



# Workplace Supervisor Support Guide



Coventry & Warwickshire  
Chamber of Commerce  
Training  
Training | Skills | Growth

## About Coventry & Warwickshire Chamber Training

Coventry and Warwickshire Chamber Training is a leading provider of training and development, including business to business courses and Apprenticeships for young people and adults. There is also a comprehensive suite of vocational qualifications, designed to support employers to develop their workforce and equip individuals with the skills and knowledge to progress their careers.

As one of the largest providers of training and development in the region, we have established an enviable reputation for delivering high quality training courses. As a wholly owned subsidiary of Coventry and Warwickshire Chamber of Commerce, we have an in-depth understanding of business needs and have developed training solutions which deliver results.

Your member of staff will be following an Apprenticeship. Apprenticeships support businesses in developing people whether you have junior staff requiring new skills or experienced employees wishing to develop into new roles and gain qualifications to support their career development. An Apprenticeship is a framework of qualifications offering relevant industry specific learning with essential skills such as maths and English and is made up of the following:

- National Vocational Qualifications (NVQs), Diplomas and Certificates
- Knowledge based qualification
- Functional skills in maths, English and ICT

## National Vocational Qualifications, Diplomas and Certificates

National Vocational Qualifications, Diplomas and Certificates are a fundamental part of Apprenticeships. They are designed around the skills people use at work and cover all types and levels of work. Each qualification is made up of a number of credits, which set out what an individual must be able to do in a given area and to what standard. Each credit is assessed and a qualification is awarded when the required credits have been achieved. Assessment activities normally take place within the workplace by a qualified Chamber Training Advisor.

## Knowledge Qualification

Most Apprenticeships also contain a knowledge based qualification which requires individuals to attend specific training sessions off the job which will develop their knowledge of their chosen occupational area. You will be given guidance as to the content and training involved in the knowledge qualification by your Chamber Training Advisor.

## Maths, English and ICT

As part of their Apprenticeships, individuals will also develop Functional Skills in maths, English and ICT. The development of Functional Skills is embedded within an Apprentice's Individual Learning Plan and will involve a mixture of on and off the job learning, with on-line support packages tailored to individual needs. To achieve Functional Skills, the individual is required to undertake on-line tests in each subject area. Typically, an Intermediate Apprentice (level 2) will be required to achieve level 1 Functional Skills with an Advanced Apprentice (level 3) required to achieve level 2 Functional Skills. There may be exemptions from some or all Functional Skills dependent upon GCSE grades. There is an online test which will take place outside of the workplace and will require preparation time away from work.

## Who's Who At Coventry & Warwickshire Chamber Training

<b>Executive Director</b>	Sally Lucas	Overall responsibility for CW Chamber Training
<b>Operations Director</b>	Jan Ryan	Responsible for day-to-day operations

### Account Managers

You will have a dedicated Account Manager who is responsible for providing you with information, advice and guidance on Chamber Training services. In the initial stages, they are responsible for providing you with advice on training opportunities. If you are using our recruitment service, they will assist you in scoping the role for an Apprentice and making recommendations as to the support structures you will need to put in place. They will agree with you what you expect to achieve from the proposed training. Once your learner is engaged, your Account Manager will support you, as the employer, with any questions or queries you may have. They will also keep you updated on any issues that may affect your business. You are welcome to contact your Account Manager at any time should you require information or advice.

### Training Advisors (Assessors)

Your Apprentice will be appointed a dedicated Training Advisor (Assessor), who is vocationally competent in the field of work the individual is undertaking. The Training Advisor (Assessor) is responsible for supporting your Apprentice throughout their Apprenticeship. They will visit your Apprentice within two weeks of enrolment and regularly thereafter for the remainder of their qualification. During these visits they will set and review action plans your Apprentice will work towards in order to achieve their qualifications. They will also perform regular progress reviews where you and your Apprentice will have the opportunity to comment on progress made and to discuss any issues or concerns.

