Service (TAS) to apply for a transfer to fund an apprenticeship for your business. To process a booking for an apprenticeship where a levy transfer will be used with Truro & Penwith College, we will need to see evidence of an accepted transfer application that you have confirmed on TAS.

For more information, please visit the [Receive a levy transfer from another business to fund an apprenticeship page on GOV.UK](#).



## THE APPRENTICESHIP SERVICE (TAS)

For detailed information about TAS and guidance on how to use the service please click the following link:

- [Download the TAS Leaflet](#)

## AGE GRANT INCENTIVES

Payments are available from the government for employers that hire a young apprentice. Employers could get £1,000 each for taking on an apprentice who is either:

- Aged 16 to 18 years old, or
- Aged 19 to 25 years old and has an education, health, and care (EHC) plan or has been in the care of their local authority.

You can spend it on any costs associated with supporting an apprentice in the workplace, such as PPE/uniform, travel costs, or additional training required for their job role

## SUBSIDY CONTROL – MINIMAL FINANCIAL ASSISTANCE (MFA)

Following the UK's exit from the EU, there are new rules governing subsidies. Employer contribution fee waivers for SMEs (when employing a 16- to 18-year-old apprentice) and apprenticeship levy transfers are now classed as a subsidy and are therefore subject to the UK's new subsidy control regime that began on 4 January 2023.

In circumstances where either a contribution waiver or levy transfer are to be applied, employers must make a Minimal Financial Assistance (MFA) declaration. The declaration is included in Truro & Penwith College's apprenticeship sign-up paperwork and confirms that in circumstances where subsidy control is applied the employer has not received £315,000 or more of state aid over a rolling 3-year period. Please note that if a false declaration is made, then it is the employer that is liable for funding clawback not the training provider.

For more information, [please visit the UK subsidy control regime guidance on GOV.UK](#).



# HOW WE SUPPORT YOU AND YOUR APPRENTICE

## APPRENTICESHIP RECRUITMENT SERVICE

If you are planning on recruiting a new apprentice, then Truro & Penwith College provides a comprehensive recruitment service to assist you in finding the best possible candidate.

Our Apprenticeship Recruitment Coordinator and our dedicated team of Apprenticeship Advisors will work with you to advertise a vacancy, screen applicants, and then arrange interviews and work trials. All you need to do is complete one of our vacancy forms and then we will promote the vacancy and complete the initial screening of applicants on your behalf.

### Your vacancy will be advertised on:

- Get My First Job (a national apprenticeship job site) and where candidates apply.
- The Recruit an Apprentice Service on the Apprenticeship Service (TAS) website.
- Truro and Penwith College's Apprenticeship webpage.

### We also promote in several other ways:

- via social media.
- with our students at the college.
- with Job Centres.
- with other organisations who work with people to find apprenticeships.
- alerting candidates signed up to Get My First Job who have registered an interest in a specific sector.

## ROLES AND RESPONSIBILITIES EXPLAINED

Truro & Penwith College prides itself on providing a high level of support to apprentices and their employers. As an employer, you will meet several different members of staff at the College. Here we explain each of the roles involved in the delivery of the apprenticeship programme and what their responsibilities are:

### 1. Apprenticeship Recruitment Coordinator or Apprenticeship Advisor

If you advertise a vacancy with us, then your vacancy will be managed either by our Apprenticeship Recruitment Coordinator or one of our Apprenticeship Advisors depending on sector. They will manage applications and the screening of candidates. They will generate a shortlist of candidates to share with you, and they can support with arranging interviews and/or work trials if needed. This team also manages our main contact telephone number and apprenticeship mailbox, so if you submit an initial enquiry through either of these contact methods then it will be screened by either our Apprenticeship Recruitment Coordinator or one of our Apprenticeship Advisors.

### 2. Business Partnership Consultant

When you make an enquiry to Truro & Penwith College about an apprenticeship or indeed any other form of training it will be assigned to one of Business Partnership Consultants (BPCs). BPCs are experienced individuals with a detailed knowledge of our apprenticeship and training provision, so they can answer all your questions about training content, funding, and more. They are sector based enabling them to operate as subject matter experts in their areas. They will serve as a first point of contact for you throughout your time working in partnership with Truro & Penwith College and will bring other internal colleagues into conversations with you as required.

