

TRURO & PENWITH COLLEGE

ATA Apprenticeship
Provider of the
Year 2025

#1 General FE College
in the South West
for Apprenticeship
Achievement

DfE Expert Apprentice
Provider

2026/27

The Apprenticeships Employer Handbook



A&P
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APCL GROUP



**Your
Future
Starts
Here**

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WELCOME TO THE APPRENTICESHIP EMPLOYER HANDBOOK



Welcome to the Apprenticeship Employer Handbook.

Thank you for choosing Truro and Penwith College as your Apprenticeship Training Provider; the College is committed to providing high-quality support and skills development to you and your apprentice throughout the duration of their programme.

The College's commitment to apprenticeships has seen incredible recent dividends; with the College receiving the prestigious accolade of national Apprenticeship Provider of the Year for 2025 at the Apprenticeships and Training Awards and being named as a national finalist in four categories at the 2026 Apprenticeship Guide Awards, including Best College for Apprenticeships.

These honours are further supported by the College securing the highest Apprenticeship Achievement Rate of any General FE College in the South West (DfE Data, March 2026) and being named by the Department of Work and Pensions as one of only five FE Colleges across England recognised as an Expert Apprenticeship Provider; affording direct access to inform and influence policy to improve accessibility and quality of experience for our employers and apprentices.

Apprenticeships are a key aspect of Cornwall and the Isles of Scilly's 2026 Workforce and Skills Strategy as a means of delivering a skilled workforce, high-quality careers and inclusive growth in the Duchy. With over thirty apprenticeship standards available across a wide range of occupations and sectors, spanning Automotive, Business, Construction, Engineering, Hairdressing, Health, Hospitality and a new offering in Science, the College's apprenticeship offer, alongside the content of each programme, is reviewed continuously in partnership with local employers to ensure that we can provide the behaviours, skills and knowledge needed to support and grow local businesses.

Whilst each apprenticeship standard has a specified 'Off the Job' hours requirement, 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, the College will assign each apprentice a Training Advisor or Progress Review Officer, who will meet with you and your apprentice every eight to ten weeks to review progress, agree targets and identify any support requirements.

Apprenticeships are available to anyone over the age of 16, with no upper age limit and it is important to remember that Apprenticeships can be used to train current members of staff as well as to recruit and introduce new talent to your organisation. With the government funding the majority of training costs for SMEs, with full training cost funding now available for apprentices aged under 25, and large employers able to utilise Growth and Skills 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 and our dedicated Future Skills department will be on hand to support you with all your apprenticeship and training needs every step of the way.

This handbook contains all of the key information that you will need as you commence your apprenticeship journey as an employer, and we look forward to welcoming you to Truro and Penwith College

Hayley McKinstry
Director of Business Partnerships and Skills



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.

- 92% of companies that have taken on apprentices believe this leads to a more motivated and satisfied workforce
- 86% said apprenticeships helped them develop skills relevant to their organisation
- 80% have seen a significant increase in employee retention