### Trainers

Where your Apprentice is undertaking off the job training, they will work with a CW Chamber Training Trainer to develop skills, knowledge and understanding as part of their qualifications. We have a fully equipped training facility, where Apprentices can acquire skills which will be of direct benefit within the workplace. You are welcome to come in and see our facilities at any point in time. You simply need to liaise with your Account Manager who will make the necessary arrangements.

## Supervisor Responsibilities

### Introduction

In order to support you in your role as a work place supervisor of an Apprentice, we have designed this Guide which outlines your responsibilities at key stages in the learning process. As the supervisor, Team Leader or Manager of an Apprentice, you have a vital part to play in ensuring their success. You will need to be able to build rapport, have good communication skills and be competent in setting work goals.

### Start & Enrolment

Coventry and Warwickshire Chamber Training will complete an enrolment with you and your Apprentice at the commencement of training. This will start the development of an individual learning plan and provide a comprehensive overview of how the training will be delivered. You will need to be present at the enrolment to authorise learning, discuss the design and content of the learning plan and agree the next steps which will be for a Training Advisor (Assessor) to introduce the qualifications and confirm full delivery arrangements.

Approximately two weeks after the initial enrolment, a Training Advisor (Assessor) will visit you and your Apprentice to discuss the content of qualifications, design an on and off the job learning plan, select suitable work related projects or activities to build the Apprenticeship around, discuss Functional Skills development, agree the first action plan and organise the next suitable appointment. This will take approximately two hours and it is essential that you are available for the meeting.

### Induction

As a supervisor, you are responsible for ensuring your learner has a thorough induction. The individual may be new to your organisation and as such will require a detailed introduction to your company and get to know what is expected of them. If they are an existing employee, they will still need an introduction to their learning plan. In addition to a work place induction, your Apprentice may be invited to attend an induction at CW Chamber Training, where we will ensure they are equipped with the knowledge and skills to fully engage in their Apprenticeship, have a high level awareness of health and safety and equality and diversity. You are welcome to join your Apprentice for a tour of Coventry and Warwickshire Chamber Training premises and you will be invited accordingly.

Young Apprentices are required to complete a project as soon as they start with you to assist them in understanding your work place codes of practice and you will need to assist them with this.

#### *Chamber Training's role--*

- provide induction training for Apprentices on the contents of the agreed training plan
- explain about work-based training and the role of everyone
- advise you on workplace induction and initial training
- explain how qualifications are achieved
- explain rights and responsibilities
- to check that Apprentices have understood the information which they have been given at induction
- provide Apprentices with written information to support what they have been given during induction, to which they can refer to in the future

#### *Supervisor's role.*

- be present and contribute to the enrolment of the learner
- show the Apprentice where everything is
- introduce them to the people they will work with and their supervisor
- identify where a work place Mentor would add further support
- train them in the health and safety of your workplace
- explain your company policies and procedures
- inform an Apprentice of their conditions of employment
- provide information about the job they will be doing

Employer's role..... Points to consider in your work place induction

- Introduction to supervisor, mentor and other staff
- Tour of the premises- canteen, cloakroom facilities etc
- Hours of attendance, breaks, holidays and time keeping, sickness and holiday notification procedures
- Standards of dress and conduct expected
- Health and safety rules, procedures in the event of an accident/ fire
- Prohibited areas, protective equipment provided where required
- An outline of the training to be provided
- End of workday procedures

## Planning and Designing Individual Learning Plans

To help you to get the best from learning, we will jointly plan a training programme that meets both their needs and your needs as an employer. A learning plan will be developed which shows what training they will receive, both on- and off-the job, to ensure that they achieve their qualification. The plan will also identify any additional support that they may require. We will obviously take into account their current knowledge, skills and experience when doing this. We will ensure that you are provided with whatever information you require to understand the training plan and its contents.