### 3. Tutors

Apprentices will benefit from both practical and theory sessions delivered at College by a fully qualified and experienced set of tutors. Our tutors are highly skilled and flexible helping us deliver outstanding education and opportunities for apprentices and businesses alike.

### 4. Training Advisors

All our apprentices are assigned a dedicated Training Advisor (TAs). TAs are again qualified in their fields and able to support with delivery of assessment in the workplace. They will review progress with an apprentice's online portfolio to ensure this is being updated regularly and that apprentices are on track with logging their off-the-job training requirement. TAs will also carry out regular progress reviews with both apprentice and employer. TAs aim to visit the workplace for every apprentice once every 8-10 weeks whilst they are on programme. TAs play a big part in the enrolment and induction of apprentices, so that they get to meet them right at the beginning of their journey with Truro & Penwith College.





# KEY CONTACTS SECTION

Here is a space for you to record the details of the key contacts that you will be working with at Truro & Penwith College:

<b>Name:</b>	
<b>Job Title:</b>	
<b>Telephone Number:</b>	
<b>Email Address:</b>	

<b>Name:</b>	
<b>Job Title:</b>	
<b>Telephone Number:</b>	
<b>Email Address:</b>	

<b>Name:</b>	
<b>Job Title:</b>	
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<b>Email Address:</b>	

<b>Name:</b>	
<b>Job Title:</b>	
<b>Telephone Number:</b>	
<b>Email Address:</b>	

## WORKPLACE VISITS

As mentioned, a Training Advisor will be assigned to your apprentice and part of their role will be to undertake regular workplace visits. They will aim to arrange these visits once every 8 – 10 weeks whilst the apprentice is on programme and will arrange them at times that are convenient for both you and your apprentice. As the employer you must make time for these visits and provide access for our Training Advisors into your workplace. You must also ensure that your apprentice has access to the right kind of work for assessment purposes, which means ensuring they are working on jobs that are a good match for the criteria set out in their training plan.

It is important to note that if workplace visits are routinely cancelled or postponed, then this could seriously impact on the apprentice's ability to complete their training plan on a timely basis.

**As well as completing on-site assessment for apprentices Training Advisors also have the following responsibilities:**

- Tracking and monitoring of the apprentice's online portfolio.
- Tracking and monitoring of the apprentice's off-the-job learning hours.
- Assessment of work uploaded by the apprentice into their online portfolio.
- Progress reviews.
- Gateway assessment meetings.

They will complete much of this work during workplace visits but do also spend time with apprentices on their college days. TAs will occasionally arrange for workplace visits to be completed remotely via video call, particularly for those apprentices that work from home regularly and/or for those apprentices that are progressing very well with their training plan and therefore require only minimal contact.

## PROGRESS REVIEWS

The Progress Reviews are vitally important to the success of an apprenticeship, and they are your chance as an employer to receive a formal update on the progress of your apprentice. It is also an opportunity for you to ask any questions or raise any concerns. During reviews targets will also be set, which as the employer you will need to support. Progress Reviews are also an opportunity to raise any safeguarding or health and safety concerns, so we do ask employers to accommodate any requests from Training Advisors for workplace visits where they need to see the apprentice alone first independently of their line manager and/or mentor.

## ONEFILE (E-PORTFOLIO)

Apprentices will complete their qualification using the e-portfolio system OneFile. This is a system specifically designed for vocational training and assessment.

OneFile can be accessed anywhere including smart phones and tablets. Apprentices will be able to upload a variety of evidence to demonstrate their competency, including audio and video files, eliminating bulky paper portfolios. This evidence is used to demonstrate competency against the standards.

**Various features are available through this e-portfolio including:-**

- Having instant access to supplementary learning materials and resources.
- The ability for an apprentice to track their progress on a regular basis.
- Availability 24 hours a day, 7 days a week.
- Providing apprentices with feedback.

