



Training Recruitment Consultancy

# Employers guide to Apprenticeships

Information | Advice | Guidance



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# Welcome to Rewards Training

Dear Employer,

Thank you for choosing Rewards Training Ltd.

“You are our business”

We understand that you are unique therefore it is important for us to listen closely to your needs and to deliver training solutions to enable you to meet the demands of modern business.

Our strength is our staff who are strongly committed to the vision of delivering quality training experiences to all our customers. Keen listening skills enable us to be innovative, dynamic and flexible in our approach.



Since 1989 Rewards Training Ltd has been supporting employed individuals to gain the skills needed to meet changing business needs, thus supporting local business to grow and prosper.

With vocational training now being available up to Level 8 (degree level) there is no better time to train your team and reap the rewards.

Marion Ward

Chief Executive Officer  
Rewards Training Recruitment Consultancy



# Apprenticeships with Rewards Training

Our flagship training programmes are designed to help individuals and businesses gain the skills they need.



- ✓ Business Skills
- ✓ Management
- ✓ Team Leading
- ✓ Hospitality & Catering
- ✓ Health & Social Care
- ✓ ICT

These qualifications and many more are available at levels to suit you. From an intermediate professional cookery qualification for those starting in the hospitality industry to higher management programmes for senior staff our offer is flexible and designed to meet your needs.

## AppJobs: our vacancy matching service

Need help to find the right people to fill your vacancies? Recruitment is easy with Rewards. We really understand your business needs and provide the service you need.

- ✓ Rewards employment advisors
- ✓ Young people ready to interview
- ✓ Work ready employees with the support they need to succeed

Our Apprenticeship scheme is supported by a range of online resources designed to ensure that new employees become productive quickly.

New employees have access to....

- ✓ Microsoft Academy
- ✓ Online Assessment and learning support via OneFile (e-portfolio)



Call our recruitment team today to help find the young people your business needs

01293 224225  
[opportunities@rewardstraining.co.uk](mailto:opportunities@rewardstraining.co.uk)

# Apprenticeships, designed by businesses for businesses

Apprenticeships ensure that your employees have the practical skills and qualifications your business needs now and for the future. The qualifications are split into units allowing you to pick and choose how to specifically tailor qualifications to meet both your business requirements and your employees specific areas of development.

## Further benefits include:

- ✓ Allowing you to harness new talent and up-skill existing employees
- ✓ Employees are developed in the skills relevant to your business, at your business, allowing you to address skills gaps effectively
- ✓ Full funding available for eligible learners (aged 16-18) and subsidised for eligible learners aged 19 and over
- ✓ Leads to more motivated, satisfied workforce with lower staff turnover
- ✓ Work based qualification – employees learn whilst working, causing minimal disruption
- ✓ Greater productivity, performance and competitiveness. Ensures your workforce are up-to-date with the latest technology & best practice
- ✓ Qualifications are benchmarked against national performance standards ensuring quality and results

Our experienced team will carry out a free training needs analysis and work with you to identify the most appropriate training solution for your individual employees. Rewards will work with your business to maximise the funding available through government approved schemes.



# What is an Apprenticeship

Apprenticeship training is primarily carried out at your workplace. Your member of staff (Apprentice) will spend time at work under your supervision. Your Apprentice will receive regular training visits from Rewards, and have access to online learning resources 24/7.

There are five key elements to an Apprenticeship:

## Competency

By building a portfolio of evidence, your Apprentice will be able to complete a level 2 intermediate, level 3 advanced or level 4 or 5 higher qualification. This element forms the bulk of the work needed to complete the programme and is formally assessed as soon as your Apprentice has received the necessary training and you are satisfied with their level of competence. Your Apprentice will be required to complete a variety of projects and assignments as well as being visually and orally assessed for their competence.

## Technical Knowledge

Your Apprentice will study a full syllabus of knowledge about their job role and sector. Training will be co-ordinated by our team of trainers with a mix of one to one training and the use of our online resources. Assessment is via a series of formal exams and workbooks.