### *Chamber Training's role--*

- work with you to identify the individual's immediate training and development needs
- assess the Apprentice's current skills, knowledge and qualifications
- identify any personal circumstances which may affect learning and training
- set out the training programme in a training plan for the learner and yourselves
- help you understand the training programme including the NVQ, Diploma or Certificate, Knowledge Certificate and Functional Skill requirements

### *Supervisor's role.*

- help identify the individual's immediate training and development needs
- help us plan the training programme for the Apprentice
- identify appropriate learning opportunities within the workplace which will help the Apprentice develop and progress
- understand the Apprentice's training programme including NVQ, Diploma or Certificate, Knowledge Certificate and Functional Skill requirements

## Delivering Learning Programmes

Having planned the training we will work together to deliver what is required to develop the Apprentice's skills and help them achieve their qualification. Much of the training will take place within the workplace itself. This will typically involve developing skills through observing others perform activities, practicing themselves and learning from you. The more learning opportunities that you can provide therefore, the greater range of skills that the Apprentice is likely to acquire which will be of benefit to your company. You may also wish to consider giving projects to undertake, or want them to attend formal training sessions in the workplace that will develop their skills and knowledge even further.

In terms of off-the-job training, we will discuss the requirements of the agreed learning and recommend a programme of off the-job development that meets both your needs and that of the Apprentice. We will agree with you when and where this will take place.

### *Chamber Training's role--*

- provide help and advice on planning workplace training and learning activities
- be aware of the learning activities that are taking place within the workplace
- provide appropriate off-the-job training sessions to support the skills that the Apprentice is developing in the workplace, in order that they can achieve their qualification
- keep you informed of what the Apprentice has covered during off-the-job training activities

### *Supervisor's role.*

- help Apprentices develop their knowledge and skills by providing a wide range of learning and training opportunities
- allow Apprentices to attend off-the-job training sessions at the agreed times
- help Apprentices put into practice what they have learnt during off-the-job training sessions
- give Apprentices time in the workplace to compile their work towards their qualifications
- initiate a meeting with us if you have any concerns about any aspect of the training delivery

## On and Off the Job Training

Coventry and Warwickshire Chamber Training programmes combine learning in the work place with structured off the job training. A Chamber Training Advisor will complete regular visits to the work place to assess competence, measure progress and agree future development plans.

As a workplace supervisor, you will oversee the day-to-day work of the Apprentice. You will be expected to take an active involvement in working with CW Chamber Training to develop an understanding of the agreed training plan. This will involve your participation in regular progress review meetings with the individual and the CW Chamber Training Advisor. It is also advisable, where possible, to appoint a Mentor to offer further support to the Apprentice. This person may be someone who is more experienced and senior to the Apprentice. A detailed Toolkit is available to assist you set up mentoring support.

You will also agree a plan of off-the-job training. This may be in the form of day/part day release training or other agreed periods and is dependent upon the occupational area within which an individual is training. You may also identify an area where the Apprentice may benefit from additional training. Coventry and Warwickshire Chamber Training will make arrangements to access an appropriate course to gain the skills required to complete the Apprenticeship. Training is paid for by Coventry and Warwickshire Chamber Training unless otherwise stated. A Chamber Training adviser will inform you of such instances.

## Reviewing Progress

To check that you and your Apprentice are getting the most out of the training, it is important to monitor their progress at regular intervals. This will ensure that any additional training or support needs that are identified are properly addressed. We will fully involve you and agree with you what is the best time for these to take place, so as not to cause disruption to normal workplace activities. You will need to sit down with your appointed Training Advisor to discuss the progress the Apprentice is making both at work, in their role and with their qualifications. Our CW Chamber Training Assessor will arrange such appointments directly with you at a time which is convenient. Targets and actions will be agreed which will require your support to ensure timely progress towards achievement.