Employers are also provided with a login for OneFile, so that they can track the progress of their apprentice(s). Instructions on using OneFile can be provided by your apprentice's Training Advisor. Employers are required to check and sign-off work on OneFile for their apprentice(s) as requested by Truro & Penwith College, and failure to do so could result in the apprentice(s) being withdrawn.

**Web address:** <https://login.onefile.co.uk>

You will be provided with your username and password when your apprentice(s) is/are enrolled.

We have a dedicated OneFile E-Portfolio Coordinator at Truro & Penwith College, so if you or your apprentice has any issues with the system then contact your Training Advisor who can arrange for our Coordinator to contact you.

For Nursing Apprenticeships, we use a different ePortfolio system called ePAD. Apprentices will receive a full induction to this software as part of their course induction, and employers will also be provided access.



# FUNCTIONAL SKILLS

## MINIMUM REQUIREMENT

The government mandates that all apprentices must be provided with English and/or maths functional skills training where they do not have prior attainment in these subjects at level 2.

They want as many apprentices as possible to achieve level 2 English and maths. The government requires all apprentices to achieve level 1 (where they have not already) as a minimum and where appropriate, work towards and take the assessments at level 2 for English and maths. Level 2 English/ maths must be achieved if specified within the apprenticeship standard.

## COURSE ENTRY REQUIREMENTS

Truro & Penwith College also sets its own entry requirements for English and maths for each of their apprenticeship programmes. These requirements do consider what is specified in the relevant Apprenticeship Standard, but on occasion we go beyond what is written in the Apprenticeship Standard. The decision to do this is evidence-based where it has been demonstrated that apprentices below a certain level for English and maths have found an apprenticeship programme particularly challenging. Apprentice candidates must meet course entry requirements to be accepted onto the course, so it is important for you as the employer to be aware of these requirements upfront.

It is also important to note that to consider an apprentice as exempt from functional skills training then they must be able to provide appropriate evidence as specified by the Education & Skills Agency (ESFA). We normally ask apprentices to provide copies of certificates for this purpose.

Course entry requirements and government rules around English and maths for apprentices can all be checked with your Business Partnership Consultant.

## DELIVERY OF FUNCTIONAL SKILLS TRAINING

For apprentices that require functional skills training in English and/or maths this will be booked during their first Progress Review meeting with the Training Advisor. Delivery date options will be discussed and agreed between the apprentice, you as the employer, and the Training Advisor.

It is important that as the employer you support your apprentice with any functional skills training requirements and that you release them for any training and exams that have been agreed. They will not be able to complete their apprenticeship programme without it.

English and/or maths functional skills training cannot be included as part of the 20% off-the-job training requirement, but the cost of tuition is funded and there will be no charge to the employer.

# HEALTH & SAFETY

## WHAT ARE YOUR RESPONSIBILITIES?

The Health and Safety Executive (HSE) is Britain's national regulator for workplace health and safety, and this includes apprenticeships.

**The HSE states the following:**

**“The employer has the primary responsibility for the health and safety of the apprentice and should be managing any significant risks.** Training providers should take reasonable steps to satisfy themselves that the employer is doing this.

This does not mean trying to second guess an employer's risk assessment or risk control measures, and training providers are not required to carry out their own workplace assessment.

Training providers can rely on past experience, for example, if the employer is familiar to them and they have a good track record on health and safety. Checks with employers should be kept in proportion to the environment.

For low-risk environments, such as an office or shop, with everyday risks that will mostly be familiar to the apprentice, simply speaking with the employer to confirm this should be enough. This can be part of any wider conversation on placement arrangements that may take place.

For environments with less familiar risks, like light assembly or packing facilities, training providers should talk to the employer to find out what the apprentice will be doing and confirm the employer has arrangements for managing risks, including induction, training, supervision, site familiarisation, and any protective equipment that might be needed.

For higher risk environments such as construction, agriculture, or manufacturing, training providers should discuss with the employer what the apprentice will be doing, the risks involved and how these are managed, satisfying themselves that the instruction, training, and supervisory arrangements have been properly thought through.

Training providers should also check the apprentice knows how to raise any health and safety concerns.”

Employers should understand their legal responsibilities concerning the health and safety of an apprentice prior to employing an apprentice. Whilst Truro & Penwith College will discuss this with you it is not the job of us as your training provider to explain your legal responsibilities, provide advice, and/or complete a full workplace inspection.