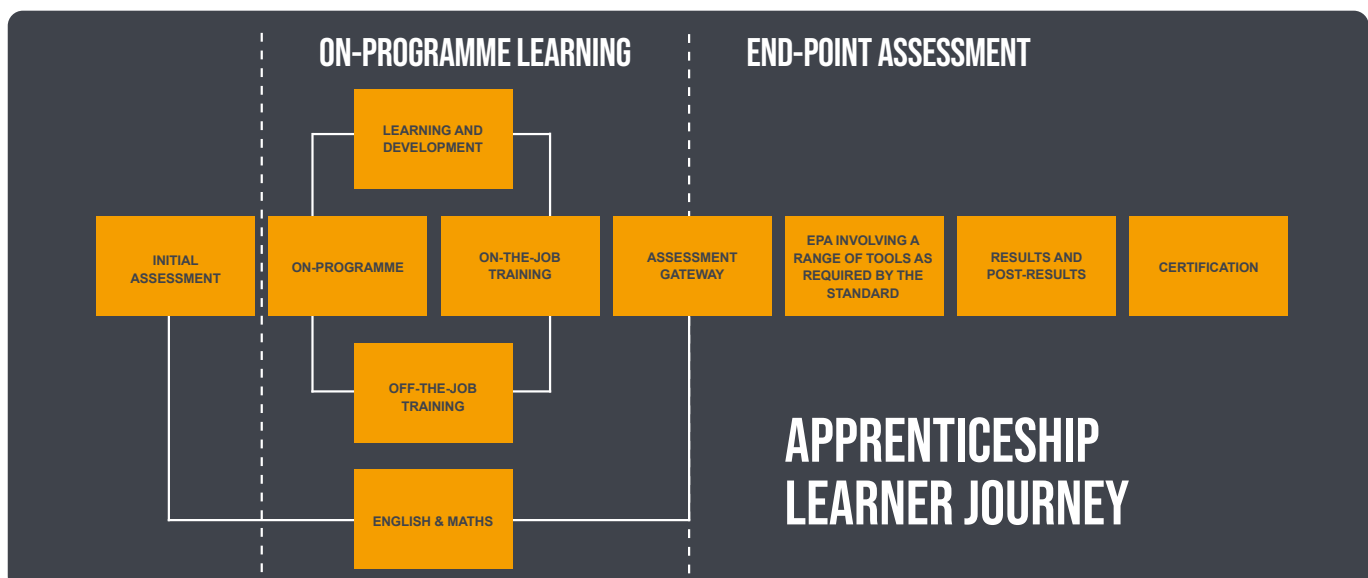
Source: www.apprenticeships.gov.uk

WHAT IS AN APPRENTICESHIP STANDARD?

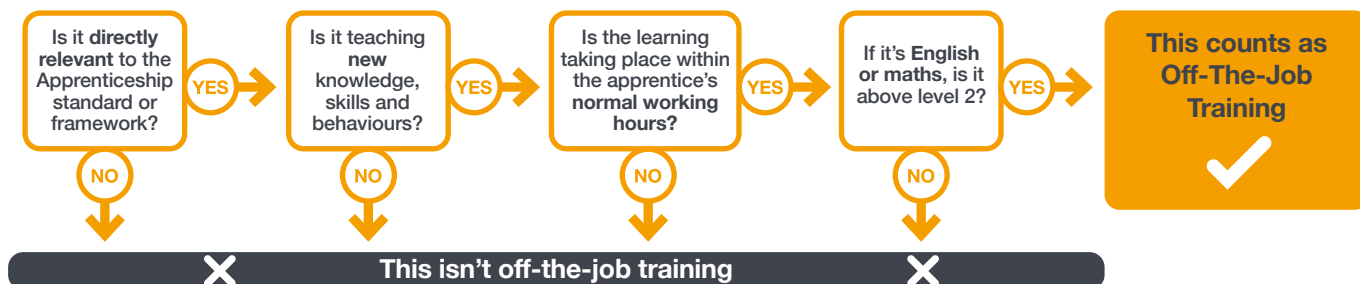
In order to use Apprenticeships to recruit new staff into a business or train existing staff then the first thing to do is identify an approved training plan that is suitable. Training plans that have been approved by the Skills England are called Apprenticeship Standards.

Apprenticeship standards are available from Level 2 right up to degree level 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 8 – 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



OFF-THE-JOB TRAINING

Apprentices must regularly record their Off-the-Job Training (e.g., College attendance, work-based training). The minimum volume of off-the-job training that your apprentice must complete is published on their Training Plan.

We strongly advise that all apprentices log at least 7 hours Off-the-Job Training every week. If an apprentice does not record the minimum requirement of Off-the-Job Training, they cannot enter gateway and achieve.

Functional Skills English and Maths does not count towards off-the-job training.

The apprentice must record Off-the-Job Training on their OneFile e-portfolio on a weekly basis and, as a minimum funding requirement, must record an entry at least every calendar month.

As the employer, you should regularly review your apprentice's Off-the-Job progress and discuss with their College Training Advisor at Progress Reviews. Taking an active interest in your apprentice's Off-the-Job Training will encourage positive workplace behaviours, keep your apprentice motivated, and ensure that effective training is taking place regularly that is linked to the Standard and your business needs. Moreover, your input is required to ensure your apprentice is ready to successfully complete their End Point Assessment (EPA) within the timeframe agreed in the Training Plan.