### *Chamber Training's role--*

- organise a schedule of regular review meetings
- involve the Apprentice and the workplace supervisor in the review
- find out and record the progress made by the Apprentice
- identify additional training and support needs and amend the training plan accordingly
- agree and record actions and targets between this and the next review
- make sure the Apprentice and the workplace supervisor have a copy of the record of the review

### *Supervisor's role.*

- attend Apprentice progress review meetings
- let us know how the Apprentice is progressing in the workplace
- advise us of any concerns which you may have regarding their progress
- advise on workplace training and assessment opportunities that may occur in the period to the next review
- support the completion of agreed targets and actions

## Assessing Competence

To gain an Apprenticeship, an individual is required to collect evidence to demonstrate that they are competent in a range of different activities. Each Apprentice is allocated a Training Advisor who will discuss and agree the best way of providing evidence to reach the national standard. The Training Advisor will come out to the work place on a regular basis to observe the Apprentice and develop action plans. They will also examine pieces of work or information which the Apprentice has collected to demonstrate competence.

### *Chamber Training's role--*

- help Apprentices and staff within your organisation understand the assessment process
- help Apprentices understand how to collect evidence and match it to the occupational standards
- formally assess competence
- give constructive feedback to the Apprentice following assessment

### *Supervisor's role.*

- provide opportunities for the Apprentice to demonstrate their competence in specific tasks
- help Apprentices to collect evidence of the work they have done
- sign statements confirming the Apprentice's competence in specific activities
- agree and support the achievement of action plans

## e-portfolio - the paper less way .....

Coventry and Warwickshire Chamber Training use e-portfolios (Smart Assessor) as an efficient way for individuals to present their evidence of competence performance. The benefit is that with internet connection, Apprentices are able to access their e-portfolio at any time and work at their own speed, from any location.

Using the internet, Apprentices can build their portfolios online and submit evidence for assessment. Everything can be cross-referenced to the criteria of the qualification. Training Advisors review the work and provide feedback. As an employer, you will have access to the system to view progress and participate in progress reviews.

## Benefits

The e-portfolio system has many benefits. Apprentices study when they want, where they want. There are no bulky paper-based portfolios to manage or store. The e-portfolio is based online, accessible via an internet browser. The system is intuitive to use with minimal training required. Apprentices can track their own progress at all times, having instant access to course materials and resources. Apprentices can easily upload evidence into their e-portfolio and communicate with their Training Advisor. Apprentices can also interact in a moderated way with others on their course.

As Apprentices build their e-portfolio, it allows them to store and manage documents online. All evidence can be recorded in any digital format, from Word documents to video files. Uploading evidence is no more difficult than attaching a document to an email. Once uploaded, a piece of evidence can be cross-referenced into any section of the qualification, and then electronically submitted for assessment.

## Accelerated Learning

E-portfolio accelerates learning by bringing all key players in the learning process together, not bound by time or location. Training Advisors (Assessors) can assess coursework as it's completed, without the need to visit the workplace. This increases assessment turnaround time and allows learners to work at the pace that suits them.

## Online Forums

Apprentices across an organisation can collaborate online in real-time. Smart Assessor's forums encourage the exchange of best practice and Apprentices are able to tap into a rich support base throughout the learning cycle.



## Evidence for Portfolios

Evidence is the proof that an Apprentice is competent in the requirements of their learning. It can be anything that proves:

- what can be done
- how well it can be done
- the level of knowledge in relation to what has to be done *and*
- the level of understanding regarding what is done, how it is done and why.

An Apprentice's portfolio is comprised of a variety of evidence which confirms that they are competent in there are of work in line with national standards. Evidence will be collected over time and comprise of the following:

### Record of observation of performance in the workplace

Apprentices will be appointed a dedicated Training Advisor who will complete observations of the Apprentice performing their work responsibilities in the work place, which will be assessed against national criteria. This will take place on a regular basis over the period of the learning plan. It is the responsibility of the employer to train the Apprentice on the job to the required standard before they can be assessed. The Training Advisor will liaise with the Apprentice and their supervisor to plan training.

### Witness testimonies

These are statements written by a line manager or other colleagues confirming that the Apprentice has performed their work duties to an agreed standard. They must be recorded on company headed paper and be signed and dated by the person making the statement.