## Functional Skills

Apprentices are required to demonstrate excellent English, Maths (and ICT skills where appropriate). Everyone coming onto an Apprenticeship programme with Rewards will take a short series of assessments to determine their current level and put together a learning programme that uses a mix of training and online resources to help improve ability. This part of the course is concluded with a series of formal exams and workbooks.

## Employment Rights and Responsibilities

An important element of the Apprenticeship which is studied at the beginning of the course. A short assignment is designed to give your Apprentice an induction to the sector you work in and to confirm knowledge of important employment responsibilities.

## Personal Learning & Thinking Skills

Personal learning & thinking skills (PLTS) are generic skills that are essential to life, learning & work. PLTS have a significant impact on a person's ability to make a confident contribution both within and outside their working environment

Only by achieving all five of these elements can an Apprentice gain the full Apprenticeship framework certificate, All 5 individual parts of the framework will also be certificated separately. On successful completion a learner can then look to progress their level.

# The Lifecycle of an Apprentice

We will support you and your Apprentice throughout the programme. On average an Apprenticeship takes between 12-15 months to achieve with each course lasting for a minimum of 12 months to ensure that each Apprentice gains the necessary competence in their job role before completing their qualifications.

There are a number of ways in which you as an Apprenticeship employer will become involved directly with the programme.

## Safety

Firstly we will need to check that your employees are fully protected and working in a safe environment. We will complete a check list with you while seeing the Apprentices working environment. This is to ensure we are looking after the well being of our learner/ your employee and our staff, who will be a visitor on your premises during the training sessions.

## Individual Learning Plans

Our trainer will be drawing up an individual learning plan with you and each Apprentice you employ. This will detail all the components of the programme and include details on how and when training and assessment will be delivered. It is a vital part of the Apprenticeship programme and we will regularly review the progress of your Apprentices with you using this plan.

## Regular Visits

Your Apprentice will be assigned to a trainer/assessor who will be responsible for visiting your Apprentice on a regular basis usually every 4 –6 weeks, depending on the nature of the programme, level and experience of the Apprentice. Progress will be checked at each visit and we will seek your input and feedback as part of these visits. Progress reviews will be completed and you will be asked to review and sign these.

## Quality Control

At each stage of the training and assessment process the quality of the service you and your Apprentice receive will be checked. Our internal quality manager will be responsible for ensuring we are delivering the best quality training. We will ask you to take part in regular surveys to feedback to us.

## Support for You

Your continued business success is the most important thing for us.

We will endeavour to provide the highest quality training for your team and make regular contact with you to check the suitability of our services.

## Account Management

You will be assigned an account manager who will be responsible for communicating with you and ensuring the training we are delivering is right for you. Your account manager will send you regular updates on the progress of your Apprentices and keep you up to date with our products and services.

If you are unsure of the name of your Account Manager or would like to give feedback about their relationship with you please do not hesitate to contact our Commercial Director Jane Williams.

[jane.williams@rewardstraining.co.uk](mailto:jane.williams@rewardstraining.co.uk)  
01293 562651

## Quality Control

The quality of our delivery is something that we pride ourselves on. We have a department dedicated to the continuous improvement of the training and assessment services we provide.

As part of our quality improvement cycle we carry out observations of teaching and learning with our staff and their learners. This is done periodically throughout the year, so you may be asked if either our work based learning manager or the quality manager can observe one of your staffs training sessions.

We will ask for your formal feedback at appropriate intervals during our relationship with you, but we are always happy to receive feedback at anytime about the quality of the training we are delivering so please do not hesitate to contact our director in charge of quality - Andrew Ayres.

[andrew.ayres@rewardstraining.co.uk](mailto:andrew.ayres@rewardstraining.co.uk)  
01293 562651

## What you can expect from our training team

**Training** We will provide relevant, high quality training for your Apprentice. Every attempt will be made to ensure its relevance to your day to day business activities.

**Support** We will provide support for you and your Apprentice for the duration of the programme and ensure that suitable progression routes are discussed at the conclusion of the scheme.

**Registration** We will arrange and pay for necessary registrations with relevant awarding bodies and ensure exam and assessment materials are available for your Apprentice.