The only exception to this rule is when apprentices attend college, as during that time the legal responsibility for their health and safety does shift to the training provider. You can view Truro & Penwith College's full Health & Safety Policy on our website - [Policies & Procedures - TRURO & PENWITH COLLEGE \(truro-penwith.ac.uk\)](https://www.truro-penwith.ac.uk/policies-procedures).

For more information about your legal responsibility for the health and safety of your apprentice(s) refer to the HSE website - [HSE: Information about health and safety at work](https://www.hse.gov.uk/healthandsafety/).

Truro & Penwith College will complete a Health & Safety Checklist form with you as the employer as part of the early onboarding process. This checklist must be completed and signed by the employer for your apprentice(s) to be accepted onto programme. It is important that on the form you also provide details of valid Employer Liability Insurance (ELI). Truro & Penwith College reserves the right to refuse a workplace for apprenticeships on health and safety grounds. In circumstances where concerns are raised by Truro & Penwith College, then employers may be contacted by our Health & Safety Officer who may in-turn request a site visit to the workplace to complete his own inspection before an employer is approved for apprenticeship work placement.

Truro & Penwith College will also complete an Apprentice Workplace Health and Safety Assessment Record with the apprentice at the first progress review. This will be completed by the apprentice's Training Advisor and the purpose of the assessment is to ensure that the apprentice understands health and safety arrangements in the workplace and what to do if an incident occurs.



# SAFEGUARDING, BRITISH VALUES & PREVENT



## WHAT DO YOU NEED TO KNOW?

The Education and Skills Funding Agency (ESFA) and Ofsted require that all apprentices, regardless of age or programme, must receive training in Safeguarding, British Values and Prevent. It is important that employers support this delivery and understand its significance. To work with Truro & Penwith College we expect employers to take their duty of care to their apprentice(s) seriously. This includes having a basic awareness of Safeguarding and Prevent, the key warning signs to look out for in relation to an apprentice's wellbeing, and knowing what to do if they have a concern and/or disclosure that identifies a potential risk to the apprentice's wellbeing.

## WHAT IS SAFEGUARDING?

Safeguarding is the practice of ensuring that people have their health, wellbeing and rights protected in society. Whilst usually associated with children, it applies to everyone, regardless of their ethnicity, religion, or gender. Safeguarding also includes Prevent, which is a government-led, multi-agency programme aimed at stopping individuals becoming terrorists.

Employers have additional responsibilities when employing children and/or vulnerable adults (including the elderly or those with mental health issues, learning disabilities or physical disabilities). Any businesses dealing with children or vulnerable adults should have comprehensive safeguarding policies and procedures in place and offer suitable training to their employees. By law, children and vulnerable adults are defined as the following:

A child is defined as someone who has not yet attained the age of 18.

A vulnerable adult is a person aged 18 or over who may need community care services because of a disability (mental or other), age, or illness.

Please note that if Truro & Penwith College has any concerns about an employer's attitude towards Safeguarding and/or the policies and procedures they have in place covering these areas, then we may request that at least one representative from the organisation completes training in these subjects, either independently or with Truro & Penwith College, before we agree to work with you on apprenticeships. To support with this, Truro and Penwith College has developed a free Safeguarding training session for apprentice employers. This session will cover key topics such as recurring themes on safeguarding issues, indicators and signs for concern, and how to support and report a safeguarding concern. Contact us today to find out more.

## WHAT ARE BRITISH VALUES?

The government defines "fundamental British values" as democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths, with the wording taken from the Prevent anti-extremist policy.

## REAAL

Truro & Penwith College delivers training on all three subjects to apprentices through our [REAAL](#) (Rounded Education for Adult and Apprenticeship Learners) programme. This is a tailored package of additional educational resources aimed at supporting apprentices with their personal development. It also includes supportive materials on safeguarding, PREVENT, support for stress and anxiety, wellbeing, and labour market information. Our REAAL programme is delivered through a mixture of tutorial sessions and self-study resources on OneFile.