### Projects/Assignments

These will be set, to confirm the essential knowledge and understanding required for the qualification. Supplementary evidence is required to support the project/assignment.

### Written/oral questions

Questions will used to demonstrate that the Apprentice has the technical knowledge and understanding which underpins the qualification they are working towards. The Training Advisor will set questions at appropriate points in time.

### Product evidence

This is evidence generated from within the job role e.g work records; appraisals; minutes of meetings. These are a strong source of evidence within the portfolio and assessment process. Documents must be genuine, authentic and attributable to the Apprentice.

### Professional discussion

This is a discussion of the knowledge and understanding across a number of credits. It will be discussed and planned with the Training Advisor and Apprentice prior to the assessment date and may be recorded on an MP3 recorder or hand written.

### Personal statement

This is a written account by the Apprentice, detailing their actions and experiences within a given work area. It may include a case study relating to a particular piece of work an Apprentice has undertaken.

## Support Structures

Effective support structures are key to the success of training. We will work in partnership with you to ensure that your Apprentice is well supported and able to achieve their potential. We will agree targets with you and them during assessment visits and progress review meeting. As a Supervisor, you will play a vital role in encouraging your Apprentice to achieve their targets.

Where appropriate, we recommend the use of Mentors within the work place to provide an additional support structure. A Mentoring Toolkit is available as well as this Guide and we will be happy to discuss this further to explore how it may work in your organisation.

### *Chamber Training's role--*

- keep in regular touch with the Apprentice and yourselves
- encourage and motivate learners in their training programme
- show real interest in the skills which Apprentices are developing in the workplace
- help Apprentices to understand the long-term benefits of training and qualifications
- identify any problems or concerns which Apprentices may have at an early stage
- share any identified concerns with you and agree suitable solutions

### *Supervisor's role.*

- help Apprentices to understand the long-term benefits of training and qualifications
- give Apprentices time at work to develop their portfolio
- provide opportunities for Apprentices to practice their skills
- encourage Apprentices to attend and show real interest in their off-the-job training
- be aware of any problems or difficulties which may be facing Apprentices
- share your concerns with us

## Ensuring Equality of Opportunity

We operate and promote a policy of equality and diversity throughout the whole of the learning process. This is reflected in our recruitment practices where we welcome applications from all persons regardless of sex, marital status, race, disability, colour, age, sexual orientation, nationality or ethnic origin. We aim to treat Apprentices fairly and equally during their training programmes and ensure that they know what to do if they have a complaint. We trust that your commitment to ensuring equality of opportunity will be the same as ours.

### *Chamber Training's role--*

- promote equality and diversity throughout the work-based learning process
- have a written equality and diversity policy which staff, Apprentices and employers understand and are committed to
- advise you on equality and diversity issues and legislation
- explain to Apprentices how they should treat other people
- make sure that Apprentices know what to do if they feel they are being unfairly treated in the workplace
- act on any complaints received from Apprentices

### *Supervisor's role.*

- comply with equality and diversity legislation
- demonstrate your commitment to equality and diversity in the workplace through a clearly publicised statement
- ensure equality and diversity in selection and recruitment and training activities
- ensure that Apprentices are treated fairly and equally
- make sure that Apprentices are not bullied, harassed or made to feel unwelcome in the workplace
- explain to Apprentices what to do if they have a complaint about the way they are treated
- safeguard young Apprentices (under 18) and vulnerable adults

## Safeguarding

Coventry and Warwickshire Chamber Training has a duty to safeguard the welfare of young people and vulnerable adults and you as an employer have a responsibility to the learners you employ. Safeguarding is defined by the Children's Act 1989 and means that agencies and organisations working with young or vulnerable adults take all reasonable measures to ensure that the risks of harm to the individual's welfare are minimised.