N.B. apprentices are unable to start their EPA without meeting at least the minimum off-the-job training requirement

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 Skills England.

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.

Note: Changes are being introduced to end point assessment - please read what the changes mean and how they will affect the employer, by clicking on the following link or searching: '[Changes to apprenticeship assessment 2025 to 2026](https://www.gov.uk/government/news/apprenticeship-assessment-2025-to-2026)' at www.gov.uk.

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. A Industry Engagement 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.

ENROLMENT

Once the booking form is processed, we will start the enrolment process with the apprentice. The enrolment process is fully remote and must be completed as quickly as possible so as not to delay the start of any training.

EMPLOYER PAPERWORK

Once enrolment is completed, you will be sent the employer pack for completion and signature. This must be completed and returned as soon as possible.

JOINING INSTRUCTIONS

Once the employer pack is completed, the apprentice will receive joining instructions detailing when they start at College and where they need to go. You will also receive a copy of the joining instructions.

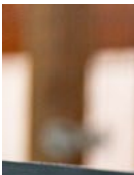
START ON A PROGRAMME

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 Industry Engagement Consultant.
- ☐ Successfully recruited a candidate for the apprenticeship that has completed a course interview with Truro & Penwith College.

These three 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.

To ensure apprentices can fully benefit from their programme, we recommend that apprentices are employed for a minimum of 30 hours per week; however, this is not a mandatory requirement. As a college, our minimum requirement is that apprentices are employed for at least 15 hours per week. This must include any time spent attending 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

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 Industry Engagement 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 have relevant experience 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. Basic safeguarding training is recommended to ensure the wellbeing of the apprentice.

There are some excellent resources online about providing mentoring for apprentices - Supporting your apprentice (apprenticeships.gov.uk). Your Industry Engagement Consultant can also talk to you about how Truro & Penwith College can help employers to identify and train workplace coaches and mentors. Or, visit www.truro-penwith.ac.uk and select 'Adult Learning & Employers' to see the range of courses we offer.

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 Industry Engagement 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 usually 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.

Search WWW.GOV.UK for:

- [Employing an apprentice](#)
- [Get funding](#)
- [National Minimum Wage and National Living Wage rates](#)

Are they right for you?

www.apprenticeships.gov.uk

Health and safety responsibilities
www.hse.gov.uk/young-workers

FUNDING AS AN EMPLOYER

GROWTH & SKILLS LEVY

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 Growth & Skills 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.

Funds that you have in your TAS account can be used to cover the cost of training for an apprenticeship. The Growth & Skills Levy can also be used for Apprenticeship Units. Funds must be spent within 12 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 25% of the outstanding balance and the government will pay the rest. This is up to the funding band maximum allocated to each specific apprenticeship.

For new starts from 1 August 2026, where a levy payer has insufficient funds in their Apprenticeship Service account and the apprentice is aged 25 or over at the start of their apprenticeship training, the government will fund 75% of the training and assessment costs (up to the maximum funding band). Where the apprentice is aged between 16 and 24, and the levy payer has insufficient funds in their Apprenticeship Service account, the government will fund all of the training and assessment costs (up to the maximum funding band).

NON-LEVY PAYERS

For new starts from 1 August 2026, where the apprentice is aged 25 or above at the start of their apprenticeship training, you will pay a co-investment rate of 5%.

For new starts from 1 August 2026, where the apprentice is aged between 16 and 24 at the start of their apprenticeship training, the government will fully fund all of the apprenticeship training and assessment costs, up to the maximum training band.

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.