To find out more about the College's own policies and procedures in these areas [visit our website - Policies & Procedures](#). Apprentices are also provided with an Apprenticeship Handbook as part of the enrolment process, which contains detailed information about Safeguarding, British Values, and Prevent.

**All Truro & Penwith College apprentices have full access to Student Support Services and our dedicated Safeguarding Team. Student Support Services on offer include, but are not limited to, the following:**

- Bursary Support
- Health Clinic
- Careers
- Counselling
- Mental Health Support





# COLLEGE POLICIES

## WHERE CAN I FIND OUT MORE?

Truro & Penwith College's policies and statements outline our commitment to delivering the highest possible standards of education, training, and support, and have put in place extensive measures to ensure that we achieve this.

For more information, [please visit our website - Policies & Procedures](#)

Truro & Penwith College also issues all apprentice employers with an Apprenticeship Training Service Agreement as part of the onboarding process, which details in full the following processes and procedures:

- Contract Terms
- Financial Contribution and Payment Summary
- Apprenticeship Training Programme Fees
- End Point Assessment Cancellation and Resit Fees
- Safeguarding children and vulnerable adults policy and procedure – including Prevent
- Health and Safety Policy and Manual
- Bullying and Harassment Policy
- Equality, Diversity and Inclusion Policy
- Code of Conduct
- Truro and Penwith College complaints procedure
- Useful Links

Employers are required to read and understand this document before signing a declaration.



## HOW TO FIND US

### TRURO COLLEGE

Truro College | College Road | Truro | Cornwall | TR1 3XX

### PENWITH COLLEGE

Penwith College | St Clare Street | Penzance | Cornwall | TR18 2SA

### TREGYE CAMPUS

Tregye Campus | Tregye Road | Carnon Downs | Cornwall | TR3 6JH

### STEM & HEALTH SKILLS CENTRE

STEM & Health Skills Centre | Ottery Building | Old Callywith Road | Bodmin, Cornwall | PL31 2GU

## CAREER ZONE

Truro and Penwith College's Career Zone offers impartial, confidential and personalised careers guidance for all of the College's students and potential learners to support with career planning and progression.

To book an appointment with one of our fully-qualified and experienced career practitioners, go to:

[www.truro-penwith.ac.uk/career-zone](http://www.truro-penwith.ac.uk/career-zone)



SCAN THE QR CODE

## COME & SEE US: COLLEGE OPEN EVENTS

Truro and Penwith College holds many Open Events throughout the year where you can meet members of the Future Skills Institute Team for a face-to-face conversation. Discover why we're Outstanding:

### TRURO COLLEGE

**SAT 28 SEP 2024 UNI CENTRE OPEN DAY** 10AM - 1PM

**SAT 09 NOV 2024 OPEN DAY** 10AM - 3PM

**THU 09 JAN 2025 OPEN EVENING** 5PM - 8PM

**TUE 21 JAN 2025 IB INFORMATION EVENING** 7PM

**SAT 08 FEB 2025 UNI CENTRE OPEN DAY** 10AM - 1PM

**SAT 01 MAR 2025 OPEN DAY** 10AM - 1PM

**THU 01 MAY 2025 OPEN EVENING** 5PM - 8PM

### PENWITH COLLEGE

**SAT 12 OCT 2024 OPEN DAY** 10AM - 1PM

**THU 16 JAN 2025 OPEN EVENING** 5PM - 8PM

**SAT 08 MARCH 2025 OPEN DAY** 10AM - 1PM

**THU 08 MAY 2025 OPEN EVENING** 5PM - 8PM

### STEM & HEALTH SKILLS CENTRE

**SAT 16 NOV 2024 OPEN DAY** 10AM - 3PM

**SAT 25 JAN 2025 OPEN DAY** 10AM - 1PM

## GET IN TOUCH

**Call us:** 01872 308000

**Visit us:** [truro-penwith.ac.uk/futureskills](http://truro-penwith.ac.uk/futureskills)

**Email us:** [futureskills@truro-penwith.ac.uk](mailto:futureskills@truro-penwith.ac.uk)

**Find us on social:** @FSITruroPenwith

If you require this document in any other format please contact Truro and Penwith College on 01872 308000.