### Who do we need to safeguard?

A child is classed as anyone who is under the age of 18. The broad definition of a vulnerable adult is 'a person who is 18 years of age or over, and who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or serious exploitation

### Why is Safeguarding necessary in learning and skills?

Training providers, like Coventry and Warwickshire Chamber Training, have a duty to safeguard and protect individuals as training is considered a regulated activity. This does not just mean within the workplace, but also means to be able to identify and act on problems outside of the Apprentices' work. It is the responsibility of you as an employer to ensure the team working alongside any learners is free from convictions and of sound character and mind and will not pose as any threat or danger to Apprentices.

### Roles and Responsibilities of Employers and Staff:

- To understand what is meant by safeguarding and promoting the welfare of learners (both young and vulnerable) and the different ways in which they can be harmed.
- Be aware of the Statutory duty to safeguard and promote the welfare of the learners (in accordance with the Children Act 2004)
- Be familiar with guidance and procedures within the organisation. For example, who to report suspected harm to etc, and appreciate own roles and responsibilities.

### The types of harm could be:

- Physical
- Emotional or Psychological
- Neglect
- Sexual Abuse or Exploitation

### Particular indications of harm could be:

- Showing wariness and distrust of adults
- Inconsistent explanation of injuries
- Low self esteem
- Difficulty reading aloud
- Aggressive or demanding behaviour
- Abusing alcohol or drugs
- Suicidal feelings or attempts at suicide
- Difficulty concentrating
- Being withdrawn
- Reluctant to go home

## Procedures to be followed when harm is suspected:

- All members of the organisation working closely with young or vulnerable learners should be alert to the possibilities of harm
- It is the duty of staff to INFORM ONLY, NOT TO INVESTIGATE – this is the role of the Police or Social Services
- If an employer or any staff member within the organisation, in the course of their work has a safeguarding issue brought to their attention, this must be treated as a priority, all relevant information should be passed directly to the Designated Officer at Coventry and Warwickshire Chamber Training.
- The designated Officer at Coventry and Warwickshire Chamber Training will take the necessary steps to ensure the safety of a learner; accessing appropriate authorities and agencies.
- Any concerns should be reported to the Designated Safeguarding Officer. Email [williams.s@cw-chambertraining.co.uk](mailto:williams.s@cw-chambertraining.co.uk) or telephone 02476231122.
- Remember the main priority is to protect learners or vulnerable adults from harm
- It is a good idea for you as an employer to have some staff training on safe guarding; this can be done by contacting your local safeguarding officer within the local police

## Tackling Extremism .. what it means for you:

The Government has developed a national counter-terrorism strategy (Prevent) and has placed a duty on providers of education and learning including schools, colleges and Apprenticeship providers such as Coventry and Warwickshire Chamber Training to play a part in stopping people being drawn into or supporting terrorism. Terrorism can occur anywhere in the world with atrocities carried out in support of various ideologies.

We all must ensure that we challenge racism, Islamophobia, tackling hate and prejudice based bullying, harassment and intimidation as part of our commitment to and exemplification of British values including “democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs”

Extremism in itself is not illegal but we still encourage you to be aware of potential signs of it because it can act as a ‘pathway’ to terrorism. Prevent does not aim to criminalise people for holding extreme views; instead, it seeks to stop individuals from encouraging or even committing violent activity.

We all have a role to play in Prevent within our organisations and communities by helping people understand what the strategy aims to achieve.

## Health and Safety

We have a positive commitment to promoting good health and safety practice in the workplace and know that this will be equally true of you. Apprentices placed with you are regarded as employees for the purposes of health and safety.