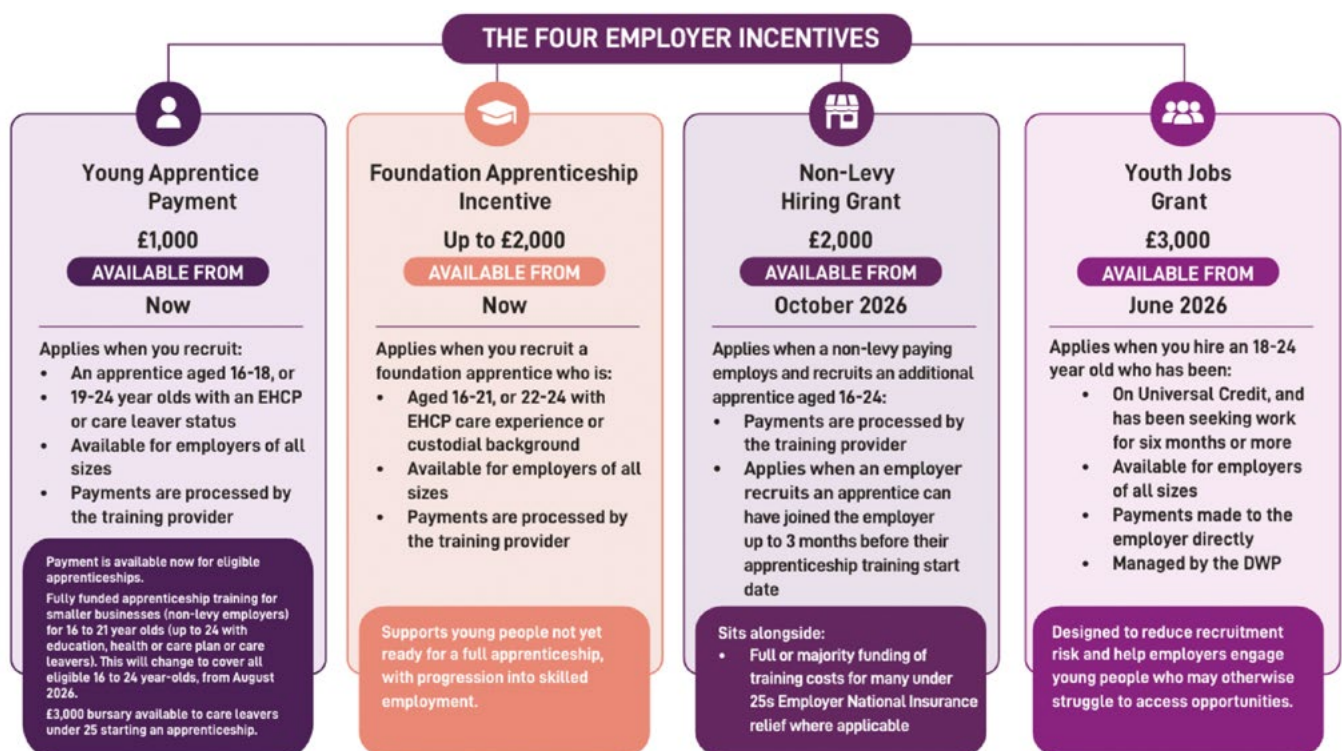
For more information, please visit the [Receive a levy transfer from another business to fund an apprenticeship](#) page on **GOV.UK**

THE APPRENTICESHIP SERVICE (TAS)

For detailed information about TAS and guidance on how to use the service search YouTube for **“Creating an account on The Apprenticeship Service”**



EMPLOYER INCENTIVES



SUBSIDY CONTROL – MINIMAL FINANCIAL ASSISTANCE (MFA)

Following the UK's exit from the EU, there are new rules governing subsidies. 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 search for the 'UK subsidy control regime guidance' on www.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:

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.

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 & Work Placement 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 & Work Placement Advisors depending on the 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 & Work Placement Advisors.

2. Industry Engagement 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 Industry Engagement Consultants (IECs). IECs 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. Lecturers

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

4. Training advisor (TA), a progress review officer (PRO) or a skills development coordinator (SDC)

Apprentices will be assigned to either a training advisor (TA), a progress review officer (PRO), or a skills development coordinator (SDC) depending on the programme they are undertaking.