**Exam dates** We will inform you in advance of the dates of any exams your Apprentice needs to complete. We will work closely with you to ensure there is minimal disruption to your business and in many cases exams can be delivered at your workplace.

**Attendance** We will arrange dates with you and your Apprentice to visit, if your Apprentice cancels any visits we will inform you as soon as possible. If for any reason our trainer is unable to keep an appointment we will contact you as soon as we can to re-arrange.

## Rewards Training PERFORMs with pride

Our team here at Rewards Training share some common principles, they form a core part of everything we do and help to shape our organisation.

**P** Purpose & shared values  
**E** Empowerment  
**R** Responsibility  
**F** Flexibility & fun  
**O** Optimal performance  
**R** Recognition & appreciation  
**M** Motivation & morale

Buying in to these objectives is a key responsibility for each and every member of our team - we live them every day.



## What we expect of you

**Learning plan** Your Apprentices trainer will arrange an appointment to draw up a plan of action to take into account all elements of the Apprenticeship programme. This will be done at the beginning and we will need your input or that of your Apprentice's direct line manger.

**On the job training** You and your Apprentices line manager will be responsible for arranging with your Rewards trainer all the necessary induction and training your Apprentice will need to complete the competence element of the programme. You will need to make a commitment to your Apprentice to allow them to gain experience in a wide range of job tasks to allow them to build confidence and achieve the necessary elements of the qualification.

**Commitment** Your encouragement and support for your Apprentice will be vital in order to get the most out of the programme of learning. We will make a check that a full induction has been completed and help you to plan development for each individual.

**Reviews** To help us review the progress of each Apprentice you employ we will seek your feedback at regular review visits. Typically these are carried out once every four weeks but your Rewards trainer will seek your views during regular visits.



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**Health & Safety** We require a safe working environment for all Apprentices and our staff whilst we are on site with you. Please ensure your risk assessments are up to date and assessments cover the risks posed by working with young people if necessary.

**Attendance** We will need to make regular visits with your Apprentice to help them complete the programme. Some of these visits will be arranged for your Rewards trainer to assess an Apprentice whilst they are working and some will be to undertake off job training or exams. It is your responsibility to arrange necessary cover for your Apprentice to attend these sessions.

**Contract of employment** All Apprentices enjoy the same contractual benefits as others in your organisation. Each Apprentice must have a contract of employment.

**National Living Wage** Young Apprentices can be paid at a lower rate, please see the rates set out in the application form.

**Holidays** All Apprentices are entitled to holiday as per your standard terms and conditions of employment.

We have provided an Apprenticeship agreement as part of the application pack each Apprentice is required to complete. Please read it carefully before you sign it.



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# Communication

Your first point of contact at Rewards Training will be your account manager, we will write to you very soon to give you their details.

Some other useful contacts for you

## Sales Director

Jane Williams

T – 01293 562651

E – jane.williams@rewardstraining.co.uk

## Recruitment Manager

Terry Chippington

T – 01293 562651

E – terry.chippington@rewardstraining.co.uk

## Business Management Team Manager

Lyndsey Witham

T – 01293 562651

E – lyndsey.witham@rewardstraining.co.uk

## Hospitality Team Manager

Lenka Kolackovska

T – 01293 562651

E – lenka.kolackovska@rewardstraining.co.uk

## Health & Social Care Team Manager

Yvonne Roberts

T – 01293 562651

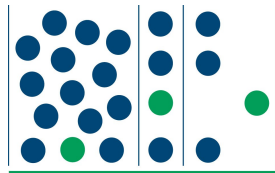
E – yvonne.roberts@rewardstraining.co.uk

*This Guide is dedicated to the young apprentices who have achieved success by working with Rewards and their employer to complete programmes of learning that have helped them to develop their careers and look to a brighter future at work and in their personal life.*

*By working with Rewards you can help provide opportunities for young people, not just to develop their skills but also to help develop your business by tapping into the resources that young people can bring to the workplace. We live in an ever changing business environment, by working with young apprentices you can ensure your business will remain stronger for longer.*

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**Rewards**

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