### *Chamber Training's role--*

- using competent staff, verify that you can provide a healthy, safe and supportive learning environment
- assist you on questions of health and safety requirements and application to individual trainees
- provide a safe and healthy working environment at all times during off-the-job training
- monitor health and safety practices on an ongoing basis
- provide health and safety training to raise awareness of risk
- check Apprentices' understanding of health and safety risk awareness
- investigate any accidents involving Apprentices within the workplace and agree preventative action

### *Supervisor's role.*

- ensure the health, safety and welfare of Apprentices and bring your policy statement to their attention
- comply with health and safety legislation
- inform the Apprentice about who is responsible for health and safety matters within the company
- provide initial and ongoing health and safety training in the workplace for Apprentices
- provide necessary protective clothing
- report any accidents concerning Apprentices immediately to us
- assess the risks to which Apprentices are exposed at work and apply the general principles of prevention
- introduce and maintain appropriate measures to eliminate or control risks to the lowest reasonable practicable level
- ensure Apprentices are properly supervised by a competent person
- ensure that Apprentices are covered under public and employer's liability insurance

## Maintaining Standards

All work-based learning is subject to external inspection by the government's body for maintaining standards. Inspections look at the quality of training in all occupational areas where training is being provided, and at general aspects: teaching and learning, support, equal opportunities, management of training and quality assurance. Inspectors typically collect much of their evidence through discussions with Apprentices, training providers and employers, and therefore your views and comments will form an important part of the process.

### *Chamber Training's role--*

- to produce an annual self-assessment report and action plan
- to prepare for inspection by the Government's Inspectorate (Ofsted)
- work with Inspectors during inspection

### *Supervisor's role.*

- provide us with feedback on the programmers quality of our training
- to take part in discussions with inspectors during inspection as required
- to allow inspectors to take part in discussions with Apprentices during the inspection process

## Terms and Conditions

All learners following training are employed and paid by your company. All agreed training costs will be paid for by Coventry and Warwickshire Chamber Training unless otherwise stated.

It is the responsibility of the company to comply with the following:

- Tax and National Insurance contributions when employee's salary goes above government threshold.
- The Working Time Regulations
- The National Minimum Wage

All employers will pay wages or salary in accordance with company policy and all Learners should be paid the correct rate for the job.

- The Health and Safety (Young Persons) Regulations 1997
- Issuance of a contract of employment in line with government legislation
- When necessary the instigation of disciplinary procedures in accordance with your own company policy.
- In the case of absenteeism because of sickness, learners must contact their employer on the first day of sickness and advise Coventry and Warwickshire Chamber Training accordingly.

## Further Information

Don't forget, Coventry and Warwickshire Chamber Training offers a comprehensive range of training and development for staff of all ages and levels. Wherever possible we will secure you funding to assist with any costs. Some of the areas offered include:

- Information Technology from beginners to advanced
- Management Development
- Health and Safety, First Aid and other legislative requirements
- International Trade
- E-Commerce, trading on-line

Coventry and Warwickshire Chamber Training

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## Summary Time Frames What To Expect

Time Frame	Activity
Day 1 of learning	Start & Enrolment by an Account Manager
Within 2 weeks of enrolment	Training Advisor (Assessor) first visit to introduce qualifications and agree first action plan
Approximately 4 weeks into learning	Courtesy call to gather your first impressions
Approximately 6 weeks into learning	Training Advisor (Assessor) completes first progress review meeting. This is a three way process between you, your Apprentice and the Training Advisor. Please allow approximately thirty minutes.  Training Advisor second visit to review the first action plan progress.
Monthly – 6 weekly	Training Advisor (Assessor) undertakes Assessment visits, progress will be reviewed and new action plans set. You are not required to supervise every Assessor visit however you will be required to agree the action plans and offer support to your learner in the completion of them before the next Training Advisor (Assessor) visit.
Quarterly	Progress reviews will take place every three months and it is essential that you participate in this three way process. You will discuss how your Apprentice is progressing and have the opportunity to discuss any issues or concerns.
Learning exit	Upon completion of your Apprentice's qualification your Account Manager will ask you to participate in an exit review where your feedback on the learning process will be discussed and future progression plans agreed.

Please note Coventry and Warwickshire Chamber Training and funding partners may send out quality questionnaires throughout the learning process. We value your feedback to improve our services. Please complete these questionnaires to assist with our continuous improvement.



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**Coventry & Warwickshire  
Chamber of Commerce  
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