They will be 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. They will also carry out regular progress reviews with both apprentice and employer. They aim to visit the workplace for every apprentice once every 8-10 weeks whilst they are on programme. They 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:

Name:	
Job Title:	
Telephone Number:	
Email Address:	

Name:	
Job Title:	
Telephone Number:	
Email Address:	

Name:	
Job Title:	
Telephone Number:	
Email Address:	

Name:	
Job Title:	
Telephone Number:	
Email Address:	

Name:	
Job Title:	
Telephone Number:	
Email Address:	

WORKPLACE VISITS

As mentioned, a Training advisor (TA), a progress review officer (PRO) or a skills development coordinator (SDC) 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 team 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 advisor (TA), a progress review officer (PRO) or a skills development coordinator (SDC) 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 the team 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

FUNCTIONAL SKILLS REQUIREMENTS FOR ADULT APPRENTICES

As of February 2025, the government has updated the requirements for English and maths qualifications within apprenticeships:

Apprentices aged 19 and over at the start of their programme are no longer required to achieve Functional Skills qualifications in English and maths to complete their apprenticeship.

Apprentices aged 16–18 must still meet the existing requirement to achieve Level 1 Functional Skills in English and maths (and be working towards Level 2).

Important Exception: Programme-Specific Entry or Qualification Requirements

While the exemption applies broadly to adult apprentices, it does not override any specific entry requirements or qualification criteria set by:

- The apprenticeship standard or framework
- The awarding organisation
- The employer or training provider

If a particular apprenticeship programme or associated qualification requires a certain level of English and/or maths, then the apprentice must still meet those requirements—regardless of age.

Employer and Provider Responsibilities

Employers and training providers must discuss the English and maths options with adult apprentices and document the decision in the training plan.

If the apprentice chooses not to pursue these qualifications and no programme-specific requirement exists, they may be withdrawn from English and maths training.

Funding for English and maths will only be provided where the apprentice is actively working towards those qualifications.

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 Department for Works & Pensions (DWP). 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 Industry Engagement 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 provider. 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 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 (truro-penwith.ac.uk) by searching - **Policies & Procedures**.

For more information about your legal responsibility for the health and safety of your apprentice(s) refer to the HSE website - search for 'Young people at work' at www.hse.gov.uk.

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



FIND OUT MORE

WHAT DO YOU NEED TO KNOW?

Department for Works & Pensions (DWP) 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 IS PREVENT?

Prevent is part of the UK Government's counter-terrorism strategy and is a safeguarding duty designed to protect people from being drawn into terrorism, extremism, or radicalisation. Its aim is to identify and support individuals who may be vulnerable and provide early intervention where concerns arise.

As an employer of apprentices, you play an important role in creating a safe and inclusive working environment. This includes promoting respect, tolerance and equality, and reporting any concerns about behaviour or influences that may indicate an individual is at risk of radicalisation.

If concerns are identified, they should be reported through the appropriate safeguarding procedures. Support may be available through Prevent and, where appropriate, the Channel programme, which provides voluntary, tailored support for individuals at risk.

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.

REAAAL

Truro & Penwith College delivers training on all three subjects to apprentices through our **REAAAL** (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 REAAAL 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 (truro-penwith.ac.uk) and go to **Policies & Procedures**. Apprentices are also provided with an Apprentice 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?

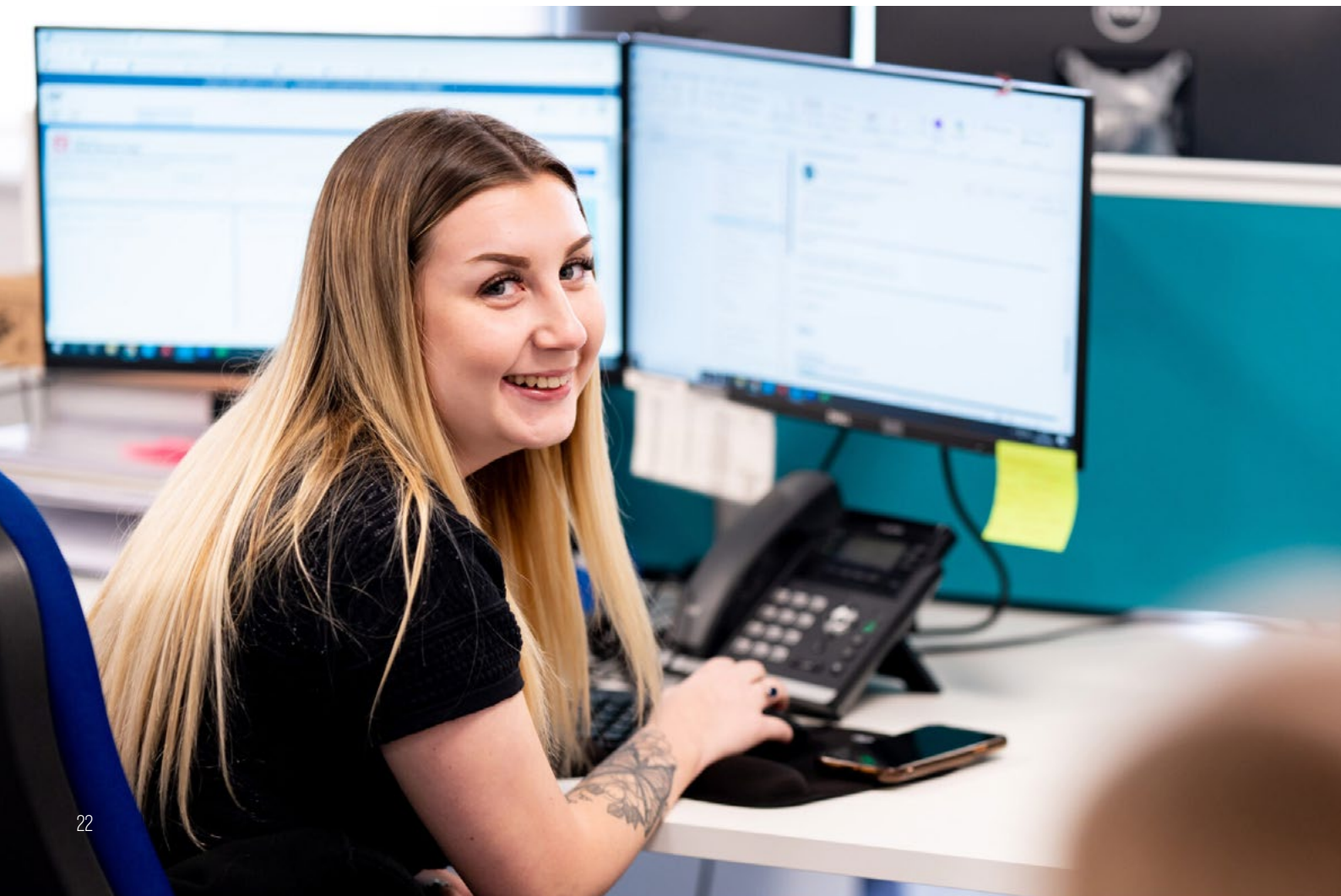
Truro & Penwith College's policies and statements outline our commitment to delivering the highest possible standards of education, training, and support, and have put in place extensive measures to ensure that we achieve this.

For more information, please visit our website (truro-penwith.ac.uk) and go to **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

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



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

TUE 13 OCT 2026 OPEN EVENING **5PM - 8PM**

SAT 07 NOV 2026 OPEN DAY **9AM - 3PM**

SAT 09 JAN 2027 OPEN DAY **9AM - 1PM**

TUE 20 APR 2027 OPEN EVENING **5PM - 8PM**

PENWITH COLLEGE

TUE 06 OCT 2026 OPEN EVENING **5PM - 8PM**

SAT 14 NOV 2026 OPEN DAY **10AM - 1PM**

SAT 16 JAN 2027 OPEN DAY **10AM - 1PM**

TUE 27 APR 2027 OPEN EVENING **5PM - 7PM**

STEM & HEALTH SKILLS CENTRE

SAT 14 NOV 2026 OPEN DAY **10AM - 3PM**

SAT 23 JAN 2027 OPEN DAY **10AM - 3PM**

WED 17 MAR 2027 OPEN EVENING **5PM - 7PM**

GET IN TOUCH

Call us: 01872 308000

Visit us: truro-penwith.ac.uk/adult-learning

Email us: futureskills@truro-penwith.ac.uk

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

